



OFFICE COMMUNICATIONS

Course Syllabus

3-0-3

Date: 11/29/11

COURSE NUMBER: AOT 134

PREREQUISITE(S): ENG 100

CO-REQUISITE(S): None

COURSE DESCRIPTIONS

This course develops proficiency in proofreading and other specialized applications of communications in the office environment. This course emphasizes effective use of written, oral, and electronic communication. Students create documents and solve problems typical of business and industry.

TEXTBOOK(S):

Guffey, Mary Ellen. Essentials of Business Communication, 8th Edition. Mason, OH: South Western Cengage Learning; 2010.

www.meguffey.com Printed Access Card

ISBN-10: 1-11-128873

ISBN-13: 978-1-11-128873-0

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:

Computer with Internet access, Internet Explorer 5.0 or higher or other current browser, Java, word processing software (must be able to save Word format), and anti-virus software.

The student must have access to Microsoft Word 2010, PowerPoint 2010, as well as an email account. The student must also use the Foxfire or Microsoft Internet Explorer browser 5.0 or higher. The operating system needs to be Windows XP, Vista, Windows 7 or Macintosh OS9, or UNIX.

A USB/jump drive will be used to create documents and work files for most of your projects and lab assignments.

METHOD OF INSTRUCTION:

This course will be taught via the Internet using online lecture notes, discussion board, and electronic messaging. Students are expected to read each assigned textbook chapter. Students will produce files using the computer. Work should be emailed to your instructor through your Blackboard account. Project and lab work are due according to the course calendar. **NO LATE WORK IS ACCEPTED!**

GRADING SYSTEM:

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

GRADE CALCULATION METHOD:

Unit Tests	=	60%
Lab assignments	=	20%
Business Presentation Final Project	=	20%
	=	<u>100%</u>

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

CONFIDENTIALITY:

All students' e-mail addresses may be available to other students in the class. Although some assignments in an online course may encourage or require peer communication, the instructor will make every effort to protect the confidentiality of any personal communication (for example, grades). However, you should recognize that e-mail and other electronic media are not secure; there is no guarantee of the privacy of your e-mail or other personal information.

APPROPRIATE ONLINE BEHAVIOR:

The use of Spartanburg Community College's website, e-mail service or course management software for creation and/or distribution of material not pertaining to course participation is prohibited and is grounds for dismissal according to College policy under "disruptive behavior."

Such actions, include, but are not limited to:

- Inappropriate use of email and discussion boards for:
 - ✓ Harassment
 - ✓ Unlawful solicitation
 - ✓ “Spamming”
 - ✓ “Flaming”
- Use of online editing tools within the course management software to:
 - ✓ Create offensive material
 - ✓ Link to inappropriate materials

**ATTENDANCE
POLICY:**

An electronic e-mail is required from each student to the instructor by the end of the drop/add period. At this time the Instructor will drop the student from the course if it is not received.

Instructors maintain attendance records. However, it is the student’s responsibility to withdraw from a course. A student who stops attending the online class and fails to initiate a withdrawal will remain on the class roster. *With this in mind, for every assignment, test or exam not completed while still enrolled in the course the student will receive a grade of zero and the final course grade will be calculated accordingly.*

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

**ACADEMIC
CONDUCT:**

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CLASS/LAB
PROCEDURES:**

Tardy: A tardy is defined as any student who is more than 5 minutes late to the classroom. The instructor will maintain attendance and participation and will be a factor in the student's grade for the course.

Absences: An absence is defined as any student who is not physically present in the classroom during the assigned class time and day. A student's absence does not constitute a make-up of missed material.

NO make-up of tests, quizzes or classroom activities due to student absence will be allowed.

Discussion: During the semester, the student will participate in a discussion case study each week. The student will respond to a weekly case study with answers supported by research and personal insight or experience. The student will also respond to two other students' responses with comments on the other students' opinions. This will foster a cooperative learning environment and provide support for on the job situations. All work must be done with correct spelling, grammar and punctuation. A five-point deduction will result for each error in grammar or spelling.

Chapter Tests: Following reading and review, each student will complete a chapter quiz/test provided in the Blackboard course located within the assessments link.

Lab Assignments: Weekly lab assignments to reinforce topic comprehension will be conducted for each chapter. Lab assignments can be viewed in individual links within the Assignment link of the Blackboard course. Following the completion of the assignment as instructed, students may be required to return to the assignment link to upload/attach their gradable file.

ACCOMMODATIONS:

Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services

early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

Program Director

Mrs. Kathy Locke
592-4841
lockek@sccsc.edu

Program Department Chair

Mrs. Karen Ravan
592-4840
ravank@sccsc.edu

**COURSE OUTCOMES
& OBJECTIVES:**

Upon satisfactory completion of this course, the student will be able to:

- I. Demonstrate the writing process
 1. Plan and compose business messages
 2. Compose business messages
 3. Collect and analyze information
 4. Understand the process of revision
 5. Design documents for readability
 6. Maintain confidentiality of information
 7. Work cooperatively with others

- II. Communicate with business staff and clients
 1. Develop and organize electronic messages and memorandums
 2. Compose and develop positive business messages
 3. Spell and punctuate correctly using good sentence structure
 4. Give and receive feedback
 5. Compose and develop negative business messages
 6. Distinguish and compose persuasive business messages

- III. Report Workplace Data

1. Understand informal reports
 2. Define the purpose and gathering of data
 3. Understand business proposals
 4. Research primary and secondary data
 5. Copy and verify
 6. Gather complete information
 7. Report incomplete information
 8. Determine deficiencies in information
 9. Follow proper procedures for correcting errors
 10. Read and interpret information
- IV. Demonstrate professionalism, teamwork, meeting and speaking skills
1. Recognize the importance of being a team player
 2. Prepare for conducting productive business and professional meetings
 3. Plan and develop a business presentation
 4. Plan visual aids
 5. Design an impressive multimedia presentation