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CUNY School of Professional Studies

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2021

### COM 210: Writing at Work

CUNY School of Professional Studies

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# CUNY School of Professional Studies

## COM 210: WRITING AT WORK

General Education

SPS College Option 3

hours 3 credits

Prerequisite College Writing I or equivalent

### COURSE DESCRIPTION

An overview of professional workplace writing, including audience assessment, preparation for writing and research, design, editing, and collaborative writing. Models of effective writing and practice in preparing business correspondence, reports, instructions, proposals, presentations, and web content, development of competence in creating documents routinely required of professionals in organizations. Relevant for a wide variety of professions.

### LEARNING OUTCOMES

#### *Common Core Learning Outcomes Reinforced*

1. Produce coherent texts (such as formal essays, research papers, and reports, and speeches) using appropriate technology, critique one's own and others' texts, and improve them using standard English, grammar, mechanics, and clear prose.
2. Demonstrate research skills using appropriate technology, including finding, evaluating, and synthesizing primary and secondary sources.
3. Support a thesis with a well-reasoned oral or written argument and communicate persuasively across a variety of contexts, purposes, audiences, and media, using appropriate rhetorical modes and technology.
4. Formulate original ideas and integrate them with the ideas of others by employing the conventions of ethical attribution and citation.
5. Work collaboratively to accomplish learning tasks.

#### *Additional Course Outcomes*

6. Analyze target audience and purpose in light of contemporary professional practices.
7. Select information and create documents appropriate to different workplace audiences and purposes.
8. Use standards and models of effective communication in the professional workplace.
9. Identify and practice the basic forms of professional presentations.

## TEXTBOOK & OTHER REQUIRED RESOURCES

This is a Zero Textbook Cost (ZTC) course. [Business Communication for Success](#). University of Minnesota Libraries Publishing, 2015. Available for free under a CC BY-NC-SA license to be read online or downloaded as a PDF, Kindle, e-pub, or .mobi file.

All other materials will be provided free of charge within the course site.

## PROFESSIONAL CONNECTIONS

This course includes assignments designed to support your continued career development through a focus on competencies identified as key to career success by the National Association of Colleges and Employers (NACE). In particular, this course emphasizes **Teamwork/Collaboration**. Read more about these and other competencies on the [NACE website](#).

## GRADING AND ASSIGNMENTS

ASSIGNMENTS	
Discussion Board Assignments (8 @ 1% each)	8%
VoiceThread Discussion (1 @ 1% in Week 5)	1%
Short Assignments (7 @ 3% each)	21%
VoiceThread Teamwork/Collaboration Video Reflection (1 @ 5% in Week 11)	5%
Project #1: The Innovation Informal Report	20%
Project #2: The Collaborative Formal Report	25%
Project #3: The Proposal and Presentation	20%
TOTAL	100%

### Discussion Board Assignments (8%)

The discussion board assignments represent an opportunity for you to explore and reflect the types of writing and communication that we will cover over the course of the semester. In order to fully participate in each forum, you will need to write an initial post that responds to the prompt in 1-2 full paragraphs and then respond to the threads created by at least one of your peers. The higher the quality of these posts, the higher the grade you are likely to receive for the assignment. *Fulfills Learning Outcomes 2, 4, 5, 6, 8*

### VoiceThread Discussion (1%)

In Week 5, a VoiceThread discussion replaces the class discussion board format. This is an

opportunity for you to reflect on Project 1, to compose a post that you deliver orally, and to respond to two others' VoiceThread posts. *Fulfills Learning Outcomes 4, 5, 6, 8*

### Short Assignments (21 %)

The short assignments are spread out over the course of the semester and represent low-stakes opportunities for you to practice the types of writing you'll use to complete the three major projects in the course. They also include the building blocks that will help you complete those larger assignments while you continue strengthening your skills by completing tasks such as drafting an outline of a major project, creating visuals for a document, or practicing providing effective feedback. *Fulfills Learning Outcomes 1, 2, 4, 5, 6, 7, 8, 9*

### VoiceThread Teamwork/Collaboration Video Reflection (5%)

In Week 11, you will imagine you are being interviewed in a video chat by a prospective employer; in the interview, you will reflect on collaborative skills you learned and practiced in Project 2. This will take the form of video responses in a private VoiceThread post (which only the professor can access). *Fulfills Learning Outcomes 6, 7, 8, 9*

### Project #1: The Innovation Informal Report (20%)

The first major project of the course requires that you write an informal report informing an educated reader about an innovation in your field. This assignment also introduces the writing process, including drafting, revising, editing, and proofreading, and is used to provide you with practice navigating issues of organization, research, tone, and style. *Fulfills Learning Outcomes 1, 2, 4, 6, 7, 8*

### Project #2: The Collaborative Formal Report (25%)

The second major project will require that you work as part of a team to craft an 8 – 12-page formal report over the course of 6 weeks. Along the way, you will explore techniques that can be used to collaborate more effectively in a professional context, be it face-to-face or online. This project will also build on the skills you will hone while completing Project #1; along the way, you will complete more in-depth research, design relevant images, and write an informal report for your peers to read. While the formal report will be the result of the combined efforts of your group, your grade for this project will be determined by your individual contributions. *Fulfills Learning Outcomes 1, 2, 3, 4, 5, 6, 7, 8*

### Project #3: The Presentation (20%)

The third and final project of the course consists of the slides and script for a PowerPoint presentation and an accompanying 1-page handout. This assignment will require that you make use of what you learn over the course of the semester so that you can not only craft an effective written document but also design effective visuals for your presentation and convey your proposal to your particular audience in a convincing manner. *Fulfills Learning Outcomes 4, 6, 7, 8, 9*



## **GRADING DISTRIBUTION**

A	93-100 percent
A-	90-92.9
B+	87-89.9
B	83-86.9
B-	80-82.9
C+	77-79.9
C	73-76.9
C-	70-72.9
D	60-69.9
F	Below 60

## **ACCESSIBILITY AND ACCOMMODATIONS**

The CUNY School of Professional Studies is firmly committed to making higher education accessible to students with disabilities by removing architectural barriers and providing programs and support services necessary for them to benefit from the instruction and resources of the University. Early planning is essential for many of the resources and accommodations provided. For more information, please see: [Disability Services on the CUNY SPS Website](#).

## **ONLINE ETIQUETTE AND ANTI-HARASSMENT POLICY**

The University strictly prohibits the use of University online resources or facilities, including Blackboard, for the purpose of harassment of any individual or for the posting of any material that is scandalous, libelous, offensive or otherwise against the University's policies. Please see: ["Netiquette in an Online Academic Setting: A Guide for CUNY School of Professional Studies Students."](#)

## **ACADEMIC INTEGRITY**

Academic dishonesty is unacceptable and will not be tolerated. Cheating, forgery, plagiarism and collusion in dishonest acts undermine the educational mission of the City University of New York and the students' personal and intellectual growth. Please see: [Academic Integrity on the CUNY SPS Website](#).

## **TUTORING**

CUNY SPS offers all students a variety of tutoring services, free of charge, both online and in person. Please see: [Tutoring](#).

## **HELP DESK**

For assistance with access to CUNY SPS and CUNY computing resources, please see the [Help Desk](#) website for contact details and semester hours.

## **STUDENT SUPPORT SERVICES**

If you need any additional help, please visit [Student Support Services](#)

## Schedule

Week	Topic	Tasks
<b>Unit #1: The Principles</b>		
1	Principles of Professional Correspondence, Purpose, and Audience	Week 1 Discussion Board: Icebreaker—Introduce yourself and write an email that conveys bad news.
2	Completing In-Depth Research	Week 2 Short Assignment: Annotated Bibliography
3	Organizing Information	Week 3 Short Assignment: Outline
4	Speaking on the Global Stage	Week 4 Discussion Board: Audience
5	Drafts and Revision	VoiceThread #1: Reflective Discussion on Project 1 <b>Informal Report Due</b>
<b>Unit #2: Collaborating Effectively and Writing Reports</b>		
6	Collaborating Effectively	Week 6 Short Assignment: Group Charter & Reflection
7	Formal Reports	Week 7 Discussion Board: Going Formal
8	Designing Effective Visuals	Week 8 Short Assignment: Creating an Image
9	Providing Feedback	Week 9 Discussion Board: Feedback
10	Peer Review Week (no new readings)	Week 10 Short Assignment: Peer Review
11	Compiling and Sharing the Report	VoiceThread #2: Teamwork/Collaboration Career Competency Reflective Assignment Week 11 Discussion Board: Provide feedback to other groups <b>Formal Report Due</b> <b>Note:</b> You must also submit your section separately in this week's unit
<b>Unit #3: Proposals and Presentations</b>		
12	Writing Proposals	Week 12 Short Assignment: Outlining the proposal
13	Effective Presentations (1)	Week 13 Short Assignment: Outlining the presentation
14	Effective Presentations (2)	Week 14 Discussion Board: Sharing a slide
15	Presentations and Conclusions	Week 15a Discussion Board: Share your presentation Week 15b Discussion Board: Final Reflection <b>Presentation Materials Due</b>

