

UNIVERSITY OF ARKANSAS AT MONTICELLO
UAM CTM - AOT
TECH BUSINESS COMMUNICATIONS
ONLINE COURSE
Spring 2012

Instructor Name: Trudy Stringfellow

Instructor Phone: 870-222-5360, ext. 5214

Instructor Email Address: stringfello@uamont.edu

Office Hours: Monday and Wednesday – 9:00 AM – 9:30 AM, 1:00 PM – 3:00 PM; Tuesday and Thursday – 9:00 AM – 11:00 AM, 12:30 PM – 1:00 PM

Virtual Hours: Tuesday and Thursday – 7:00 PM – 9:00 PM – I will be available to help you with assignments or answer any questions you may have about the course, assignments, deadlines, etc.

Course Title and Credit Hours: Bus 2013 Tech Business Communications, 3 credit hours

Description: Covers the principles of effective oral and written communications in a business office with emphasis on fluency, coherence, and accuracy. Topics include verbal/nonverbal, writing, reading, and listening skills, team assignments and participation, as well as psychological principles, information analysis for letter writing and revision, and employment skills involved in effective business communications including correct letter writing procedures for business situations.

Prerequisites: BUS 2003 and BUS 1203

Required textbooks, workbooks, supplementary materials:

Essentials of Business Communication. 8th edition. Cengage Learning. ISBN: 978-0-324-58800-2
Click on “online bookstore” for textbook information: <http://www.uamont.edu/student.htm>

Technical Support Information:

Issues with Email: Contact the Office of Information Technology; phone 870-460-2036; open Monday-Friday, 8 a.m. – 4:30 p.m.

The Student Handbook for Distance Education is available at the following link:
<http://www.uamont.edu/AcademicComputing/>

Minimum Technology Requirements:

For minimum technology requirements, visit:

<http://kb.blackboard.com/pages/viewpage.action?pageId=38830689>

Access to a working computer with Internet capability.

Operating System: Windows 2007

Hardware: 256 MB of RAM, 1GB free hard disk space

Microsoft Office 2007 recommended

Connection to the Internet: (broadband connection, such as RoadRunner, Satellite

Internet or DSL, is preferred). Broadband connections are recommended for assessments.

Feedback Schedule

Most often, a student can expect a response to email within 24 hours Monday through Friday. Weekend emails may be answered, but a definite response will be sent the following Monday. If a holiday falls on a weekday, I will still be available online.

Method of Delivering Assignments

Please submit work through Blackboard. Use Times New Roman, 12 point font with 1" side margins. All submissions should be titled with your last and first name and course title (e.g., Smith, Joe EDUC2225). Be sure to have anti-virus software installed on your computer and update it regularly.

Attendance Policy/Participation Requirements

You are expected to complete all assignments weekly (Monday – Friday) as they are posted. Assignments will be opened at the beginning of the week and closed at the end of the week. No makeups will be allowed. Comments to the Discussion Board should be substantial. Saying “I agree” or similar lack of information is not posting. Your remarks should add to the course discussion.

Emergency or Interruption In Computer Service Policy

Prepare for unexpected problems and emergencies. Understand that problems and glitches do occur in online learning as they do in any learning environment. Have a back-up plan such as using the computers at a local library for submitting assignments in case your computer crashes or your service is interrupted. If this causes you a problem with completing an assignment, you and I will discuss how we will make up work due to technical issues. If this is a campus-wide problem, you will be told what to do after the system is back up. This announcement will be posted through Blackboard.

Hybrid Course Information

This course is completely online except for the final exam, (April 30 – May 8), which will be an interview and require a face-to-face meeting with me. More about this to be posted on BlackBoard.

Discussion

Discussion questions will be posted regularly through BlackBoard. You will be required to participate using factual information found in the chapter being discussed.

Assessments

All homework, quizzes, tests will be done online and uploaded to Blackboard. All will be timed. Homework will be weekly; quizzes and tests will be opened for a certain amount of time only on the date specified. Times will be announced a week before the test in order for you to arrange a time to be at a computer in order to test.

Student Learner Outcomes for Tech Computer Applications for Business:**Upon completion of this course the student should know and be able to:**

1. Produce letters for different situations
2. Produce an effective resume
3. Produce an effective letter of application
4. Develop interview skills

Students successfully completing the UAM CTM Administrative Office Technology program will be able to:

- 1. Demonstrate abilities to produce appropriate business documents such as letters, forms, tables, graphs, financial documents and other materials inherent in office technology.**
- 2. Demonstrate the ability to rapidly and appropriately respond to multiple requests within a contemporary office environment.**
- 3. Demonstrate the integration of theory, lab and field content in manners to obtain employment in entry level business office.**

Assessments:

Grades will be determined by labs/assignments, and a final exam. All grading will be on a total-point system. Tests will count 50% of your final grade; assignments, 25%; and final exam, 25%.

The final exam *will not* be comprehensive, but will consist of a face-to-face meeting with me in the form of an interview.

Grade Assignment:

Grading Scale:

A= 90—100 B= 80 — 89 C= 70 — 79 D= 60 — 69 F= 59 and below

Students With Disabilities:

It is the policy of the University of Arkansas at Monticello to accommodate individuals with disabilities pursuant to federal law and the University's commitment to equal educational opportunities. It is the responsibility of the student to inform the instructor of any necessary accommodations at the beginning of the course. Any student requiring accommodations should contact the Office of Special Student Services representative on campus; phone 870-222-5360; fax 870-222-1105.

Student Conduct Statement:

Students at the University of Arkansas at Monticello are expected to conduct themselves appropriately, keeping in mind that they are subject to the laws of the community and standards of society. The student must not conduct him/herself in a manner that disrupts the academic community or breaches the freedom of other students to progress academically.

Academic Dishonesty:

- 1. Cheating:** Students shall not give, receive, offer, or solicit information on examinations, quizzes, etc. This includes but is not limited to the following classes of dishonesty:
 - a. Copying from another student's paper;
 - b. Use during the examination of prepared materials, notes, or texts other than those specifically permitted by the instructor;
 - c. Collaboration with another student during the examination;
 - d. Buying, selling, stealing, soliciting, or transmitting an examination or any material purported to be the unreleased contents of coming examinations or the use of any such material;
 - e. Substituting for another person during an examination or allowing such substitutions for oneself.
- 2. Collusion:** Collusion is defined as obtaining from another party, without specific approval in advance by the instructor, assistance in the production of work offered for credit to the extent that the work reflects the ideas of the party consulted rather than those of the person whose name is on the work submitted.
- 3. Duplicity:** Duplicity is defined as offering for credit identical or substantially unchanged work in two or more courses, without specific advanced approval of the instructors involved.

4. Plagiarism: Plagiarism is defined as adopting and reproducing as one's own, to appropriate to one's use, and to incorporate in one's own work without acknowledgement the ideas or passages from the writings or works of others.

For any instance of academic dishonesty that is discovered by the instructor, whether the dishonesty is found to be cheating, collusion, duplicity, or plagiarism, the result for the student(s) involved will be a 0 for the assignment/test and final grade will be lowered 1 letter grade.

**The following schedule is tentative, with changes made at the discretion of the instructor.
(All assignments will be assigned on Blackboard as needed)**

JANUARY 11 - 13

UNIT 1 CHAPTERS 1-4

Chapter 1 - Career Success Begins with Communication Skills

JANUARY 16 - 20

Test – Chapter 1

Chapter 2 - Planning Business Messages

JANUARY 23 - 27

Test – Chapter 2

Chapter 3 - Composing Business Messages

JANUARY 30 – FEBRUARY 3

Test – Chapter 3

Chapter 4 - Revising Business Messages

FEBRUARY 6 - 10

Test – Chapter 4

Chapter 5 - Electronic Messages and Memorandums

FEBRUARY 13 - 17

Test – Chapter 5

Chapter 6 - Positive Messages

FEBRUARY 20 - 24

Test – Chapter 6

Chapter 7 - Negative Messages

FEBRUARY 27 – MARCH 2

Test – Chapter 7

Chapter 8 - Persuasive Messages

MARCH 5 - 9

Test – Chapter 8

Chapter 9 - Informal Reports

MARCH 12 - 16

Test – Chapter 9

Chapter 10 - Proposals and Formal Reports – no test – Discussion Board only

MARCH 19 – 23 – SPRING BREAK

MARCH 26 - 30

Chapter 11 - Professionalism at Work: Business Etiquette, Ethics, Teamwork, and Meetings – no test – Discussion Board only

APRIL 2 - 6

Chapter 13 - The Job Search, Resumes, and Cover Letters

APRIL 9 - 13

Test – Chapter 13

Chapter 14 - Employment Interviewing and Follow-Up Messages

APRIL 16 - 20

Test – Chapter 14

MOCK INTERVIEWS (preparation)

APRIL 23 - 27

Mock Interviews preparation

Give Mock Interview Instructions – appointment times will be decided this week

Letter of Application

Resume & Application Form

APRIL 30 – MAY 1

Mock Interview

MAY 2 – 8—FINAL EXAMS

Mock Interview

UAM College of Technology – McGehee
Administrative Office Technology Program Syllabus Agreement – Spring 2012

January, 2012

I, _____ do enter into an agreement with the Instructor of the course listed below.
PLEASE PRINT YOUR NAME

- I have viewed (at <http://www.uamont.edu/facultyweb/stringfellow>) a copy of the syllabus for the course:
 _____ Tech Business Communications _____.
- I have read and do understand the requirements of the course, specifically the grading and attendance policies and the disruptive behavior policies.
- I understand that all tests including the final are to be taken on the date and during the time given.
- I understand that a late penalty may be applied to any assignment turned in late and whether or not the late assignment is accepted is up to the Instructor.
- I understand that cheating, lying, plagiarism, abuse of the Internet or other illegal or unethical behavior may result in:
 - a grade of “0” on the assignment
 - final grade lowered a letter grade
 - a grade of “F” for the course
 - dismissal from the above listed course
- I understand that I am responsible for any information presented in orientations, syllabus, lectures, study guides, textbook(s), videos, student handbook, UAM catalog, and other readings or assignments whether I am present for the dissemination of this information or not.
- I understand that my Instructor will report on my attendance to any office or agency as required by UAM or Federal Financial Aid regulations.
- I understand that I must complete the appropriate information permission paperwork and turn in to the Student Services Department if I want any information shared with family, financial aid agency, employer or other entity and that I will inform these entities to direct their inquiries to the Student Services Department only.
- I understand that while I may seek assistance and advising from UAM faculty and staff, I am ultimately responsible for my progress in this course and in my program of study, and that I must be an informed consumer and apply due diligence in choosing courses and following the laws, regulations, policies and procedures of my program of study, UAM, and the Federal Government.
- I understand that the final for this class will be held during the weeks of April 30 – May 4 and May 7 – 9. I also understand that I will be making an appointment with Mrs. Stringfellow to come to her office and participate in a mock interview with her.

Student’s signature

Date