Professional & Technical Communication
Program Policies for Spring 2018
For Instructors of ENC 2210, ENC 3246, & ENC 3250

Curriculum

The PTC curriculum encompasses three courses: Professional Writing, Technical Writing for Health Science Majors, and Communications for Engineers. Each course has an example syllabus and curriculum composed of major projects, readings, and short assignments. First-time PTC instructors are required to follow the example curriculum and related Canvas template for the courses to which they are assigned.

Returning PTC instructors may choose from an approved set of alternate projects and assignments, augmenting the required materials as they see fit. An employment project, covering resumes and at least one supporting document, is required across all three courses. Instructors seeking to make changes to their syllabi that would significantly alter the approved projects or overall schedule should first obtain approval from the PTC program (contact: markleahy@usf.edu).

The PTC curriculum emphasizes the following:

- Professional and technical writing differs significantly from academic writing. Many students who are only familiar with the demands of academic writing find themselves less prepared to write in non-academic professions. Our goal is to help them identify and navigate the expectations for writing in their chosen professions.
- PTC courses consist of major projects that ask students to complete multiple deliverables, individually or as a team. These projects are designed to simulate professional writing situations and concerns (as opposed to academic or literary concerns).
- PTC instruction is inquiry-based, focusing on student research into professional writing conventions and genres. Students are responsible for creating their own strategies for incorporating this research into their writing. As instructors, we facilitate this process rather than prescribe particular writing practices and processes. We evaluate the resulting insight as well as the resulting text.

Textbooks

Students across all sections of PTC courses (online and face-to-face) are required to purchase *A Rhetorical Approach to Workplace Writing* (RAWWr) available digitally through My Reviewers. The example syllabi include recommended readings.

Additionally, Joanna Wolfe's *Team Writing: A Guide to Working in Groups*, is available to all students, and is also included in the sample syllabi. We recommend (but do not require) *Team Writing* for all courses.

Instructors are encouraged to supplement these readings with any pertinent material related to professional and technical communication they find useful. Blog posts, news articles, video content, presentation slide decks, and example documents (to name but a few resources) may all be added by the instructor.

Office Hours

You are expected to hold a minimum of three hours of weekly scheduled office hours. Include these scheduled office hours on your course syllabi. Office hours may also be scheduled by appointment.

Instructors teaching online sections may hold that portion of their office hours online.

USF Email
Use your USF email account whenever conducting correspondence with students, faculty, staff, and university committees. (Be aware that USF email may be delayed if it is forwarded to Yahoo, Gmail, or other mail accounts). Be sure to check your USF email account at least three times a week on different days and respond to student inquiries within 72 hours.

Instructors teaching online are encouraged to check their email and respond daily.

Do not email grades or other confidential student information to students unless you are emailing to the USF email account associated with that student. All emails sent from your USF account are public records.

Grading
Instructors will follow the final grade percentage breakdown as stated in the course syllabi.

Students should receive detailed feedback on both drafts and final deliverables explaining the assigned grade and commenting on what areas a student needs to consider on to the next deliverable draft, next writing project, or in the case of the final project in the course, how the student might continue to improve as a writer. Moreover, areas that are addressed in the end comments should have an accompanying in-text comment that makes connection between the instructor's overall concerns and specific examples within the assignment.

Canvas must be used to record students' grades and attendance. At midterm and finals, instructors must submit e-grades to the Registrar's Office (this will be completed through Canvas). A significant number of assignments must be graded before mid-term (usually Week Nine of the semester).

A grade of "I" (Incomplete) is rarely assigned, and only in extremely compelling cases. For more information, refer to the USF Undergraduate Catalog's "I" Grade Policy: http://www.ugs.usf.edu/catalogs/catdl.htm.

First-Day Attendance
According to USF's policy, on the first day of class, you must take attendance using the First Day Attendance tool in Canvas. To account for late arrivals, please wait until the end of class to finalize the attendance.

Students may add a course through OASIS. Instructors do not have the ability to increase the enrollment cap or register new students. Students should register with OASIS, not the English department. Direct students wishing to add your course to their advisors or to OASIS.

Adding Students
Please do not sign students into your courses unless specifically requested to do so by the English Department, no matter how moving or urgent the plea. Students looking for open sections should be directed to OASIS or advising staff.

Student Evaluations
During the last three weeks of the semester, students will receive an email asking them to complete an online course evaluation. Instructors should remind and encourage students to complete the evaluations, and

instructors teaching in computer labs should consider setting aside class time for students to complete evaluations (however, instructors should not be present while students are completing evaluations). A response rate of 50% is now expected across all sections of PTC courses.

Class Cancellation
Contact the English department front desk when you cancel/miss a class or office hours or if your office location changes. Instructors are required to hold at least 80% of the scheduled classroom hours.

Safety Policy*
Instructors assigning projects that involve the potential for injury (the iFixit Project, for example) are expected to uphold USF Lab Safety guidelines at all times, and to ensure that students are instructed in the appropriate safety procedures. Any and all injuries must be reported:

http://www.usf.edu/administrative-services/environmental-health-safety/reporting/injury-illness-reporting.aspx

Any potential hazards or near misses should be reported to prevent future injury:

https://usf.az1.qualtrics.com/jfe/form/SV_7aOAMdVruhwauPP

Technology Bans*
Instructors retain the right to ban specific forms of technology if the instructor feels that technology disrupts the classroom environment. Please bear in mind that many students rely on certain technologies in order to participate fully. Blanket bans on certain technologies may unfairly disadvantage or single out these students.

FERPA
FERPA guidelines state that a student has a right to privacy of his or her education record. As such, students' records are confidential. FERPA guidelines prohibit teachers from discussing the status of a student/students' record with parents or others. Please review the FERPA guidelines in the USF Handbook (page 44-45 "Student Records Policy").

You may respond to documents that are published in public spaces and students may do likewise; however, you may not publish grades or evaluations in public spaces (e.g. the open Internet as opposed to gated Internet sites like Canvas or our Rubric tool).

It is acceptable to discuss grades with the Athletic Office only if student athletes have signed a FERPA waiver.

Never display graded student assignments with names via computer projection system. **Classroom Policies**
Instructors are responsible for making their expectations for student classroom behavior explicit in their syllabi. Classroom policies should extend to online interactions among students (including those on Canvas, My Reviewers, or any other electronic forum), as well as between students and the instructor.

Since email is the most common form of professional writing, it is encouraged that you stress professionalism in emails from students to the instructor.

Plagiarism

Instructors are responsible for making their expectations regarding plagiarism explicit in their syllabi. USF plagiarism guidelines are available here: http://www.ugs.usf.edu/catalogs/0102/adadap.htm

Canvas

Log into Canvas at my.usf.edu using your USF Net ID. Under "Courses You Are Teaching," you will see a Canvas site automatically created for each of your classes. USF populates the roster for your class and the grading tool is easy to use and much appreciated by students. If you do not see your class once you login, this may mean the course has not been associated to your name in the university OASIS Banner system. A series of video tutorials created by Canvas can be found here: (https://training.instructure.com/courses/347469).

Office Computer

If you have any problems with your office computer, contact Deedra Hickman via email (dhickman@usf.edu), email the Helpdesk (http://it.usf.edu/help/), or call the Helpdesk at 813-974-1222 or 866-974-1222. Contacting the Helpdesk first could take about a week for response, so you need to find out if you have any computer problems as quickly as possible.

Office Location

See Deedra Hickman for your office assignment. Space is limited and all efforts will be made to give everyone a space. Sometimes instructors teach in other buildings, so do not assume that your office will be located in Cooper Hall or near your classes.

Office Key

You will not receive an office key in your department mailbox. The key shop usually sends a postcard that arrives in your box announcing that your key is ready for pickup; however, in many cases, no postcard will arrive. If you do not receive your postcard after a week, call the key shop at 813-974-2845. If you do not pick up your key within 30 days, the order will be cancelled; as a result, the Department Chair will need to sign a new order for your key.

Office Phone

To dial a number within the Tampa campus, dial 4 + the four-number extension. Most instructor offices do not have voice mail. Please be sure to give your students an alternate way of contacting you. Students should only leave messages at the front desk in an emergency; otherwise they should contact you via phone or email. If you do have voicemail, you can access it by calling 4-2100 or 4-1300.

Classrooms

Please visit your classroom before classes begin. If there are general problems with the classroom, contact Deedra Hickman via email (dhickman@usf.edu). If you have technical problems contact the Helpdesk (http://it.usf.edu/help/ or 813-974-1222).

Check your class schedule at http://www.registrar.usf.edu/ssearch/search/php before your class starts. Room changes are often made as late as the day before your class starts. Nearly all ENC classes are held in hybrid rooms. If your classroom is locked and you need to visit it to check your equipment, contact Deedra Hickman if your class is in Cooper Hall; if your classroom is another building, then call Physical Plant at 813-974-2845.

Library Instruction

To schedule a Library Orientation, fill out the online reservation form at
http://www.lib.usf.edu/services/forms/instruction-session-request/.

Encourage students to take advantage of other library services, including the Writing Studio
(http://www.lib.usf.edu/writing/), the Digital Media Commons (http://www.lib.usf.edu/digital-studio/), and
the library course guides.

Ask Questions

If at any time you need assistance, please remember to ask Tanya Zarlengo (tzarlengo@mail.usf.edu), Dr.
Mark Leahy, (markleahy@usf.edu), Deedra Hickman (dhickman@usf.edu) and the English Department staff
(located in Cooper Hall).

By signing and dating below, you acknowledge that you have been informed of the PTC Program policies for 2017-18.

Full name: _____ Date:_____

Non-USF email: _____

Signature: _____