



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

BUSINESS CORRESPONDENCE & COMMUNICATION

POFT 2312 80

CRYSTAL NEVILLE

NOTE: This is an 8-week course.

NOTE: This is an online course.

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Course Description:

Presents the development of writing skills and presentation skills to produce effective business communications. Semester Hours 3 (3 lec)

Prerequisites and/or Corequisites:

Prerequisite: POFT 1301 with a grade of C or better.

Course Notes and Instructor Recommendations:

Students are to prepare for each class period by reading the assigned material. Assignments will be given with designated due dates.

As this is an 8-week class, students should plan to spend double the amount of time studying and completing assignments as they would a 16-week course. Typically, a student can expect to spend 9-12 hours a week on coursework per class in a 16-week class. For 8-week classes, students can expect to spend 18-24 hours per week on coursework per class. Variations to this formula may occur based on course format, course hours, and subject matter.

As your instructor, I am extremely interested in your success in business communications and correspondence. If you feel you need additional information, individual help, or just a little encouragement, please come by my office to schedule an appointment. My office hours are posted on my office door and in Brightspace. I may require students to speak with me by telephone or in person at my discretion. Furthermore, in the course of this class, I may need to verify a student's identity using information available to the instructor from academic records.

Deadlines are important. Deadlines are just that “deadlines.” Therefore, the students need to make sure that they read the tentative schedule to know when deadlines are scheduled. The students need to organize their time to meet these deadlines.

Technology can sometimes fail. It is the student’s responsibility to report any technical issues; however, last minute technical issues may not allow for due date extensions. It is important to not wait until the last minute to complete assignments as technology can sometimes fail. In the event of a technology failure, contact the instructor immediately.

Communication with Instructor – Students will use their student email account. E-mail messages from outside e-mail accounts will not be answered. Email or phone messages received during the weekend will be handled the first day of classes the following week. Though I strive to return messages within a few hours, please allow up to a 24 hour turn around for messages during the workweek. When emailing the instructor, students should include the course title in the subject line. Written communication should be in a professional format and should include a greeting and closing. Students should include their name in their e-mail closing.

Please do not use the instant messaging feature in Brightspace. I do not always receive the messages or receive them many days later.

Hardware/Software Requirements:

- To complete this course, you **MUST** have access to the Internet and MS Office.
- If you do not have access to the Internet, you may use the Office Technology Careers Lab that is located in the Learning & Technology Center, 3rd floor, in the back of the Library. Regular Office Technology Careers Lab hours are posted at the lab. Students may also use the MCC Library.

If you have problems with either your hardware or software, it is your responsibility to make sure that all assignments are turned in on time. Technical difficulties with computers or software are not an excuse for a missed deadline. However, if you do experience technical difficulties, you should report it immediately to your instructor. Students may utilize the I.T. Helpdesk by contacting (254) 299-8077.

Students also need access to MindTap, a Cengage product.

Instructor Information:

Instructor Name: Crystal Neville

MCC E-mail: cneville@mclennan.edu

Office Phone Number: 254-299-8263

Office Location: RE 105/106

Office/Teacher Conference Hours: As posted on office door and in Brightspace

Required Text & Materials:

Title: Essentials of Business Communication (LoosePgs)(w/6mths Access)

Author: Guffey

Edition: 11th

Publisher: Cengage

ISBN: 9781337736350

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at

<http://www.mclennan.edu/campus-resource-guide/>

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College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8:00 a.m.-5:00 p.m. to meet with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) is open 12:00 p.m.-1:00 p.m., Monday-Friday, without an appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace \(www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements\)](http://www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Methods of Teaching and Learning:

Lecture/Discussion

Homework Assignments

Group Work

Hands-On Practice

Writing Assignments

Quizzes/Exams

Course Objectives and/or Competencies:

Departmental Student Learning Outcome (SLO)

Apply basic communication skills, correct, clear and concise written correspondence and reports.

Upon completion of this course, students will be able to:

- Create effective business documents

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- Evaluate business documents
 - Apply ethical communication practices
 - Develop writing and presentation skills
 - Understand the impact social media has on businesses and potential employees
 - Apply teamwork skills to complete a group project
 - Utilize communication skills in the work environment
 - Prepare well-written work documents using set standards
 - Demonstrate the ability to write formal e-mails using appropriate language for the business environment

Course Outline or Schedule:

POFT 2312 Business Correspondence and Communication

Changes will be Announced on Brightspace

Assignments are due at 11:59 p.m. of the due date listed.

Assignments and projects should be turned in through Brightspace unless stated otherwise.

Week	Unit	Due Date
Week 1	Orientation Chapter 1 Chapter 2	January 20
Week 2	Chapter 3 Chapter 4	January 27
Week 3	Chapter 5 Chapter 6	February 3
Week 4	Chapter 7 Chapter 8	February 10
Week 5	Chapter 9 Chapter 10	February 17
Week 6	Chapter 11 Chapter 12	February 24
Week 7	Chapter 13 Chapter 14	March 2
Week 8	Final Exam	March 3

Course Grading Information:

MindTap Assignments..... 30%

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Writing Assignments.....	30%
Discussion Boards.....	20%
Quizzes.....	10%
Final.....	10%

Grades will be based on percentage: A= 90-100; B= 80-89; C= 70-79; D= 60-69; F = Below 60

MindTap Assignments (30%)- There is one MindTap homework assignment per chapter. Students should work through all activities within MindTap for the best understanding of the material.

Writing Assignments (30%)– This course will have one written assignment per week and will encompass questions from each chapter for the assigned week.

Discussion Boards (20%)- Each week will have a corresponding discussion board. Each discussion board will have a specific set of instructions and minimum requirements. Students who do not meet the minimum requirements for the discussion will have points deducted from their grade. Points will also be deducted for grammatical errors and any other errors found by the instructor. Students will make an original thread and then will respond to two other students' original threads. Replies to a reply do not count towards credit. Discussions will also serve as a measurement for attendance. To earn full credit for the week, students will need to post an initial post and replies by the due dates provided. Initial posts should be made by Thursday of the week and the replies should be made by the Sunday of the week. Students who do not complete all activities by the due date will receive 1 absence for the week. Students who do not complete any activities for the week will receive 2 absences. The grading rubric for discussion boards is as follows:

- -5 points for creating the initial thread and replies on the same day
- -5 points for grammatical errors
- -10 points for posting the initial thread late
- -50 points for missing citations
- -10 points for not meeting the minimum length requirements
- -50 points for not creating an initial thread
- -25 points for each missing reply
- Points may also be deducted for not answering all questions or for not adequately answering the prompt provided

Quizzes (10%)- There is one quiz per chapter. Quizzes may consist of a variety of question types, including but not limited to multiple choice, multiple answer, fill in the blank, matching, short answer, and essay. Quizzes will have an unlimited number of attempts to complete. Students will complete the quizzes for each chapter with a 100 before the written assignment for that chapter will appear. Quizzes should be completed as the first activity for each chapter to demonstrate an understanding of the chapter material.

Final- (10%) The course final will be comprehensive and will be administered online.

Completing Assignments-

- Students are expected to complete assignments in their entirety. Skipping questions will result in lost points in proportion to the questions skipped.
- Part of being a professional is using proper grammar. Assignments should be completed using proper and complete sentences. Points will be deducted for grammatical and spelling errors at the discretion of the instructor.
- When answering questions, students should consider class discussions, material introduced by the instructor, and the text.
- Plagiarism will not be tolerated. Ideas or references should be given credit where credit is due. Students should complete works cited using APA format. Students who need help with this may seek help from the instructor, the library, the Internet, the APA Manual, or any other resource at their disposal.

Most assignments will be graded within a week of the due date; however, longer assignments may take more time to be graded.

Late Work, Attendance, and Make Up Work Policies:

- Students, **whether present or absent**, are responsible for all material presented or assigned for the course and will be held accountable for such materials in the determination of course grades.
- Late work may be turned in up to one week after the due date. All due dates are on a Monday, meaning students have until that following Sunday to turn in work late. Work turned in late will receive a 10-point deduction. Late work may only be completed for MindTap assignments, Quizzes, and Written Assignments. As Discussion Boards are meant for classroom participation, no late work will be accepted on Discussion Boards. **No late work will be accepted after March 1.**
- Students, whether absent or present, are responsible for course deadlines. Students should communicate with the instructor if an emergency or situation arises preventing completion of work.
- **Drops/grades based on attendance-** Students are responsible for contacting the instructor to be dropped from this course. Students who exceed the allowed

absences will receive a grade of F unless they contact the instructor and request to be dropped prior to the drop deadline. If a student is experiencing an emergency, they should contact the instructor immediately to make alternate arrangements.

- For the purpose of this online course, attendance will be based on a student's completion of the discussion boards. Students who complete the initial post will receive credit for 1 day. Students who complete the initial post and the replies will receive credit for 2 days.

Student Behavioral Expectations or Conduct Policy:

Students are expected to conduct themselves in a professional manner for the duration of the course. This manner includes appropriate language, respectfulness, proper grammar, meeting deadlines, and responding to correspondence from the instructor. Students who display disrespectful or disruptive behavior will be dropped from the course and referred to Student Conduct.

Students are expected to maintain class decorum that includes respect for other students and the instructor, and an attitude that seeks to take full advantage of the education opportunity.

MCC is a drug-free campus, and it is a violation of the "General Conduct Policy" to possess, attempt to possess, use, transmit or distribute (sell) drugs or alcohol on the campus (taken from *MCC Student Highlander Guide*). If a student comes to class using drugs or alcohol, or if he/she is under the influence of drugs or alcohol, that student will be asked to leave class, forfeiting any opportunity to complete or make up assignments, tests, or activities done during class and receive a zero. The student may be asked to meet with the Division Chair for disciplinary measures, and the Division Chair may refer the student to the campus disciplinary official for discipline. Disciplinary incidents could result in being dropped from the course or receiving a grade of F for the course.

Disciplinary Action - Consequences for failure to comply with all class rules/guidelines stated in this syllabus as well as other rules stated in the MCC Student Handbook will have the following consequences: (1) The student will be asked to comply with the rules (penalties will stand as stated). (2) Any recorded material (audio or visual) will be given to the instructor for her to use as needed or it may be deleted. (3) If the student fails to comply during class, the student will be asked to leave the room for the remainder of the class for that day and receive a zero on work done that day. If assignments are made, it is the student's responsibility to obtain them. (4) Incidents will result in a conference with the division chair of business programs, the campus disciplinary specialist, and/or the dean for further disciplinary actions which could include failure of the course or being dropped from the course.

Plagiarism and cheating will not be tolerated.

Plagiarism is:

- Using someone else's work and claiming it as your own
- Copying information (1) without quotes and/or not (2) giving credit to the source
- Paraphrasing information without giving credit to the source
- Expressing the ideas of others as your own
- Fraud

Cheating is:

- Sharing information (giving or receiving) of any format
- Using unauthorized material during a test or assignment
- Working as a pair or group to complete an assignment that is not designated as group work
- Plagiarism

Plagiarism and cheating will be dealt as follows:

- 1) For the first offense, the student will be made aware of the issue and will receive a zero (0) for the assignment.
- 2) For the second offense, the student will be reported to the Student Discipline Committee and be subject to the discipline recommended by the committee.
- 3) For the third offense, the student will be given an F in the class.

*** [Click Here for the MCC Academic Integrity Statement](http://www.mclennan.edu/academic-integrity)**

(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

*** [Click Here for the MCC Attendance/Absences Policy](http://www.mclennan.edu/highlander-guide/policies)**

(www.mclennan.edu/highlander-guide/policies)

Click on the link above for the college policies on attendance and absences. Your instructor may have guidelines specific to this course.

Accommodations/ADA Statement

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation

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and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

*** Click Here for more information about Title IX**

(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Vice President for Student Success) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence or domestic violence.

** You will need to access each link separately through your Web browser (for example: Internet Explorer, Mozilla, Chrome, or Safari) to print each link's information.*