

**Bergen Community College**  
**School of Business, Social Sciences and Public Service**  
**Course Syllabus**  
**Information Technology**

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**Course Title:**

INF-253 Technical Communications

**Credits/Hours:**

3 credits/2 hours lecture, 2-hour lab

**Course Description:**

This course employs computer-assisted methods for planning and presenting technical information in a clear and concise manner. Emphasis is placed on designing effective methods for determining the structure of oral, written, and graphic communications in a technical environment. Topics presented include preparation of end-user documentation; presenting technical information to non-technical individuals; reporting, extracting, charting, and summarizing data.

**Recommended Co-requisite:**

INF-161 or INF-162 or INF-163 – Introductory Internet course

Student Learning Objectives	Assessment Measures
1. Understand technical communication.	Exam
2. Acquire the tools of technical communication.	Projects/assignments
3. Use the computer and Internet as the object for creating all written communications and to prepare all visual support materials.	Projects/assignments
4. Create effective documents, charts, and visual support materials.	Projects/assignments
5. Present technical material orally and in the written form.	Exam/assignments

**Textbooks and Supplies:**

See course outline

**Course Content:**

See course outline

**Assessment:**

An average of 60% from combined assessment measures is required to demonstrate proficiency in course material.

Three Examinations	50%
Project Work	
Written assignments	30%

Oral presentations	15%
Class Participation	5%

**Note:** All materials must be prepared in the Microsoft Office suite. The course will require students to search information, create documents with image files, as well as import them into various application programs.

#### **Exams and Quizzes:**

During the course of the semester there will be 3 exams and 10 true-false quizzes given. The quizzes will be based on the prior week's lecture and readings. They are provided to assist in empowering the student with his or her grade. The quizzes will be available at the beginning of the class to all who are present in the classroom. If the sum of the quiz grades exceeds 75 points at the end of the semester, this **sum will be used to replace the student's lowest exam grade**. For example if the sum of the quizzes equals 87 and the student earned a grade of 68 on the second exam, the 87 will replace the 68 within the instructor's grade book. Also, should a student miss an examination (with special exception noted below) the sum of the quizzes **regardless of their value** will substitute for the test score. Omitted exam substitution further empowers the student to achieve as it provides the leverage to miss an exam with planned impact on academic performance.

As a **student is not required to take any quizzes, there are no make up possibilities**. Should a student arrive late while others are taking a quiz he/she should quietly take a seat until the rest of the class is finished. **Cheating** on any quiz revokes this provision in its entirety.

#### **Testing:**

Students **are required** to take examinations on the day and time they are scheduled. In certain circumstances a schedule adjustment may be necessary. This must be **worked out in advance** with the instructor. It is essential if an exam were missed that the student telephones the professor concerning **any extreme** circumstances. It is imperative that the student takes the responsibility of finishing the examination correctly and completely. Once the examinations are returned to the students, there will be **no grade adjustments** made due to inappropriate completion of the responses.

The instructor can be reached by **telephone, e-mail, or written note** left in the Divisional Office (during the day) A-306C or the Evening Office L-113. If there are extreme circumstances (documentation may be required) that prevent a student from taking a test according to the published schedule, use one of the above options to contact the instructor before the next class. An arrangement for a special testing schedule is solely at the **discretion of the instructor**. A student who waits for the next class session to speak with the instructor will not be accommodated with a special test schedule.

#### **Laboratory Work:**

Many laboratory assignments are hands-on productions as well as collaborative effort among group members. It is important that the student attend all lab sessions. When lab assignments are required for grading, they will be submitted as the student exits the lab and **cannot be handed in late**. Any **unfinished work must be completed** during free time; the student cannot expect to pick up where he/she left off during the prior session when entering

the next scheduled lab. As lab assignments cannot be done any time other than when they are scheduled, the lowest lab grade will be dropped when calculating the student's final average.

It is anticipated that students will spend at least four hours per week in the free-time computer room perfecting their skills and completing their lab assignments. The lab assignments are required for grading. They must be submitted on the assignment due date, and **cannot be handed in late**. Acceptance of late laboratory assignments is solely at the **discretion of the instructor**.

#### **Lateness:**

The roll will be taken at the **beginning of class**; if the student is not in attendance at that time, he/she will be carried in the roll book as being absent unless the instructor is notified immediately after class. Attendance sheets **cannot** be adjusted at following class meetings.

#### **Homework:**

In addition to any homework assignment given during class, it is a standing assignment that the student read each chapter of the book prior to its lecture. It is recommended that student create 3x5" index cards each containing a key term as defined by the author. These cards become a valuable resource when preparing for an examination.

#### **Oral presentations:**

Oral presentations are **given only on the dates and times** provided in advance. Attendance is required, as there are no makeup opportunities. It is imperative that the students stay for all presentations as they are an active part of the audience; **failure to stay without permission** will result in grade loss.

#### **Policies:**

- The student must adhere to all college policies. Due to the nature of this course, it is recommended that the student review the policy titled "*Acceptable Information Technology Use at Bergen Community College*".
- The use of portable electronic devices such as pagers and cell phones is not permitted while class is in session. Please be sure to silence electronic devices before entering class.
- The use of audio CD or tape players, radios, and college computers to play music during class is prohibited.
- Students are expected to demonstrate listening, reading, note taking, and writing skills. The student will need to take notes during class discussions and understand and follow verbal and written directions. All assignments and correspondence with the instructor (including e-mail) must be well written in full sentence format. Proper paragraph format must be used for all postings to the student bulletin board (if applicable).
- During periods of explanation, lecture, and when fellow students are speaking, there is to be **no use** of the computers; i.e., using the keyboard or mouse. Special consideration will be provided when students use notebook computers as note taking devices.
- The subject line of all e-mail correspondence to the instructor must contain the course number and section and student's name. Any e-mail received without this information will

not be opened.

When email is used to submit coursework the student may only submit an assignment **once**. The first assignment received will be graded. Duplicate submissions of the **same** assignment will be returned as unacceptable.

- Within higher education, students are called on to demonstrate understanding and competency in writing. This means that they must understand the material under study and express themselves using their own thoughts. **Cutting and pasting or copying another's information, definitions, opinions, analysis or work is a violation of academic writing and an infringement on intellectual property.** Basically, it is stealing someone else's ideas and claiming them to be one's own. This is a form of plagiarism which is both unethical and illegal. To engage in this behavior deprives students of the very education they wish to obtain.
- As this is a college credit course in communications, it is expected that students will demonstrate both their listening and writing skills. Directions will often be **given orally** and need be followed completely to insure proper credit.

In borderline cases that arise in almost every class each semester a student's attendance, class participation, attitude, and observed effort will be considered in helping to determine the student's final grade.

- As there is a degree of collaborative effort to complete this course, students need apply a professional and courteous relationship with classmates; this includes **without question** a level of responsibility.