### Course Establishment Form

**Outline**

<table>
<thead>
<tr>
<th>Division:</th>
<th>Business Engineering &amp; Information Technologies</th>
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<tbody>
<tr>
<td>Program/Dept:</td>
<td>Business Technologies</td>
</tr>
<tr>
<td>Course Number:</td>
<td>BUS 209</td>
</tr>
<tr>
<td>Credits:</td>
<td>3</td>
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<tr>
<td>Course Title:</td>
<td>Producing Deliverables - Technical Writing</td>
</tr>
<tr>
<td>Inst. Intent:</td>
<td>21 Vocational Preparatory</td>
</tr>
<tr>
<td>Fee:</td>
<td>Yes X</td>
</tr>
<tr>
<td>CIP:</td>
<td>52.0205</td>
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**Degree/Certificate Requirement:** Yes X  No:

**Name of Degree/Certificate:** Project Management Certificate

**Distribution Requirement for AA/AAS:** No

**Transfer Status to 4-year Institution:** Yes  No: X

If yes, please describe:

**Course length:** 11 weeks  
**Class Size:** 25

**Course Contact Hours:** 33  
**Lecture:** 33  
**Lab:**  
**Clinical:**  
**Other:**  
**System:** 33

**Prerequisite:** Yes: X  No:

If yes, please describe:

- IT 101 Software Applications or BUS 169 Using Computers in Business I
- BUS 236 Interpersonal Communications in the Workplace

**Required Placement Tests:** Yes  No X

If yes, please describe:

**Comments:**

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**Course Description:**

This course will teach students how to create written deliverables. The course will include writing a Request for Proposal, tools for evaluating RFP responses, writing the Evaluation Report, creating different types of documentation and day-to-day written communication between teams, management and other project sponsors.
Course Goals:
The goal of this course is to introduce to the student some of the standard written communication that is created as a project manager.

NSCC General Education Learning Outcomes and/or Related Instructional Outcomes (for technical courses) Met by Course:
1. Demonstrate written and oral communication skills by developing and preparing reports, forms, evaluation tools, and giving an oral presentation of work.
2. Demonstrate critical thinking through development of alternative strategies to successfully solve project problems.
3. Demonstrate the ability to work and communicate effectively in groups by participating in team projects.

Course Outcomes/Learning Objectives:
Upon successful completion of the course, a student will be able to,
A. Determine when and how to use different technical resources.
B. Produce technical communication.
C. Develop management reports.
D. Present project deliverables to management and sponsors.

Topical Outline and/or Major Divisions:
I. What is technical writing?
   A. Tone
   B. Format
   C. Style

II. Research Skills
   A. Conduct Effective Research
   B. How to Organize Findings
   C. Produce a Deliverable from Findings

III. Creating an Request for Proposal
   A. RFP Content
   B. RFP Format
   C. Using Forms in the RFP to ensure Correct Evaluation

IV. RFP Evaluation
   A. Organize Responses
   B. Develop Evaluation Forms
   C. Prepare Response Reports
   D. Management Reporting and Presentations

V. Writing Management and Sponsor Correspondence and Reports

VI. Developing a Presentation
   A. Create a Presentation Outline
   B. Create a Presentation Using an Automated Tool
   C. Determine Timing and Practice
VII. Delivering a Presentation

Course Requirements (Expectations of Students)

Students will be expected to demonstrate the ability to perform specific competencies listed under “Course Outcomes/Learning Objectives.”

Methods of Assessment/Evaluation:
1. The student will be evaluated by his/her team members using criteria established by the instructor.
2. The student assignments, tests, and projects will be evaluated by the instructor.
3. Final grades are assigned according to published grading standards for the course.

Required Text(s) and/or Materials:
As determined by instructor.

Supplemental Text(s) and/or Materials:
As required by instructor.

Outline Developed by: Patricia Clark Date: 2/15/05
Outline Revised by:

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