UNIVERSITY OF SOUTH FLORIDA

COLLEGE OF ARTS & SCIENCES

ENC 4940: Professional/Technical Communications Internship – Sample Course Syllabus

This sample syllabus is for reference purposes only. It should provide an overview of requirements, activities, and measurements for this internship course. The final syllabus published on Canvas will be the actual document describing the course for that semester. Please refer to that Canvas version for all current course information.

Department and Reference #: ENG XXXX
Day & Time: Off-Campus
Room: OFF
Campus: Off-Campus Tampa

Instructor: Michael L. Shuman, Ph.D.
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                 appointment
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All Internet Links Verified: 2015-08-23

Required Text:

> Alred, Gerald J. et. al. *Handbook of Technical Writing*. 10th ed. New York: St. Martin's, 2012. ISBN
>   9780312679453. $49.75

Recommended Text:

> Carpenter, Ben. The Bigs: The Secrets Nobody Tells Students and Young Professionals about How to
>   Choose a Career, Find a Great Job, Do a Great Job, Be a Leader, Start a Business, Manage
>   Your Money, Stay out of Trouble, and Live a Happy Life. Hoboken, NJ: Wiley, 2014. ISBN

> ***This text is available in electronic format from the USF Library***. **Hard copies also are available at the USF Bookstore.**

Supplementary Reading Material

Some material listed in this syllabus will be available on Canvas. Additional reading and research material will be provided as appropriate.

Course Overview

This class consists of supervised work-and-learning experience in professional and technical communication under the direction of a University faculty member and an employee of a participating firm. Ten to 12 hours per week of student time is expected during a standard 16-week semester, while 13 to 16 hours per week is expected during a 10-week Summer C semester.

Internships are available for all Tampa-based, degree-seeking, undergraduate and graduate students enrolled in the Department of English Literature, Creative Writing, or Professional Writing, Rhetoric, and Technology programs. This internship consists of supervised work-and-learning experience under the direction of a University faculty member and an employee of a participating sponsor organization. The internship is required for all Professional Writing, Rhetoric, and Technology majors and also is available to qualified non-majors with program and department approval.

Enrollment is contingent upon the availability of suitable internship sponsors based upon the student's academic and career goals. Students are placed according to specific academic and experiential qualifications, including GPA, courses taken, previous employment history, recommendations, and interviews with the Coordinator of Professional and Technical Writing Internship Program and a representative of the prospective internship sponsor. This internship course may be repeated with approval of the internship coordinator and the department chair.

Prerequisites

Enrollment as a degree-seeking student in the Department of English; at least 12 undergraduate credit hours in upper division Professional and Technical Writing classes completed by the beginning of the internship semester.

Course Credits

This class, upon completion, will count as 3 semester-hours of credit toward your degree requirements.

Primary Resources

We will rely on a number of primary reference and information resources throughout the class.

- Alred's **Handbook of Technical Writing** serves as a convenient reference for the types of documents you may encounter or create during your internship experience. This book provides a comprehensive overview of the types of documents professional and technical writers normally are required to write during their careers, along with specific examples of those documents and guidelines for ensuring that the document is concise and complete. The author also covers issues of grammar, style, and punctuation is suitably up-to-date in their discussions of business communications, electronic publishing, and the Internet. This book should be an invaluable reference for you as you begin your professional career, and I recommend that you keep this book for future reference following your internship.

- Ben Carpenter's **The Bigs: The Secrets Nobody Tells Students and Young Professionals about How to Choose a Career, Find a Great Job, Do a Great Job, be a Leader, Start a Business, Manage Your Money, Stay out of Trouble, and Live a Happy Life**, in addition to having a world-class long title, is an excellent resource for beginning professionals, and really does live up to the title. *This text is available in electronic format from the USF Library.* Hard copies also are available at the USF Bookstore.

- **Selected Web Resources** on important topics related to your internship and career options may be assigned whenever appropriate.

General Internship Responsibilities

- **Periodic Meetings** –A group orientation meeting will be held during the first week of classes. During that session you will meet with other interns and be advised of course requirements. We also will schedule a final meeting during which you will discuss your experience, present your internship portfolio, and deliver your completed internship evaluation form. While these class meetings are required at the beginning and ending of the semester, remember that I am available at any time to discuss important issues or concerns related to your progress and experience.
- **Weekly Status Reports** – On Friday of each week you must deliver to me via email a formal status report detailing your work activities for that week, including your work hours and the amount of time devoted to specific assignments and tasks. You also should include a paragraph or two reflecting on what you are learning about the profession and how this experience may help you advance your career. You should also detail any problems or concerns you may have about your work or professional relationships in the workplace.

  If you encounter any potentially serious problems or safety concerns related to the internship or workplace, please contact me immediately.

- **Midterm and Final Internship Assessments**—During Week 8 and Week 15, you will be required to complete a formal assessment form related to your internship. Copies of these two forms are available on the Internship Program website.
- **Portfolio** – You must maintain a professional portfolio containing significant examples of the work you complete during your internship. This portfolio should be available during each of our face-to-face meetings and may be either hard-copy, online, or both. Regardless of the format, your portfolio should be well-designed and professional in every way.
- **Reflective Essay** – You must write a final, reflective essay (approximately 1200 words) discussing your internship and addressing the following points:
  a. What duties/tasks you feel were successful because of your USF technical/professional writing coursework
  b. What duties/tasks you feel our technical/professional program provided inadequate preparation and background
  c. The overall workplace culture of the company sponsoring your internship
  d. Your contribution to the workplace culture
  e. What you gained from this experience

Student Learning Outcomes, Objectives, and Methodology

The specific objectives of this course reflect the USF Department of English Professional/Technical Academic Learning Compact at

http://www.ugs.usf.edu/catalogs/0607/ALC%5Ceng-tw-alc.pdf

These objectives emphasize three significant areas of personal and professional development:

1. Discipline-Specific Knowledge and Skills
2. Critical Thinking Skills
3. Communication Skills

The principal goal of this course is to reinforce classroom theory and practice by providing students on-the-job training in professional and technical writing/editing and enterprise media production.

When you complete this internship, you will have developed or extended your ability to perform the following tasks relative to each skill area:

- Demonstrate the ability to pose relevant, issue-centered questions and to provide solutions to technical and document-related problems based upon those questions
- Extend knowledge relevant to professional and technical communication through the process of writing and orally presenting common documents related to the internship sponsor's goals
- Demonstrate ability to offer and to accept constructive peer feedback on work-related documents and other professional/technical writing projects
- Acquire writing, editing, and multi-media production skills of a level of competency to attain gainful employment in professional and technical communication, and learn to represent those skills in an effective portfolio
- Assess the value of professional and technical communication courses as preparation for jobs in business, industry, and government
- Evaluate realistically a decision to enter the field of professional and technical communication
- Compete more effectively in the professional and technical communication job market

The course also provides the following benefits for the university and the employer:

- Provides feedback that will enable faculty to adapt curriculum content to prepare students for the workplace
- Provide employers with educated and committed interns who can function in and contribute to the sponsoring organization

Assessment
Your faculty supervisor will assign an internship course grade based upon the following considerations:

- Periodic evaluation from your internship sponsor (a formal evaluation form will be required of all sponsors at the end of the semester)
- Weekly status reports submitted by the intern detailing activities and reflecting upon professional accomplishments
- Periodic meetings with your faculty supervisor, as necessary, including oral discussions of internship progress and assigned readings from our textbooks

- A professional portfolio containing examples of the student's work (Inclusion of work samples must be approved in advance by the internship sponsor)
- A Student Internship Assessment Form, completed by the student at the end of the semester

Upon receipt of the Mid- and End-of-Semester Internship Evaluation Forms, the faculty supervisor may contact the employer to discuss evaluation of the intern. Interns and faculty supervisors will meet after each of these evaluations to discuss the intern's professional progress. The final grade for the course will be assigned on the basis of the information and material supplied by the student as well as by the internship sponsor's and faculty supervisor's assessments of student performance.

Internship Assessment Criteria

Weekly Status Reports	**20%**
Faculty Supervisor Meetings: Status Discussion	**5%**
Textbook Discussion	**5%**
Internship Sponsor Evaluations	**35%**
Professional Portfolio & Reflective Essay	**35%**

Total	*100%*

The Attendance section of this syllabus outlines how attendance is audited and how attendance scores may influence your final course grade.

Extra Credit Policy
Extra Credit is not permitted at any time for any course assignment or additional work beyond that normally required for the class.

Rewrite Policy
Students will receive the opportunity to rewrite an assignment, at the instructor's discretion with specific approval for each rewrite from the instructor, only in the most compelling situations.

Essay Commentary Policy
Commentary on essays and other writing projects normally will be provided through Canvas notes and markup. If you have any special needs regarding comments, please alert the instructor during the first week of class.

Group Work Policy
This service learning class normally does not include group work projects. However, all students are expected to contribute to group projects when and if such projects are assigned in this class. Normally all members of a group will receive the same score for completing the project, but individual scores may be adjusted based upon peer feedback. Each group work assignment will include specifics about the grading procedure used for that project.

Grade Dissemination
Students will access all assignment and course grades through the Canvas Grades module.

Late Assignments

Late assignments generally should not be an issue for a course of this nature. However, you must complete all assigned readings and be prepared to discuss them during periodic meetings with your faculty supervisor, and you must complete all tasks assigned by your internship sponsor in a timely manner consistent with your employer's direction and your own sense of professional responsibility.

Quizzes and Exams

There will be no quizzes or exams during this internship course.

Reading Assignment Schedule

All reading assignments must be completed by the end of the week indicated on the course syllabus. You must be prepared to discuss your readings during each face-to-face meeting with your faculty supervisor.

Workplace and Faculty Conference Attendance

You must attend each face-to-face or group meeting scheduled with your faculty supervisor.

You also must adhere to workplace attendance schedules as negotiated with your internship sponsor. Generally sponsors will accommodate a student's class schedule and will allow for personal absences in accordance with the attendance policies established for regular employees or volunteers of the organization. You must verbally contact your sponsor in advance of any anticipated absence or late arrival to the workplace; you must also let your instructor know in advance by email if you expect to be absent or tardy to the workplace, and you should have a compelling reason for that absence or tardiness.

University policy provides specific allowances for jury duty, documented illnesses, university-sponsored activities, and days of religious observation. See your faculty supervisor for information concerning specific absences.

Emergency Course Delivery Options

In the event of an emergency, it may be necessary for USF to suspend normal operations. During this time, USF may opt to continue delivery of instruction through methods that include but are not limited to: Canvas, Elluminate, Skype, and email messaging and/or an alternate schedule. It's the responsibility of the student to monitor the Canvas site for each class for course specific communication, and the main USF, College, and department websites, emails, and MoBull messages for important general information.

Disruption of Academic Process

Your conduct during your internship experience reflects upon your professional character and your role as a representative of USF. The University policy for disruption of academic process will be applicable when you are on the internship jobsite or in face-to-face conferences with your faculty supervisor and at all other times when you are involved in activities related to your internship.

Disruption of academic process is defined as the act or words of a student in a classroom or teaching environment which in the reasonable estimation of a faculty member: (a) directs attention from the academic matters at hand, such as noisy distractions; persistent, disrespectful or abusive interruptions of lecture, exam or academic discussions, or (b) presents a danger to the health, safety or well being of the faculty member or students.

Penalties for disruption of academic process will depend on the seriousness of the disruption and will range from a private verbal reprimand to dismissal from class. In the case of student dismissal, a final grade of "W" will be assigned if the student is passing the course as of the date of dismissal, and a grade of "F" will be assigned if the student is not passing at the time of expulsion from the class.

Sexual Misconduct/Sexual Harassment Reporting

USF is committed to providing an environment free from sex discrimination, including sexual harassment and sexual violence (USF System Policy 0-004). The USF Center for Victim Advocacy and Violence Prevention is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. This confidential resource can help you without having to report your situation to either the Office of Student Rights and Responsibilities (OSSR) or the Office of Diversity, Inclusion, and Equal Opportunity (DIEO), unless you request that they make a report. Please be aware that in compliance with Title IX and under the USF System Policy, educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. If you disclose any of these situations in class, in papers, or to me personally, I am required to report it to OSSR or DIEO for investigation. Contact the USF Center for Victim Advocacy and Violence Prevention: (813) 974-5757.

Computer Skills and Access

Students enrolled in a class related to professional and technical communication at USF should already have basic computer skills and access to a computer for class assignments. You should be familiar with Canvas or agree to become familiar with Canvas during the first few weeks of class. You must also be willing to communicate with the instructor using your USF email account, and you must regularly check your USF email throughout the semester for important notices related to your internship.

USF NetID

Access to USF email, Canvas, and other university sites is managed through your USF NetID. Students may learn more about the USF NetID by visiting the Academic Computing Net ID Sign Up Page at

http://www.usf.edu/it/services/netid.aspx

Please see me if you have questions about the USF NetID or are unsure about meeting this computer skills and access requirement.

Plagiarism/Academic Honesty

Plagiarism is the intentional appropriation of another person's work without proper reference to the source material. Plagiarists commit the highest form of academic dishonesty by representing the research or thoughts of another scholar or researcher as their own work. Plagiarism may consist of appropriating information from the web, copying information from published books or articles or representing another student's work as your own. Be sure you understand and employ the methods of proper attribution and documentation in all your references to other source material; we will discuss these methods in some detail during the course. Please consult with me if you are unsure of proper documentation format for any given reference.

The University of South Florida has an account with an automated plagiarism detection service allowing instructors and students to submit written assignments for analysis. Assignments are compared automatically with a database of journal articles, web articles, and previously submitted papers, and the

instructor receives a report analyzing appropriated material for proper attribution and citation acknowledgment. Your enrollment in this class is an implicit agreement to submit assignments as electronic files as requested by the instructor. You also agree to allow me, the instructor, to submit your work to an automated plagiarism detection service for evaluation or to request that you, the student, submit drafts to such a service for relevant feedback as you compose an essay.

Confirmed instances of plagiarism committed by students in this class for any assignment will result in a failing grade for the assignment or for the course. Subsequent instances of plagiarism will result in a grade of "FF" for the course, an indication of academic dishonesty.

Please consult the current USF Undergraduate Catalog for further information concerning academic dishonesty and the penalties for intentional appropriation of another person's work: http://www.ugs.usf.edu/catalogs.htm

For more information about plagiarism, click on USF Library Plagiarism Resources at http://www.lib.usf.edu/guides/avoiding-plagiarism/

Archiving
You should submit electronic copies of your work to the Assignment area of Canvas or to another designated assignment area for this internship class. In this manner your work will be archived automatically by the very nature of the submission process. However, each student is responsible for ensuring access to all assignments completed for the course, and consequently you should maintain a separate archive of your work on a diskette, CD, flash drive, website, or in printed format.

Disability Access
Students in need of academic accommodations for a disability may consult with Students with Disabilities Services to arrange appropriate accommodations. Students are required to give reasonable notice prior to requesting an accommodation.

See Students with Disabilities at: http://www.sds.usf.edu/

Electronic Recording
Audio or video recording of any online lectures is not permitted without prior approval from the instructor.

End of Semester Student Evaluations
All classes at USF make use of an online system for students to provide feedback to the University regarding the course. These surveys will be made available at the end of the semester, and the University will notify you by email when the response window opens. While this service learning class primarily involves work outside of a classroom environment, and although normal class evaluation assessments may not be directly applicable to this learning environment, nevertheless you are a member of ENC 4940 as part of your internship experience. Therefore, your participation in the evaluation survey is highly encouraged and valued. The results of student feedback are sent to departments and faculty members only after semester grades are already submitted, and student responses are reported only anonymously and in the aggregate to faculty.

Course Schedule
This agenda is subject to change with appropriate notice. Supplementary reference material and reading assignments will be added as required.

All web links verified 23-August-2015

Ongoing Assignments

- Regular **on-the-job attendance** and completion of assigned workplace projects and tasks
- **Status Report** completed each week and emailed to your faculty supervisor at mshuman@usf.edu
- Regular **Portfolio Updates** as you complete tasks and projects in the workplace
- Reference to *Handbook of Technical Writing* as necessary to complete workplace assignments

Course Milestones

Week One

Internship Orientation Meeting [Attendance is Required]

Week Four

Optional Event: **Career Networking Fair – Marshall Center Student Center Ballroom Wednesday, September 23rd, 2015 – All Majors Career Fair, 10am-3pm**
Network for internships, co-op positions, and fulltime jobs; bring your résumé & USF ID.
This is NOT a class meeting, and you are not required to attend. However, you may find this experience rewarding, and your attendance is encouraged. For more information, see http://www.usf.edu/career-services/

Week Fifteen

Final Internship Wrap-up Meeting [Attendance is Required]

Assignment Due: **Final Professional Portfolio & Reflective Essay**