COURSE OUTLINE: CMM210 - TECH COMMUNICATION

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Course Code: Title	CMM210: TECHNICAL COMMUNICATION
Program Number: Name	
Department:	COMMUNICATIONS
Semesters/Terms:	19F, 20W, 20S
Course Description:	This course provides skill development in technical communication. Emphasis is given to technical language in the preparation of workplace documents such as informal reports, memos, letters, technical instructions, an employment package and a research/formal report. Oral reporting and its importance on the job are also included. Document design, database and internet research are essential components of this course.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	CMM115
Corequisites:	There are no co-requisites for this course.
Substitutes:	CMM215, CMM225, OEL106, OEL396, PFP204
This course is a pre-requisite for:	CMM400
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 3 Execute mathematical operations accurately. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 6 Locate, select, organize, and document information using appropriate technology and information systems. EES 7 Analyze, evaluate, and apply relevant information from a variety of sources. EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others. EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. EES 10 Manage the use of time and other resources to complete projects. EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D
Books and Required	Sault College APA Quick Guide by Language and Communication Department

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Resources:	Publisher: Sault College Edition: 2nd

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Recognize the needs and expectations of various audiences.	1.1 Explain the principles of organization 1.2 Identify some common barriers to effective communication 1.3 Assess the audience`s needs and characteristics 1.4 Identify the most effective form of communication 1.5 Anticipate audience response
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Produce effective, coherent, grammatically correct technical documents suitable for a work environment and that address an identified audience and purpose.	2.1 Identify the audience and purpose for the communication 2.2 Identify the uses and types of technical documents 2.3 Determine the most suitable format for presenting technical information 2.4 Create accurate and specific documents using various formats 2.5 Use active and passive voice and other emphatic techniques 2.6 Incorporate effective graphics into documents 2.7 Use effective document design techniques 2.8 Use appropriate technical language and style 2.9 Proofread and edit all work
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Prepare technical documents using research with documented sources (APA).	3.1 Identify the use, format, and content of all components of the formal report 3.2 Produce an accurate, coherent abstract/executive summary 3.3 Formulate effective introductory summary/problem statements/purpose 3.4 Draw accurate, supported, logical conclusions and recommendations 3.5 Identify the nature of the information to be researched 3.6 Investigate and use appropriate sources to support the document`s purpose 3.7 Distinguish primary and secondary sources 3.8 Evaluate bias 3.9 Incorporate appropriate, effective, labelled graphics/illustrations 3.10 Credit sources by using a suitable documentation format (APA) 3.11 Use document design techniques and APA style to format a research report 3.12 Adjust and proofread content for completeness, logic, accuracy 3.13 Edit work for correctness
Course Outcome 4	**Learning Objectives for Course Outcome 4**
4. Produce a well-designed employment package.	4.1 Summarize skills, knowledge, and experience 4.2 Develop a resume that best presents abilities 4.3 Use document design techniques for a professional appearance 4.4 Write a concise, accurate, organized, effective cover letter
Course Outcome 5	**Learning Objectives for Course Outcome 5**

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	5. Deliver a well-organized oral report with effective visuals.	5.1 Analyze the audience and the purpose of the presentation 5.2 Gather and organize relevant material 5.3 Determine techniques to present the material in the most effective manner 5.4 Anticipate and recognize typical audience responses 5.5 Produce effective visual aids 5.6 Rehearse and adapt the presentation 5.7 Use techniques of effective speech 5.8 Deliver a well-organized oral presentation individually or collaboratively

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Employment package	10%
Formal research report	25%
Minimum of five short assignments	55%
Oral presentation	10%

Date: June 20, 2019

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.

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