Department:

Computer Support Technology

Course Description:

This course is designed to give students instruction on the organization and writing of technical documents, including proposals, business letters and memos, and technical reports.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Write a report including necessary support documentation or classification
2. Write a brief description account of activities or transactions performed
3. Outline a situation by identifying key ideas and supporting details
4. Generate a written communication according to a specific form, such as memo, letter, form completion, etc.
5. Identify objectives, intent, target audience, and essential supporting details in a written communication
6. Create employment seeking documents, such as a résumé and letter of application

Course Content:

A. Principles of Good Writing
   1. Professional Writing
   2. Choosing the Right Word
   3. Building Goodwill
   4. Planning and Preparing
   5. Composing, Editing, and Proofreading

B. Writing Effective Messages
   1. Writing Memos and E-mails
   2. Writing Inquiries and Requests
   3. Writing Replies
   4. Writing and Acknowledging Orders
   5. Writing Credit and Collection Messages
   6. Writing Persuasive Messages
   7. Writing Claims and Adjustments
   8. Writing Goodwill Messages

C. Writing Other Communications
   1. Writing Meeting Reports
   2. Writing Memo Reports
   3. Writing Directions, Instructions, and Abstracts

D. Writing Employment Communications
1. Preparing Résumés and Employment Applications
2. Writing Application Letters and Other Employment Documents
3. Interviewing for a Job

Learning Assessments:

Course competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The tests may be in objective or problem solving format.

Instructional Materials:


Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

On-Campus Students: At enrollment, any on campus student may complete a form that will allow them to self-identify any disability.

Off-Campus Regional Students: Self-identify your disability and accommodation needs with the Regional Coordinator and/or instructor, preferably prior to the first class meeting.

Online Students: Self-identify your disability and accommodation needs by contacting the Disabilities Coordinator. Students must provide their own programs to allow accessibility on their home computer.

Any student may also identify their disability by completing an online form located on the HCC homepage under Students Services/Resources/Disabilities. Questions should be directed to the Disabilities Coordinator.