



SCHOOL OF COMPUTER SCIENCE ENGINEERING AND INFORMATION SYSTEMS
CONTINUOUS ASSESSMENT TEST - I

SLOT: A2+ TA2

Programme Name & Branch : M.Tech. (Integrated) & Software Engineering
Course Code and Course Name : IAENG101L & Technical English Communication
Faculty Names : Dr Rajalekshmi K, Dr Dwija Bai A K
Class Numbers) : 7328, 7995
Date of Examination : 17. 08. 2025
Exam Duration : 90 minutes

Maximum Marks: 50

General instruction(s):

- Answer All Questions
 - M - Max mark; CO – Course Outcome; BL – Bloom's Taxonomy Level (1 – Remember, 2 – Understand, 3 – Apply, 4 – Analyse, 5 – Evaluate, 6 – Create)
- Course Outcomes:
1. Enhance writing skills for better publication.
 2. Identify the basic concepts related to various aspects of communication.
 3. Apply grammatical rules in academic and real-life contexts.
 4. Demonstrate analytical reading skills in terms of deciphering research articles.

Q. No	Question	M	CO	BL
1.	Discuss the importance of effective technical writing, and identify and explain five common types of technical documents.	10	2	2
2.	Read the following case study and answer questions: ABC Electronics faced a serious public relations issue after a dissatisfied customer, Mr. Sharma, posted a negative review on social media. His complaint was about a delayed refund, which he felt was handled poorly. Unfortunately, the company's customer service team made things worse. Instead of offering a helpful or understanding response, they posted the following message publicly: "Mr. Sharma, your complaint is completely baseless. The refund policy is clearly stated on our website, and it's your failure to follow those simple instructions that caused this delay. Stop blaming us for your own mistakes. Your refund will be processed only when you submit the correct paperwork." This approach backfired right away. The response spread quickly, attracting criticism from others who viewed it as unprofessional and uncaring. What started as a complaint about a single delayed refund turned into a major public relations crisis and led to even more negative publicity. i. Explain the communication issues/ barriers here. (150 words) ii. How could the PR team have avoided this crisis? Discuss your suggestions. (150 words)	10	2	3
3.	a) Choose the correct form of the verb that agrees with the subject: i. The committee vote on the proposal tomorrow. ii. Neither the boys nor the girl want to go to the park. iii. Everyone in the class have to complete the assignment. iv. The team, led by a new coach, are ready for the championship. v. All of the books on the shelf are covered in dust.	5	3	2
	b) Choose the correct form of the verb from the bracket: i. If she (study) more, she would pass the exam. (second-degree conditional)	5		