Academic Quality Assurance Department

Course Syllabus Form

College	Information Technology
Department	Computer Science and Information System
Program	Computer Science, Data Science, IS and MIT
Course Title	Information Technology Communication Skills **Course Number:** 19040115
Year	2023/2024 **Semester:** Summer
Prerequisite(s)	No prerequisite course
Instructor	Dr. Hasan Alhajhamad
Instructor's e-mail	h.hamad@ptuk.edu.ps
Office Hours	Sun, Tue, Thu [9:00- 10:00]
Class Time	Sun, Mon, Tue [10:00 – 12:00] **Classroom:** E328
Course description	The course aims to introduce students to the best practice in the communications required for careers in information technology and computer science. The course covers written, oral and interpersonal communication. The course is designed to satisfy the writing requirement in computer science and information systems programs.
Course Intended Learning Outcomes (CILOs)	At the end of this course, students should be able to 1. Demonstrate effective written communication skills appropriate for various contexts within the field of information technology and computer science. 2. Exhibit proficiency in oral communication through presentations, discussions, and debates related to technical topics in the field. 3. Apply interpersonal communication strategies to effectively collaborate with peers, clients, and stakeholders in IT projects. 4. Analyze and critique communication artifacts such as technical reports, documentation, and presentations. 5. Synthesize complex technical information into clear and concise forms suitable for diverse audiences. 6. Develop a professional demeanor and ethical awareness in communication practices within the realm of information technology and computer science.
Textbook(s)	Business Communication Essentials: Fundamental Skills for the Mobile-digital-social Workplace, 8th Edition (2019), Courtland L. Bovée, John V. Thill
Other required material (References):	
Other Resources used (e.g. e-learning, field visits, periodicals, software, etc.)	PowerPoint slides

Course Teaching Methods	
Teaching Method	**CILOs**
Lectures	1,2,3,4,5,6,7

Assessment Type	Details/Explanation of assessment in relation to CILOs	Weight	Date(s)
Assignments		20%	
Mid-term Exam		35%	As per faculty exam timetable
Final Exam		45%	
Total		100%	

Course Intended Learning Outcomes (CILOs)				
CILOs	**Mapping to Program ILOs**			
On successful completion of the course, students will be able to:	**a**	**b**	**c**	**d**
Demonstrate effective written communication skills appropriate for various contexts within the field of information technology and computer science.	*	*	*	*
Exhibit proficiency in oral communication through presentations, discussions, and debates related to technical topics in the field.	*	*	*	*
Apply interpersonal communication strategies to effectively collaborate with peers, clients, and stakeholders in IT projects.	*	*		
Analyze and critique communication artifacts such as technical reports, documentation, and presentations.	*	*		
Synthesize complex technical information into clear and concise forms suitable for diverse audiences.	*	*		
Develop a professional demeanor and ethical awareness in communication practices within the realm of information technology and computer science.	*	*		

No. of Week	Date	Topics Covered	CILOs	Assessment
Course Weekly Breakdown				
Week 1-2:		Introduction to Professional Communication Chapter 1: Professional Communication in Today's Digital, Social, Mobile World Chapter 2: Collaboration, Interpersonal Communication, and Business Etiquette		
Week 3-4:		Business Message Planning and Writing Chapter 3: Planning Business Messages Chapter 4: Writing Business Messages Chapter 5: Completing Business Messages		
Week 5-6:		Digital Communication Chapter 6: Crafting Messages for Digital Channels		
Week 7:		Routine and Positive Messages Chapter 7: Writing Routine and Positive Messages		
Week 8:		Negative Messages Chapter 8: Writing Negative Messages		
Week 9-10:		Persuasive Communication Chapter 9: Writing Persuasive Messages		
Week 11-12:		Reports, Proposals, and Presentations Chapter 10: Understanding and Planning Reports and Proposals Chapter 11: Composing and Completing Reports and Proposals Chapter 12: Developing and Delivering Business Presentations		
Week 13:		Career Development Chapter 13: Building Careers and Writing Resumes		
Week 14:		Employment Application Process Chapter 14: Applying and Interviewing for Employment		

Prepared by:	Dr. Hasan Alhajhamad	**Signature**	
Head of Department	Dr. Sherin Hijazi	**Signature**	
Date	29/02/2024		