



"Investing in Africa's Future"

COLLEGE OF ENGINEERING AND APPLIED SCIENCES (CEAS)

NCSC 112 : TECHNICAL COMMUNICATION

END OF SECOND SEMESTER EXAMINATIONS

APRIL 2025

LECTURER: DR. TENDAI ZENGENI

TIME: 3 HOURS

INSTRUCTIONS

You are required to answer questions as instructed in each section

Start each question on a new page in your answer booklet

Section A: Multiple Choice Questions
Please answer all the Questions

- 1. All of the following can help you to achieve clarity in your writing, EXCEPT:**
 - a. Defining acronyms and abbreviations
 - b. Using words your reader understands
 - c. Not including many details
 - d. Writing sentences in active voice

- 2. Valerie is reviewing a technical document written by one of her colleagues. She noticed that the document is lacking proper introduction and conclusion paragraphs. This document has a deficit in terms of _____.**
 - a. Conciseness
 - b. Completeness
 - c. Clarity
 - d. Sequence

- 3. What is the significance of a cover letter?**
 - a. It is an informal means of silently communicating information to employees within the workplace
 - b. It is a formal document that is sent within an office that contains information which can be processed quickly
 - c. It is a formal form of communication for an individual to explain why he or she is an attractive candidate for a position
 - d. It is an informal means of quickly communicating time sensitive information to individuals outside the office

- 4. A manager wants to quickly and informally remind his team members to attend a benefits meeting this afternoon about health insurance updates for the upcoming open enrollment period. He can best accomplish this through using which of the following types of business correspondence?**
 - a. A memo
 - b. A business letter
 - c. A cover letter
 - d. Email

- 5. A(n) _____ is a written permission signed by the participants of a research study, which fully explains the risks or benefits of the research to the participant.**
 - a. Informed consent
 - b. Agreement contract

- c. Recommendation report
 - d. Written permit
- 6. You were asked to write a report where you summarize several pieces of written information and oral interviews. Which type of research data will you use in this report?**
- a. Hard Research
 - b. Qualitative Research
 - c. Quantitative Research
 - d. All of These Are Correct
- 7. During today's marketing meeting, a senior executive puts forth a compare and contrast campaign for a new vitamin product that will replace the previous vitamin product line. What description MOST likely relates to this new campaign?**
- a. Less nutritious than our previous version
 - b. We have decided to discontinue our vitamin product line
 - c. The same exact formula as our current product
 - d. Newer and more potent formula
- 8. Facial expressions, body language, gestures, postures, and vocal qualities form the foundation of:**
- a. Implicit communication rules
 - b. Explicit communication rules
 - c. Asynchronous communication rules
 - d. Synchronous communication rules
- 9. A grant proposal serves what kind of purpose?**
- a. Selling a service or product
 - b. Offering a solution to a specific problem
 - c. Getting funding for a specific project
 - d. Organizational purpose
- 10. Which section of your proposal should be short and to the point?**
- a. Main text
 - b. Front matter
 - c. Introduction
 - d. Conclusion
- 11. The first step in writing a recommendation in a technical document is to ____.**
- a. Provide a recommendation that is focused on a specific problem
 - b. Identify the basic problem for which you are making recommendation

- c. Draw a conclusion about the data that will set the stage for your recommendation
- d. Reiterate the research collected that relates specifically to the problem

12. The structure of a(n) _____ in a technical document should move from general to specific.

- a. Headings
- b. Conclusion
- c. Closings
- d. Introduction

13. All of the following are characteristics of a letter of inquiry, EXCEPT that _____.

- a. It should be lengthy
- b. It should show interest in the organization
- c. It is an unsolicited
- d. It shows the applicant qualifications

14. A job acceptance letter includes _____.

- a. The start date and benefits
- b. The benefits and current employment information
- c. The start date and state's tax rate
- d. The state's tax rate and current employment information

15. Since many individuals can work simultaneously on a collaborative _____, there is a greater chance of error.

- a. Farm
- b. Intranet
- c. Wiki
- d. Encyclopaedia

16. Evaluate the lists below and indicate which entry best indicates the key components of technical communication.

- a. The author writes with eloquent language and poetic form
- b. The author writes in a way that is clear, concise, and accurate
- c. The author uses the academic language and technical jargon of the field
- d. The author answers the questions who, what, when, where, why and how

Section B:
Please answer all the Questions

17. What is an executive summary? (3 marks)
18. Craft a budget for a College of Engineering and Applied Sciences trip to Nyanga and include all aspects that you will consider to make the trip successful. The Dean has committed to give you USD \$8000 for the trip. (20 marks)
19. Indicate the subject and predicate for the following statements and explain why.
- **The students belonged to the College of Engineering and Applied Sciences.**
(2 marks)
 - **Classes at our university are held from 9am to 12pm and from 12pm to 2pm.**
(2 marks)
 - **The energetic and clever student from the Computer Science class failed.**
(2 marks)
20. Decide if each sentence below is an **Independent Clause** or **Dependent Clause**
- The Programming lesson did not last long.
 - The email was sent by the Registrar.
 - Because today's exams are so hard.
 - Students sometimes study throughout the night.
 - While they were called i5Hub boys.
 - When they carried the mail.
 - Because fuel is so expensive.
 - The dog barked loudly.
 - While I was studying.
 - It would be fun.
- (10 marks)
21. State the differences between an Abbreviation, Acronym and Initials with examples (6 marks)
22. Create an email informing a group of people in the workplace about a co-worker of theirs whose management position has been downgraded to a staff position. Be clear, direct, and concise in your delivery of the information and your explanation for it. Take into account workplace morale and the ethics of this decision. Your email should be at least 150 words long. (5 marks)
23. Explain how and when to include visuals in a report. (4 marks)
24. Your workplace is deciding how to upgrade the desktop computer systems. Prepare a report comparing three types of brands. Identify what categories you would use to compare all three. Include what graphics might be necessary for this report. Include your final recommendation at the end of the analysis. (5 marks)
25. Write a letter recommending a colleague for a promotion. Include a heading, introduction, body, conclusion, and signature line. (5 marks)

END OF EXAMINATION