



*The rising STAR of Texas*

## **Memorandum**

**To:** Dr. Joanna Collins, Senior Lecturer  
**From:** Brooke Younger, Student  
**Subject:** ENG3303 Final Exam  
**Date:** 5/11/2021

### **Purpose**

The purpose of this memo is to relate and reflect on what I have learned in Technical Writing (ENG3303) and meet the final exam requirement.

### **Summary**

In ENG3303 I have learned skills that will help me to join and engage in future careers. These learned skills include writing a variety of common workplace documents, both electronic and physical, and developing presentation and workplace communication skills. Overall, I am happy that I decided to take this course in my senior year at Texas State University because I will be able to transfer these skills to the professional world.

### **Knowledge Gained**

In general, I have learned a variety of professional writing skills for resumes, cover letters, memorandums, recommendation reports, presentations, and manuals. I have learned about elements of writing for both electronic and physical documents. In addition to writing skills, I have developed and practiced presentation skills through a presentation of my recommendation report. To be more specific, I learned about different resume design styles and how they can and should be used to reflect the field of one's application (ex: an application for an art teacher should be more creative than an application for an accountant). I have learned that cover letters are not nearly as daunting as they seem, however, they should be written professionally and simply as to keep the attention of the reader. Before taking this course, I had never written a memorandum or recommendation report. I now feel confident that I could perform these tasks if needed.

### **Areas for Improvement**

While I am confident in my research, writing, and formatting skills, I am not as confident in my presentation skills. My Recommendation Report Presentation was a bit pushed for time, as it fell at the end of our class period, however my nervousness would have been at about the same level even if I had had ample time. I struggle with general anxiety, which can be exacerbated by public speaking. In my future endeavors, presentations will likely be expected of me, and I

would like to exude a professional attitude. I could improve on my nervousness by avoiding procrastination and practicing my presentations long before they are due.

### **Experience and Performance**

In comparison to the other work I have completed in this course, I would say I am most satisfied with my performance on the Web Design Recommendation Report. While this is not the assignment that achieved my highest grade in this course, I feel that it was the most difficult assignment and that I was able to learn important job skills through completing it. Knowing how to write a recommendation report will serve me well in my future careers. In this course, I supported classmates via Groupme and peer-review. When a fellow student received only one peer review on her project, I asked her to email it to me and reviewed it for her. I also offered formatting advice for Microsoft Word, such as how to create delayed page numbers. I realized that many of my peers, some of them being college freshman, have not had much experience with Microsoft Office, and I was happy to help them where I could.

### **Conclusion**

I am very happy that I decided to take this course in my senior year at Texas State University. I have learned a surprising amount of “real-world” skills in this course, just in time for my transition into the professional world.