GWANDA STATE UNIVERSITY

Excellence through Esprit De Corps

## CENTER FOR UNIVERSITY WIDE MODULES

## COMMUNICATION & TECHNOLOGY: CMS1111

Final Examination Paper

November 2025 Session

This paper consists of 3 printed sheets

Time Allowed: **3** hours

Total Marks: 100

Examiners: Dr. L. Makwati, Mr. C. Tendaupenyu

**INSTRUCTIONS**

1. This exam paper consists of FIVE **[5]** questions. Answer **four [4]** questions.
2. Each question carries **25 marks**.
3. Where a question contains subdivisions, the mark value of each subdivision is shown in brackets.
4. Use clear and concise language, with proper grammar and punctuation.
5. Leaving a question blank is an automatic zero. Make an attempt!
6. Your handwriting must be legible. If the examiner cannot read your writing, You will lose marks.
7. Ensure that your answers demonstrate critical thinking and reasoning skills.
8. Ensure that your answers are well-organized and follow a logical structure.
9. Do not communicate with other students or use unauthorized materials during this exam.

Additional requirements: **None**

## SECTION A - COMPULSORY

**1)** A student submits this essay excerpt with references:

*"Critical thinking is vital in universities. Research proves students who evaluate sources get better grades (Brown, 2022). However, AI tools are reducing analytical skills (Lee & Patel, 2023). Lecturers must address this crisis."*

Reference List

-Brown, M. (2022) "Critical Thinking in Higher Education." Education Quarterly, 15(2), pp.112-130.

-Lee, P. and Patel, S. (2023) "AI and Student Learning." doi:10.1234/ai.2023

**Tasks:**

**1a.** Identify one verbatim plagiarism risk in the excerpt. **(2 marks)**

**1b**. Identify one missing in-text citation. **(2 marks)**

**1c.** Underline one over-generalization. **(2 marks)**

**1d.** Write down one opinion presented as fact, from the excerpt. **(3 marks)**

**1e.** Correct two formatting errors in the Brown reference. **(4 marks, 2 per error)**

**1f.** Add one missing element to the Lee & Patel reference. **(3 marks)**

**1g.** Write a new reference for a government report titled "Digital Tools in Education" (2024). **(3 marks)**

**Define the following terms:**

**1h.** Intellectual Property **(2 marks)**

**1i.** Self-plagiarism **(2 marks)**

**1j.** Bibliography **(2 marks)**

## SECTION B

**2)** You are a manager reviewing this email from an intern after a client meeting:

*"Mr. Chen refused our proposal. He kept leaning back, crossed his arms, and checked his watch 5 times. I just kept talking faster to finish my slides."*

**2i.** Diagnose 3 nonverbal barriers. **(6 marks)**

**2ii.**Script a 150-word coaching email to the intern with specific improvement strategies **(10 marks)**

**2iii.** Propose 2 nonverbal tactics to salvage the client relationship. **(4 marks)**

**2iv.** Justify your advice with one principle from communication models **(5 marks)**

**3)** *"Autonomous learning is the most crucial skill for university success."* Using two time management techniques and one note-taking method, construct a personalized study plan for a first-year student struggling with workload. Justify your choices. **(25 marks)**

## SECTION C

**4)** Develop a search strategy for *"The ethical implications of AI-generated academic work"* using Boolean operators, two credible databases, and one ethical consideration. Explain your process. **(25 marks)**

**5)** You missed a job interview due to an emergency. Write a formal email to the employer requesting a reschedule. Include an apology, reason (without oversharing), and professional tone. Then, explain two principles of effective email communication. **(25 marks)**

**THE END**