CNT208 Technical Communications Syllabus

Course Information

Credits 3
Campus Washburn Institute of Technology
Address 5724 SW Huntoon
City/State/Zip Topeka, Kansas 66604
Office Fax 785-273-7080

Description
Upon completion of this course, the student should be able to explain the role of communications in a business environment and identify the most effective methods of creating, sending and receiving messages. The student should also be able to use effective oral and written communications skills in business; write and evaluate business documents; including letters, memos, and reports using the principles of correct style, organization and format; and prepare an effective oral business presentation.

Textbooks

Student Learning Outcomes:
A. Communicate effectively
B. Integrate technology
C. Learn effectively
D. Demonstrate cooperative teamwork skills
E. Apply safety in the workplace
F. Think critically and creatively
G. Demonstrate responsible work ethics

Competencies
1. Communicate effectively within an organization.
2. Demonstrate effective verbal and nonverbal communication skills.
3. Explain the importance of speaking and listening effectively with communicating with people of other cultures.
4. Identify and describe the technologies available in creating, sending, and receiving messages.
5. Demonstrate reading skills leading to efficient summarizing, outlining, and identifying of the main points.
6. Demonstrate listening skills that help to improve the communication process.
7. Demonstrate consensus building facilitation.
8. Prepare and deliver an effective oral presentation.

Guidelines for Success

Assessment Plan
Assessment is an integral part of the educational process at Washburn Tech and accurate feedback is an important tool in continuously improving the institution’s technical programs. Students can expect to participate in assessment activities prior to entry into programs, within specific courses and following program completion for specific fields of study.

Grading Rationale and Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90%-100%</td>
</tr>
<tr>
<td>B</td>
<td>80%-89%</td>
</tr>
<tr>
<td>C</td>
<td>70%-79%</td>
</tr>
<tr>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>F</td>
<td>59% or below</td>
</tr>
</tbody>
</table>

The course is graded by 50% Assignments, 25% Quizzes, and 25% Exams.

Attendance
Participation is required. Material missed must be made up with the instructor.

Prepare for the class professionally, completing all assignments (reading and writing) for each class meeting. The student should be prepared to contribute to discussions, ask pertinent questions, and contribute useful information and insights.

The student is expected to meet deadlines for submitting work. Assignments (homework and drafts of documents, as well as revised versions) are due in class on the date of the deadline. The student must attend class or notify the instructor before class of the inability to attend if assignments are to be counted on time. A student’s grade will lower one grade for each day an assignment is late. (Note: It is always better to submit a paper than not, a paper receiving an "F" gets significantly more credit than one not submitted.)

Drafts are as important as final versions of documents. Students will benefit through feedback during preparation for revision.
Disability

The Special Support Services (SSS) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Institute of Technology for persons with disabilities. Qualified students with disabilities MUST register and provide documentation with the office to be eligible for services. New requests for accommodations should be submitted two months or more prior to the date services should begin; however, contact the SSS Office as soon as a need may arise. Depending on the accommodation request, four to eight week lead time may be needed for timely and effective provision of services. SSS coordinates and assist in arranging services it deems appropriate of eligible students on a case-by-case basis.

If you are a student with a disability that may substantially limit your ability to participate in this class and believe you will need accommodations, it is your responsibility to contact:

Special Support Services Coordinator
Phone: 785-228-6356
E-Mail: ssscoordinator@washburn.edu