

Course Syllabus

1	Course title	Documentation and Communication
2	Course number	5402201
3	Credit hours (theory, practical)	3 Credit Hours
	Contact hours (theory, practical)	3
4	Prerequisites/corequisites	
5	Program title	B.Sc. Degree in Business Information Technology
6	Program code	02
7	Awarding institution	The University of Jordan, Aqaba
8	School	Information Technology and Systems
9	Department	Business Information Technology
10	Level of course	Bachelor
11	Year of study and semester (s)	2019-2020 / First Semester
12	Final Qualification	B.Sc. Degree in Business Information Technology
13	Other department (s) involved in teaching the course	N/A
14	Language of Instruction	English
15	Date of production/revision	1-9-2019

16. Course Coordinator:

Instructor:	Dr. Nazeeh Ghatasheh
email:	n.ghatasheh@ju.edu.jo
Office Number:	304
Office Phone	35062
Office Hours:	Sunday 11.00-12.00 Monday 11.00-12.30 Tuesday 13.00-14.00 Wednesday 12.30-14.00
Websites:	http://eacademic.ju.edu.jo/n.ghatasheh/
Course Website	https://elearning.ju.edu.jo/

17. Other instructors:

N/A

18. Course Description:

This course introduces students to the technical definition, development documentation, system definition and specification – proposals, program report, instructions and manuals, project reports, research reports, resumes and interviews, team meeting reports, presentation and briefings, abstracts

and summaries.

19. Course aims and outcomes:

<p>A- Aims: This course aims to enable students to know the different types of written documents such as reports, books, articles, proposals, user manuals, project reports, memorandums, etc. The course enables students to have full knowledge of the structure of technical reports which include introduction sections, main text, and concluding and supporting sections. At the end of this course, students must have the required skills for writing a technical report and present it in the class.</p>
<p>B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to</p>
<p>A- Knowledge and Understanding: Students should...</p>
<p>A1) Understand basic technical writing, communication and documentation concepts, structures, and operations. A2) Illustrate how the creative use of documentation and technical writing can give him/her a competitive advantage.</p>
<p>B- Intellectual skills: with the ability to ...</p>
<p>B1) Analyze and compare the advantages of technical writing and documentation in improving personal ability. B2) Think how to improve team productivity by using technical writing and interpersonal communication.</p>
<p>C- Subject specific skills: with ability to ...</p>
<p>C1) Implement practical cases, by using different type of technical communication methods and documentation styles.</p>
<p>D- Transferable skills: with ability to ...</p>
<p>D1) Discuss and work in a group in order to design and write the specification of a new case. D2) Work with other groups in order to make different implementations, of the same case specification. D3) Present the final work (project) and make a demo.</p>

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Technical Writing Basics	1,2		A1, A2	Examination and Assignments	Textbook and assigned references on e-Learning Website
Writing Style	2,3		A1, A2	Examination and Assignments	Textbook and assigned references on e-Learning Website
Data Presentation	4		A1, A2, B1, D2	Examination and	Textbook and assigned

				Assignments	references on e-Learning Website
Report Introduction	5,6		A1, A2, B1, D1	Examination and Assignments	Textbook and assigned references on e-Learning Website
Main Text	7,8		A1, A2, B1, D1	Examination and Assignments	Textbook and assigned references on e-Learning Website
Conclusions and Supporting Documents	9,10		A1, A2, B1, D1	Examination and Assignments	Textbook and assigned references on e-Learning Website
Applications	11,12,13		A1, A2, B1, B2, D1, D2	Examination and Assignments	Textbook and assigned references on e-Learning Website
Writing Ethically	14,15		A1, A2, B1, B2, D1	Examination and Assignments	Textbook and assigned references on e-Learning Website
Presentation	16		D3	Teamwork Project Presentation and tasks	Textbook and assigned references on e-Learning Website

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

Theoretical portions will be presented based on examples, active learning, practical implementations and tests, case study, discussion, self-study portions, real-world examples, and live demonstrations.

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Written exams measuring the level of course objectives attained, the exams are supposed to cover the theoretical understanding level, solving common problems and analytical thinking. Deliverables and Group-work includes presentations, technical reports and discussions. Discipline and active participation are highly encouraged and will be measured according to the percentage of class attendance, in-class positive contributions, demonstrations, reviews, analytical thinking, or any positive attitude. Students are highly encouraged to present their innovative and extraordinary contributions that will be rewarded by bonus marks.

No	Evaluation Type	Weight	Date	Notes
1.	<ul style="list-style-type: none"> Midterm Exam: Written exam covering knowledge, interpretation and design skills. 	30%	TBD	
2.	<ul style="list-style-type: none"> Final Exam: Written exam covering knowledge, interpretation and design skills. 	50%	TBD	
3.	Activities Quizzes 5% (2 quizzes at least) Deliverables 5% Final Presentation/Report 10% <i>(Max will be counted/ 4 activities max)</i>	20%	TBD	

Bonus up to 5 marks will be given to innovative and brilliant active participation.
May change slightly according to specific situations.

Tentative Grading Scale*:

0	34	49	54	59	64	69	74	79	84	89	94	100
	F	D-	D	D+	C-	C	C+	B-	B	B+	A-	A

* Could be changed to form normal distribution

23. Course Policies:

Discipline and Active Participation Policy (If applicable as bonus, could be banned if it is insufficient):

All together discipline, attendance and active participation will be rewarded. Attending the class by itself without any active participation doesn't permit having the 5% marks.

- o Participation frequency and relative grading percentage:
- o Frequent is subject to 5% (good questions, valuable observations and effective answers)
- o Frequent semi-effective is subject to 3% (ineffective questions, observations and answers)
- o Infrequent is subject to 2% (ineffective and show low level of preparation)
- o Rare is subject to 1%
- o Displaying no sign of life or long periods of absence is subject to 0%

Late presence to class will affect your grades, as an average of more than 10 minutes late time will lower your participation grades by 1%. An average of more than 20 minutes of late time will be considered as one class absence and will lower your participation grades by 3%.

VERY IMPORTANT RULES AND REGULATIONS:

Attendance and participation are mandatory, absence may result in receiving an ABSENT FAIL grade or an equivalent fail grade

It preferable to have structured participation and avoid random additions or interruptions

When advised stick to the provided template for the deliverables, it would give more value to your piece of work

Any out of order behavior, as side talks or sleeping, during the lecture time may result in having ZERO grade for participation, and a ZERO grade for activities.

Disrespect toward colleagues while talking or discussing an issue is prohibited and will result in an expel and a penalty.

Late homework and assignments delivery may result in having ZERO grade for that particular deliverable

Cheating has no excuse at all, with no exceptions, it will result in having a penalty

Plagiarism is unethical activity that may result in having a penalty, refer to www.plagiarism.org

Any feedback is welcomed while presented in a reasonable manner

Carefully read the most recent copy of the regulations statement provided by the University of Jordan, as it applies to this course.

Notes:

Concerns or complaints should be expressed in the first instance to the module lecturer; if no resolution is forthcoming, then the issue should be brought to the attention of the module coordinator (for multiple sections) who will take the concerns to the module representative meeting. Thereafter, problems are dealt with by the Department Chair and if still unresolved the Dean and then ultimately the Vice President. For final complaints, there will be a committee to review grading the final exam.

24. Required equipment: (Facilities, Tools, Labs, Training....)

Office Tools: Word Processor, Power Point Presentation Maker, Graph Maker, etc.

Online Tools: Account at Overleaf.com (Latex Document Editor), Online Technical Communication Tools.

25. References:

Required book (s), assigned reading and audio-visuals:

Main Textbook: **John M. Lannon and Laura J. Gurak. (2018). Technical Communication, 14th Edition. PEARSON.**

Recommended books, materials, and media:

Found at e-Learning website: <https://elearning.ju.edu.jo/>

26. Additional information:

Visit the course website for an updated list of references, demos, tutorials and extra materials at:
<https://elearning.ju.edu.jo/>

Name of Course Coordinator: -----Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: -----Signature: -----