National University of Computer and Emerging Sciences

Expository Writing (SS1014)

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Course Instructor(s)
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Midterm 1 Examination

Total Time: 1 Hour
Total Marks: 35
Total Questions: 02
Semester: SP-2025
Campus: Karachi
Dept: Computer Science

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Student Name   Roll No   Section   Student Signature

CLO 1 : Use the theoretical knowledge of communication to accomplish communication objectives efficiently both as a speaker and writer.

Question 1:

A) Read the case-study and answer the questions briefly. [2+4]

Sarah, a project manager (PM) at ABC tech-solutions ltd., was assigned to lead an international project. Her team included 1 team lead, 2 intern software developers, 2 senior software developers, and 1 quality assurance engineer from different countries, working remotely but at the same time. As the project started, communication issues arose. During weekly meetings (virtual), jargons used by senior software developers confused some team members, while others struggled with different accents and varying English proficiency. Sarah herself used to struggle to handle Jira (a software which is used by PM) due to poor internet connectivity in Pakistan. Additionally, cultural differences led to misunderstandings—Sarah expected direct responses, but some team members, from other cultures, preferred indirect communication. As a result, deadlines were missed, frustration grew, and productivity declined.

1. Identify **two situations** from the case study where communication barriers occurred. For each situation, write the **type of barrier(s).** [1+1]

2. Suggest two strategies to improve the effectiveness of communication during the meeting. Write only 2 lines for each suggestion. [2+2]

Q1:
   a) Senior software developers use jargons (Semantic Barrier)
   b) Sarah struggles to handle Jira (Physical barrier)

Q2:
Strategy 1: Sarah should encourage team members to avoid jargon or explain technical terms clearly, so everyone can follow.
Strategy 2: Sarah can share meeting agenda beforehand and share a summary and follow-up actions (minutes of meeting).

B) Read the scenario and answer the questions by writing alphabet that holds the correct answer. Write your answer in the answer book. [5]

A university professor, Dr. Roberts, is giving a lecture to a large group of students about a complex topic in neuroscience, in a room near to main road. Dr. Roberts uses PowerPoint slides with diagrams and technical terms, assuming that all students are familiar with the basic concepts. However, many students, especially freshmen, struggle to understand the lecture because the content is too advanced for their level of knowledge. Some students zone out during the lecture, while others feel too embarrassed to ask questions. Dr. Roberts assumes that the students are simply not paying attention, but doesn't realize the content might be too complex for them to decode effectively.

1. Which could be considered the primary "noise" affecting the communication process in Dr. Roberts' lecture?
A) The technical terms and advanced concepts in the lecture
B) The PowerPoint slides Dr. Roberts uses
C) Dr. Roberts' speaking speed

D) None of the above

2. What part of the communication process is most impacted when students fail to understand the lecture due to its complexity?
A) Encoder
B) Channel
C) Decoder
D) Message

3. How could Dr. Roberts improve the "encoding" process in this scenario to ensure students better understand the material?
A) Use simpler language and provide more background information for the students.
B) Skip the technical terms entirely, assuming students will pick up the concepts on their own.
C) Provide additional resources, such as books, for students to study after class.
D) Slow down the delivery without changing the complexity of the material.

4. What is a potential issue with Dr. Roberts' assumption that the students are simply not paying attention?
A) Dr. Roberts may be overlooking the fact that the message is too complex for the students to

decode.

B) Dr. Roberts assumes all students are at the same level of understanding, ignoring individual differences.

C) Dr. Roberts fails to recognize that distractions from the environment are influencing attention.

D) All of the above

5. Given the model, how could Dr. Roberts incorporate feedback to improve the effectiveness of the lecture?

A) Ask students at the end of the lecture if they understood the material, and adjust future lectures based on their responses.

B) Assume that students who do not ask questions understood the material.

C) Continue the lecture without any changes, as the students should catch up on their own.

D) Provide a quiz at the beginning of each class to gauge understanding without direct interaction.

C) Read the scenario carefully to understand the different communication processes taking place among faculty members, students, and the university administration. Identify the type of communication being used in a given situation. Select from the options provided in the box. Same option cannot be repeated twice: [6]

Upward, Downward, Horizontal, Interpersonal, Intrapersonal, Serial Communication

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FAST-NUCES is organizing its annual TechFest, where final-year Computer Science students will present their capstone projects. To initiate the event, Dr. Ahmed, the Head of the Computer Science Department, submits a proposal to the university director, detailing the budget and requirements. In response, the director issues an announcement, outlining event guidelines and assigning responsibilities to faculty members.

To ensure smooth execution, faculty members hold a meeting to discuss the schedule, student project displays, and logistics. During the meeting, Dr. Ahmed delivers a briefing, emphasizing the importance of professionalism and teamwork. Meanwhile, students discuss their presentations, and some casually chat in the computer lab about how exciting it will be to showcase their work. The university's marketing team promotes TechFest through emails and social media to invite guests.

On an individual level, a faculty advisor encourages a hesitant student to present confidently, while another student debates internally whether to take on the role of presenter. As the event nears, the event coordinator shares the finalized schedule with team leaders, who then pass the information to their members.

1. When Dr. Ahmed submits a proposal to the university director, what type of communication is taking place? upward
2. The university director issues an announcement assigning responsibilities to faculty members. What kind of communication is this? downward

3. Faculty members discussing event logistics and sharing concerns during a meeting represents what type of communication? horizontal
4. A faculty advisor having a one-on-one conversation with a hesitant student to encourage them to present is an example of what communication process? Interpersonal
5. A student internally debating with himself whether to take on the role of presenter demonstrates what kind of communication? Intrapersonal
6. The event coordinator sharing the finalized schedule with team leaders, who then inform their respective members, is an example of what communication process? Serial

CLO 2 : Demonstrate sensitivity to the audience and the context of communication when listening and interacting with others.

Question 2:

A) Read the following email:
- **Identify and write at least three pieces of missing information that make it incomplete. [3]**
  Date and time
  Location
  agenda
- **Then, rewrite the email to ensure completeness. [4] [1 for each error and 1 for grammar]**

Dear Team,

Great job on the project so far! Let's continue working on the next phase and discuss our progress in the upcoming meeting. Please be ready with updates.

Thanks!

B) Read the sentences provided below. Replace the boldfaced words with the vocabulary provided in the box. Do not copy the entire sentence in your copy. Write only vocabulary words. [6]

Happiness, rights, Increase**,** Confidentiality, Major change, Efficiency

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1. The company's financial performance has been <u>ameliorated</u> by recent cost-cutting measures. Increase
2. The company's strategic plan includes a <u>paradigm shift</u> towards sustainable practices. Major change
3. The patient exhibited signs of <u>ebullience</u> after receiving the positive test results. Happiness
4. The contract contains a <u>non-disclosure</u> clause to protect sensitive information. Confidentiality
5. The legal team will advocate for the client's <u>entitlements</u> in the settlement. Rights
6. The software update will improve the system's <u>performance metrics</u>. Efficiency

C) Rewrite the following statements to make them concrete: [5] [1 each]

1. I am looking for a ==new== job.
2. I am interested in learning ==new things==.
3. The book was ==interesting== and had ==some nice== ideas.
4. The meeting was very ==productive==.
5. We should have a team-building event ==sometime soon==.

Good Luck!