

Module 6: Summaries and Recommendations

Table of Contents

Module 6: Summaries and Recommendations

1. Module Workshop Plan	3
2. Resources	
Inspection Observations	7
Peer Feedback Chart	9

Module	6 – Summaries and Recommendations
Module Learning Outcomes	
By the end of this module students will be able to:	
<ol style="list-style-type: none"> 1. Present arguments using evidence-based persuasion that recognizes the needs of the client or audience. [CLO 1, 3, 5] 2. Distinguish between relevant from irrelevant information using critical thinking. [CLO 3] 3. Organize the relevant information in the appropriate order at the document and paragraph level. [CLO 3, 5] 4. Present information using non-judgmental language. [CLO 1, 4] 	

Resources (Bank)	
Item	Description of how to be used
Inspection Observations	Source for summary and recommendation
Peer Feedback Chart	For presentations

Face to Face Workshop Plan	
Description of Workshop	Students practice writing a summary and recommendation from a short report of observations of a field site.
Time for Completion	60-90 minutes
Materials	Copies of observation report Multi-coloured highlighters
Workshop Preparation Instructions	Read the observation report and identify relevant information to summarize for the purpose of making a recommendation for next steps. Identify the information that could be used as evidence to support a course of action.
Procedure	<p>Step 1: Distribute a copy of the Inspection Observations to each student (~ 15-20 minutes)</p> <p>Have students:</p>

- Read the observations to identify relevant information to summarize the inspection observations. Highlight this information in one colour.
- Read the report to identify relevant information to argue for or against a specific recommendation (action to be taken). Highlight this information in a different colour.

Note: There may be some information that will be highlighted twice. There may be information that is not highlighted, i.e. irrelevant information.

Step 2: (~ 5 minutes)

In pairs, students should compare what they have highlighted and gather all the relevant information together.

Step 3: (~ 10 minutes)

Ask students to organize this information in a logical order that will make sense to a reader who is looking for a summary of what was found during an inspection.

Facilitator Notes:

The instructor should explain that information can be organized in a number of different ways. Logical organization may change according to purpose. It could be organized chronologically (often used when reporting on accidents or a process). It could be organized spatially from east to west, top to bottom, bottom to top. It could also be organized categorically (i.e. immediate actions required, action required in the next six months, in the next year; structural, HVAC, plumbing, electrical, etc.). Depending on the purpose, different organizational patterns may be more useful. A certain amount of background or context is also necessary because the reader will likely not be familiar with the site.

Step 4: (~ 10 minutes)

Working as a pair, have students draft the summary according to the purpose and structure they have chosen.

Step 5: (~ 5 minutes)

Return to the information highlighted as relevant to arguing for a specific recommendation. State the recommendation in preferably one clear, actionable sentence.

Step 6: (~ 5 minutes)

Construct an argument to support the recommendation. Students will organize relevant information from the observations to make the argument (See Module 4) for their recommendation.

	<p><i>Facilitator Notes:</i> A recommendation report may be organized with the recommendation coming first and then supported by the evidence or it may build a case from the evidence and conclude with the recommendation. In the latter case, the report will likely begin with the summary of the observations.</p> <p>Step 7: (~ 15 minutes) Compose a report that provides a well-supported recommendation and summary.</p>
Supplemental Materials	No supplemental material is needed for this module.
Assessment	<p><i>Facilitator Notes:</i> Remind students to read from an “unfamiliar reader’s perspective” (e.g. if it is not written in the document, they have no way of knowing).</p> <p>Step 8: (~ 10 minutes) After students finish composing their report with their recommendation and summary, make them work in pairs and exchange their draft reports. Handout the Peer Feedback Chart. Each pair reads and underlines or highlights the summary, the recommendation, the evidence to support the recommendation, and note any missing or irrelevant information. Students then can put an “X” in the appropriate box on the Peer Feedback Chart.</p>

Resources

INSPECTION OBSERVATIONS

Green Consultants is an Engineering firm that inspects buildings and decides whether they are structurally sound. The company has been contracted to inspect Rosewood Mall and produce a detailed report that highlights the conditions of the mall building and any major problems resulting from those conditions. The report will recommend if a more in- depth inspection is needed or not.

Rosewood Mall has provided the building plans and related building documents. The mall has three levels and contains a food court, hotel, gym, theatre, offices, a public library, and many retail stores. The roof of the building is used for parking, and holds a two level parking garage. The mall was built June 10, 1977 and has had several renovations over the years. Most of the building's architecture is distinctive of the period it was built in. A review of real estate records reveals that the mall has changed ownership several times over the last ten years. A list of several records of maintenance projects is included with the documentation, but many appear not to have been finished due to budget problems.

A preliminary inspection on August 23rd revealed a serious water leakage problem. There were buckets scattered around all levels of the mall to catch water leaking. Many of the businesses were closed and the ones that were open had put tarps out to protect their goods. Near the water damaged areas, mold and rust on the walls had been noted. This could contribute to air borne pollutants and cause breathing issues for staff and customers.

The owner of a restaurant called Blue's Bistro, Jennifer Blue, has reported that the building generally had many problems that had not been attended to by the Management. She mentioned the leaking roof, frequently backed up drains in the bathrooms, and window leaks that rotted the window sills and created moisture problems. Her restaurant had tried to work with management on getting these items repaired, however, none of the complaints

have been addressed. She said she was not warned about the conditions before she signed the lease, and that at times customers had to use umbrellas to stand at the take-out counter. She also said she plans to close the location as soon as the lease ends.

The cashier of Donkey Burger, John Yellow, has worked at Donkey Burger for 5 years. He reported that about a month ago, a chunk of concrete about the size of a plate fell through the restaurant ceiling and landed in the garbage bins. The mall promised that an inspector would come in two weeks after the incident, but the inspector never came. The mall management did not respond any further to the incident. John said that residents of the town had been complaining about the mall for some time, but that the management was always unresponsive. In the public library in the mall many shelves had been covered completely with tarps. The librarian reported that the library was worried about the condition of the books. Additional notes had been made that several fire alarms were not functional, along with the sprinkler system not being up to building code. There were missing fire extinguishers, and an emergency exit was blocked by some piled construction material.

PEER FEEDBACK CHART

Use this chart to assess your peers' report.

Criteria	Complete <i>All important information is there</i>	Needs some work <i>Unnecessary information is there</i>	Incomplete <i>Important information and/or a lot of irrelevant information is present</i>
Summary			
Recommendation			
Evidence			