

**RARITAN VALLEY COMMUNITY COLLEGE
ACADEMIC COURSE OUTLINE**

COMM 115 – ORGANIZATIONAL AND TECHNICAL COMMUNICATION

I. Basic Course Information

- A. Course Number and Title: COMM 115, Organizational and Technical Communication
- B. New or Modified Course: Modified
- C. Date of Proposal: Fall Year: 2021
- D. Effective Term: Fall 2022
- E. Sponsoring Department: Communication and Languages
- F. Semester Credit Hours: 3
- G. Weekly Contact Hours: 3 Lecture: 3
 Laboratory: 0
 Out of class student work per week: 6
- H. Prerequisites: English Composition I, ENGL111.
- I. Laboratory Fees: No
- J. Name and Telephone Number or Email Address of Department Chair and Divisional Dean at time of approval:
Bick Treut: 908-526-1200 x8429; Bick.Treut@raritanval.edu
Dean Patrice Marks: 908-526-1200 x8802; Patrice.Marks@raritanval.edu

II. Catalog Description

Prerequisites: English Composition I- ENGL111. Organizational and Technical Communication is an introduction to writing and oral communication in business, professional, and technical settings. Students will produce and analyze common communication genres including written emails, letters, resumes, memos, proposals, reports, technical definitions, and technical manuals, and, oral phone calls, meetings, and presentations.

III. Statement of Course Need

- A. Employers insist on good communication skills for both new and advancing employees, and this course will provide students with the benefit of mastering business communication skills prior to entering the workforce. Organizational and Technical Communication is a practical course that addresses the concerns of government and industry alike regarding the skill level of their new employees in the general area of

communication and written communication especially. Similar courses are now offered at community colleges and universities.

- B. This course does not have a lab.
- C. This course is not designed to transfer.

IV. Place of Course in College Curriculum

- A. Free Elective
- B.** This course meets a program requirement for the Electrical Utility Program AAS, Automotive Technology AAS, Environmental Control Technology AAS and serves as an elective for Commercial Energy Management Technology AAS.
- C. Recommended for AAS program students.
- D.** To see course transferability: a) for New Jersey schools, go to the NJ Transfer website, www.njtransfer.org; b) for all other colleges and universities, go to the individual websites.

V. Outline of Course Content

This course explores the following topics:

- A. Writing in the business world
 - a. Resume
 - b. Cover letter
 - c. Texting
 - d. Email
 - e. Letter (hard copy)
 - f. Memo
 - g. Proposal
 - h. Report
 - i. PowerPoint
- B. Verbal communication in the business world
 - a. Meeting and greeting
 - b. Addressing a customer or client
 - c. Addressing co-workers
 - d. Addressing supervisors and upper management
 - e. Telephone conversations
 - f. Facetime
- C. The business culture and communication
 - a. Assessing degrees of formality/informality
 - b. Understanding Federal work mandates and how they relate to communicating
 - i. OSHA
 - ii. Sexual harassment
 - iii. Family and Medical Leave Act
 - iv. Civil Rights Act
 - v. Americans with Disabilities Act

VI. Educational Goals and Course Learning Outcomes

A. General Education Learning Outcomes:

Students who successfully complete this course will be able to:

1. Illustrate and evaluate orally and in writing the fundamentals and foundations of contemporary protocols, documents and mandates relevant to appropriate communications within the culture of business, professional and technical settings. (NJ-GE 1, 4 *, ER)

B. Course Learning Outcomes:

At the completion of this course, students will be able to:

1. Identify and apply professional and effective principles to both spoken and written communications.
2. Successful style various types of written documents and/ or messages, including letters, reports, proposals, Power Points, memos, e-mails, etc.
3. Evaluate degrees of appropriate or inappropriate behavior, activities or communications that impact the appropriate functioning of the workplace and its personnel (*, ER)

C. Assessment Instruments:

- A. Research papers (required)
- B. Demonstrations
- C. Texts, emails, memos and proposals
- D. Quizzes
- E. Written examinations

VII. Grade Determinants

- A. Research papers (required)
- B. Demonstrations
- C. Texts, emails, memos and proposals
- D. Quizzes
- E. Written examinations

Primary formats, modes and methods for teaching and learning that may be used in the course.

- A. Lecture/discussion
- B. Small-group work
- C. Computer-assisted instruction (WebStudy)
- D. Guest speakers
- E. Student oral presentations
- F. Simulation/role playing

VIII. Texts and Materials

- A.** Textbook such as: Harvard Business Essentials (2003). *Business Communication: Nine Steps to Help You Engage Your Audience*. Boston, MA: Harvard University Press, or comparable text.
- B.** Journals in RVCC Library databases
- C.** Video
- D.** Web resources

Please Note: The course outline is intended only as a guide to course content and resources. Do not purchase textbooks based on this outline. The RVCC Bookstore is the sole resource for the most up-to-date information about textbooks.

IX. Resources

- A.** Smart classroom (Internet, DVD)
- B.** Guest speakers

X. Honors Option: N/A