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May 15, 2018

Dr. Jane Doe  
Director of the Writing Certificate Program  
Department of English  
Box 8105, NCSU  
Raleigh, NC 27695-8105

Dear Dr. Jane Doe:

As you know, students within Professional Writing courses in the Spring semester of 2017 were assigned to conduct interviews and surveys of professionals in various fields. The subsequent report, *Communication in the Workplace: What Can NC State Students Expect?*, which we agreed to complete in the Spring semester of 2018, is submitted here.

The purpose of the report was to synthesize the information gathered by the many students taking the course and to investigate the importance of writing in various professions and some of the characteristics and purposes of writing within the workplace. In addition, the report specifically addresses attention to audience, conventions, document design, oral communication, electronic media, and collaborative work in the following fields:

- Education
- Engineering
- Finance, Accounting, and Banking,
- Management,
- Marketing and Sales
- Programming
- Research

Overall, the report demonstrates that written and spoken communication are both fundamental to successful businesses.

Thank you for the opportunity to complete this study. We are hopeful that the contents will encourage students to value the experience and knowledge gained through their Professional Writing courses. If you have any further questions regarding our study or methods, or would like a more thorough look at our methods and data, please do not hesitate to ask.

Regards,

*John Doe*

John Doe  
Representative of the Professional Writing Program Team

**Figure 20.2.** An example of a letter of transmittal.<sup>1</sup>

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<sup>1</sup> Kalani Pattison, "An Example of a Letter of Transmittal," 2020. Licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International](https://creativecommons.org/licenses/by-nc-sa/4.0/) license. It references material found in Jason Swarts, Stacey Pigg, Jamie Larsen, Julia Helo Gonzalez, Rebecca De Haas, and Elizabeth Wagner, *Communication in the Workplace: What Can NC State Students Expect?* (Raleigh: North Carolina State University Professional Writing Program, 2018), <https://docs.google.com/document/d/1pMpVbDRWIN6HssQQQ4MeQ6U-oB-sGUrtRswD7feuRB0/edit#heading=h.n2a3udms5sd5>. Licensed under a Creative Commons [Attribution 4.0 International](https://creativecommons.org/licenses/by-nc-sa/4.0/) License.