



Western Technical College

10801197 Technical Reporting

Course Outcome Summary

Course Information

Description	Teaches the preparation and presentation of oral and written technical reports. Types of reports may include lab and field reports, proposals, technical letters and memos, technical research reports and case studies.
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Open Educational Resource: *Technical Writing*. Gross, Allison, Annemarie Hamlin, Billy Merck, Jodi Naas, Chris Rubio, Megan Savage and Michele DeSilva. <https://openoregon.pressbooks.pub/technicalwriting/>

Open Educational Resource: *Technical Writing*. <http://www.oercommons.org/courses/technical-writing/view>

Open Educational Resource: *Online Technical Writing*. McMurrey, David. <https://www.prismnet.com/~hcexres/textbook/>

Success Abilities

1. Refine Professionalism: Act Ethically
2. Refine Professionalism: Participate Collaboratively
3. Refine Professionalism: Practice Effective Communication

Course Competencies

1. **Design communication for a specific audience and purpose.**

Assessment Strategies

- 1.1. all oral, written or visual communication
- 1.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 1.1. you communicate through an appropriate medium.
- 1.2. you consider the impacts of digital and/or social media messages.
- 1.3. you include appropriate use of design including white space, color, font, type size, hierarchy, headings, forecasting statements, lists, and other design elements.
- 1.4. you demonstrate effective organization, “you” attitude, tone, parallelism, conciseness, clarity, voice, number usage, and transitions.

Learning Objectives

- 1.a. Define your intended audience for the communication product.
- 1.b. Identify the purpose of the communication product.
- 1.c. Examine design elements for types of communication products.
- 1.d. Examine tone, voice, and rhetorical elements in relation to audience and purpose.

2. Create visual elements for incorporation into communication products.

Assessment Strategies

- 2.1. creation of visual elements in one or more communication products
- 2.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 2.1. you target one or more of the following: presentation handouts, graphics in written reports, website wireframe, instructional documents, or electronic presentation.
- 2.2. you create visuals appropriate for the audience.
- 2.3. you credit sources of information.
- 2.4. you create visuals to enhance audience understanding.
- 2.5. you clarify complex concepts/relationships.
- 2.6. you create eye-appealing visuals.
- 2.7. you create easy-to-interpret visuals.
- 2.8. you create a visual medium appropriate to audience, situation, and purpose.

Learning Objectives

- 2.a. Analyze elements of effective visual design and rhetoric for communication purpose, audience, content, and tone.
- 2.b. Evaluate the effectiveness of visual elements in communication products based on purpose, context, content, audience appropriacy, appeal, ease of interpretation, and accurate source citations.
- 2.c. Incorporate visual elements into communication products to enhance audience understanding.
- 2.d. Review and revise the use of visual elements in communication products.

3. Model ethics in professional communication.

Assessment Strategies

- 3.1. all oral, written or visual communication projects
- 3.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 3.1. you adhere to copyright laws.
- 3.2. you communicate free of plagiarism.
- 3.3. you respect privacy and confidentiality concerns.
- 3.4. you demonstrate inclusive language and visual representation.
- 3.5. you communicate free of inappropriate bias.

Learning Objectives

- 3.a. Define ethics in professional communication and the function of copyright laws, plagiarism policies, privacy concerns, inclusive language, and objectivity.
- 3.b. Analyze aspects of ethics in professional communication contexts.
- 3.c. Evaluate ethics based on a communication product's adherence to copyright laws and plagiarism policies, respect for privacy and confidentiality, and use of inclusive language free of inappropriate bias.
- 3.d. Demonstrate growth in the modeling of ethics in professional communication.

4. Write a set of procedures or instructions.

Assessment Strategies

- 4.1. written procedures or instructions
- 4.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 4.1. you apply the appropriate conventions of English for the purpose and audience of the report.
- 4.2. you identify all major elements.
- 4.3. you create procedures/instructions that are unified, coherent, and accurate.
- 4.4. you include ordered steps written using imperative mood.
- 4.5. you include notes, cautions, and warnings.
- 4.6. you make effective use of definition and description.
- 4.7. you include appropriate graphics.

Learning Objectives

- 4.a. Analyze elements and conventions of a set of procedures or instructions.
- 4.b. Evaluate the effectiveness of a set of procedures or instructions based on required elements and criteria.
- 4.c. Apply elements of procedures or instructions to write a set that includes: description, definition, ordered steps, imperative mood, notes/cautions/warnings, and graphics.
- 4.d. Review and revise a written set of instructions or procedures for coherence, unification, and accuracy.

5. Develop a proposal.

Assessment Strategies

- 5.1. in a written or oral proposal for a formal report
- 5.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 5.1. you target appropriate audiences(s).
- 5.2. you apply the appropriate conventions of English for the purpose and audience of the report.
- 5.3. you include all identified major elements.
- 5.4. your proposal is unified, coherent, and accurate.
- 5.5. you make effective use of persuasion.

Learning Objectives

- 5.a. Analyze components and conventions of proposals, including audience analysis and rhetorical strategies for persuasion.
- 5.b. Evaluate proposals based on a set of requirements including format, content, audience, purpose, and tone.
- 5.c. Apply components and requirements to develop a proposal.
- 5.d. Review proposal for coherence, unification, and accuracy.

6. Prepare an informal report.

Assessment Strategies

- 6.1. informal report
- 6.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 6.1. you identify the type of informal report you will prepare.
- 6.2. you apply the appropriate conventions of English for the purpose and audience of the report.
- 6.3. you exhibit designated report genre conventions.
- 6.4. you create a report that is unified, coherent, and accurate.
- 6.5. you reflect an appropriate tone.
- 6.6. you make effective use of definition and description.

Learning Objectives

- 6.a. Differentiate characteristics between informal and formal reports.
- 6.b. Examine types of informal reports (examples- not inclusive): lab report, field site report, summary report, occurrence report, inspection report, trip report, problem analysis, incident report, informative report, case study, periodic, or progress report.
- 6.c. Analyze components and genre conventions of informal reports (ex: definition, description, tone, audience, formatting, and organization).
- 6.d. Evaluate informal reports based on a set of requirements of the report type.
- 6.e. Apply components and requirements to prepare an informal report.
- 6.f. Review informal report for coherence, unification, and accuracy.

7. Incorporate information sources.

Assessment Strategies

- 7.1. conducting research
- 7.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 7.1. you use credible sources.
- 7.2. you use reliable sources.
- 7.3. you use valid sources.
- 7.4. you use sources free of inappropriate bias.
- 7.5. you include sources with both primary and secondary research.
- 7.6. your sources are gathered, evaluated, selected, and documented logically, efficiently, and ethically.

Learning Objectives

- 7.a. Identify primary and secondary information sources for incorporation into technical communication.
- 7.b. Analyze types of information sources and ways to incorporate research into communication products.
- 7.c. Evaluate information sources based on credibility, reliability, validity, and objectivity.
- 7.d. Include information sources in communication products logically, efficiently, and ethically.
- 7.e. Demonstrate growth in the review and revision of one's incorporation of information sources.

8. Prepare a formal report.

Assessment Strategies

- 8.1. written formal report
- 8.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 8.1. you identify the type of formal report you will prepare.
- 8.2. your report purpose is evaluative and/or analytical.
- 8.3. you apply the appropriate conventions of English for the purpose and audience of the report.
- 8.4. you exhibit designated report conventions.
- 8.5. you include all appropriate identified major elements for the type of formal report you are preparing.
- 8.6. your report is unified, coherent, and accurate.
- 8.7. you apply an appropriate documentation format such as MLA, APA, CSE, AMA.
- 8.8. you make effective use of definition and description.

Learning Objectives

- 8.a. Examine types of analytical and evaluative formal reports (examples - not inclusive): investigative report, feasibility report, evaluation report, scientific report, recommendation report, grant report, white paper.
- 8.b. Examine major elements of a formal report which may include executive summary/abstract, statement of problem or situation, literature review, methods, findings, discussion, conclusions or recommendations, and references, etc.
- 8.c. Analyze components and genre conventions of formal reports (ex: definition, description, tone, audience, formatting, and organization).
- 8.d. Evaluate formal reports based on a set of requirements of the report type.
- 8.e. Apply components and requirements to develop an formal report.
- 8.f. Review formal report for coherence, unification, and accuracy.

8.g. Identify and apply the appropriate citations needed for the report (ex: MLA, APA, CSE, AMA, etc.)

9. Apply the principles of teamwork to collaborative communication.

Assessment Strategies

- 9.1. all oral, written or visual communication projects
- 9.2. as an individual and as a member of a team

Criteria

You will know you are successful when

- 9.1. you use problem solving tools and strategies.
- 9.2. you use conflict resolution techniques.
- 9.3. you apply team roles.
- 9.4. you identify team norms.
- 9.5. you assess team performance.
- 9.6. you interact collaboratively (face to face and/or online) with other students to complete various course assignments.

Learning Objectives

- 9.a. Examine transformative team roles.
- 9.b. Explore problem-solving and conflict-resolution tools, strategies, and techniques.
- 9.c. Analyze principles of teamwork and collaborative interaction.
- 9.d. Evaluate team performance and one's contributions to the principles of teamwork.
- 9.e. Demonstrate growth in interacting collaboratively and applying the principles of teamwork.
- 9.f. Create team norms for classroom interaction.

10. Present an oral report.

Assessment Strategies

- 10.1. in an oral presentation
- 10.2. as an individual or as a member of a team

Criteria

You will know you are successful when

- 10.1. you credit information taken from all sources whether paraphrased, summarized, or quoted verbatim.
- 10.2. you exhibit effective delivery style and techniques.
- 10.3. you apply the appropriate conventions of English for the purpose and audience of the report.
- 10.4. you create a unified, coherent, and accurate presentation.
- 10.5. you fit your presentation within the time allotted.
- 10.6. you target the audience.
- 10.7. you include visual elements to enhance the presentation.

Learning Objectives

- 10.a. Analyze elements and conventions of oral reports, including audience analysis, source citation, delivery, timing, and visual enhancements.
- 10.b. Evaluate oral reports based on required elements and conventions.
- 10.c. Apply elements and conventions of oral reports by developing a presentation with a specific purpose and audience.
- 10.d. Review an oral report for coherence, unification, and accuracy.