



COURSE OUTLINE

COURSE NO.: COMM 123/4A

COURSE NAME: Job Communications

CREDIT HOURS: 3

CLASS HOURS: 3

LAB HOURS 0

DATE: Academic Year 2007-2008

PREPARED BY: Arts and Sciences

Arts and Sciences

APPROVED BY: Ellen Sostarich, Dean,

PREREQUISITES: Successful completion of COMM II.

COURSE DESCRIPTION

This course will emphasize skills necessary to write effectively in an office in industry, business, government, and/or services. Basic principles and formats used in writing letters, memos, and research reports will be covered, and library methods and documentation style will be reviewed and practiced.

This course includes and evaluates the Success Skills Communicates Effectively, Maintains Professional Skills and Attitudes, Demonstrates Learning and Critical Thinking Skills, Practices Human Relations Skills, Demonstrates Community, Cultural and Global Awareness, and Maintains a Code of Ethics.

COURSE LEARNING OUTCOMES

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

- Plan, write, revise, and edit the text of letters and memos
- Identify the purpose and intended audience for office communication in various situations
- Contribute to and manage input from group writing situations, as well as judge and incorporate suggested changes from peers and instructor
- Demonstrate superior organizational, stylistic, and technical skills in written communication
- Prepare a documented research report, using Modern Language Association (MLA) guidelines for citing published materials

COURSE MATERIALS

Materials used for this course will include some, but not all, of the following:
Online students do not buy a text. All material is provided online.

Handbook for Business Writing, Sue Baugh, Maridell Fryar, David Thomas

Career Writing Skills (ABLE 44)

The Mechanics of Good Business Writing (ABLE 46) Claudette Stevens, Ron Luce

Research Techniques Cynthia Runevitch

Keys for Writers (Handbook and Exercise Booklet) Ann Raimes

Minimum PC Configuration:

Pentium processor

16 MB RAM

500 MB hard disk space

15" color monitor

28.8 Kpbs modem

500 MB hard disk space

Windows 95

CD ROM also highly recommended

Internet Access

Minimum Mac Configuration:

120 Mhz. Power PC

16 MB RAM

500 MB hard disk space

15" color monitor

28.8 Kpbs modem

Macintosh OS 7.5 or later

15" color monitor

CD ROM also highly recommended

Miscellaneous supplies as specified by your instructor

You should also have the following, minimum software packages:

- Netscape Navigator/Communicator 4.6 or higher. This can be downloaded for free from Netscape.
- Internet Explorer 5 or higher. This can be downloaded for free from Microsoft
- Word processing software
- E-mail software (included in most browsers such as Netscape)

SAFETY PRACTICES

Common safety practices are to be followed in this class.

TOPICAL OUTLINE

Business Writing

Professionalism

The writing process
Style in business writing

Memos and Letters
Organizing memos and letters
Informative and problem solving memos
Letter formats used in business
Types of business letters
Hypothetical business situations requiring letters

Research Reports
Choosing a topic
Drafting and organizing the report
Documenting sources
Revising and completing the report

All of the topics listed above incorporate all ten *Communicates Effectively* Skills; all fifteen *Learning and Critical Thinking* Skills; *Maintains Professional Skills and Attitudes* Skills D2-D4, D7-8, D9-10; *Practices Human Relations* Skills E1-E7; *Demonstrates Community, Cultural and Global Awareness* Skills G3-G5; and all seven *Maintains a Code of Ethics* Skills.

USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES

The use of cell phones during classes and labs is a disrespectful distraction to your instructor and other classmates. Please turn your cell phone and other electronic devices off while you are in class/lab. In emergency situations, please discuss limited use of a cell phone with our instructor prior to the class during which you would like to use your cell phone.

STUDENT INSURANCE/COVERAGE

Hocking College insurance does not cover a student in cases of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.

DISABILITY NOTICE

If you have been diagnosed with a disability that hinders your academic success, please

immediately contact the Access Center Office of Disabilities in JL 249 for special accommodations.

**Hocking College
Evaluation of the Learner**

Job Communications

Arts and Sciences Faculty

COMM 123/4 A

Oakley 312

Academic Year: 2007-2008
Arts and Sciences

Approved by: Ellen Sostarich, Dean,

Writing clearly and effectively in career situations should be the goal of every professional. Written communication provides the visible record of clear thought and can lead to career advancement. This course focuses on professionalism in writing and there is an expectation that you will exhibit this professionalism in your attitude as well. Assignments should be completed on time, and there will be attention to the writing process which includes: prewriting, writing, revising, and editing.

Course Requirements

EXAMINATIONS AND QUIZZES:

The term “Evaluations” is used for this course. Evaluation sheets with specific requirements are provided for each ability or competency. You are permitted to turn in **two** evaluations per day.

PROJECTS/HOMEWORK AND SUCCESS SKILLS AND/OR SERVICE LEARNING AND CIVIC RESPONSIBILITY ASSIGNMENTS:

SPECIFIC SUCCESS SKILLS COVERED IN THIS COURSE

Communicates Effectively--(A-1) Reads, comprehends, analyzes and evaluates various types of writing., **(A-2)** Logically organizes, develops and communicates an idea or position.,**(A-3)** Adapts communications to audience, situation and purpose.**(A-4)** Uses prewriting, drafting, revising and editing techniques.**(A-5)** Uses appropriate vocabulary, grammar, punctuation, spelling and syntax.**(A-6)** Writes effective business/ technical communications, including memos, letters and reports.**(A-7)** Develops and conveys instructions and procedures clearly.**(A-8)** Demonstrates public speaking skills.**(A-9)** Applies effective listening techniques.**(A-10)** Uses and perceives non-verbal cues.
Demonstrates Learning and Critical Thinking—(C-1) Asks pertinent questions.**(C-3)** Gathers necessary information using a variety of primary and secondary sources and techniques.**(C-4)** Analyzes and evaluates information for accuracy and relevance.**(C-5)** Recognizes and summarizes salient points.**(C-6)** Extrapolates, applies, synthesizes and integrates knowledge gained from research.**(C-7)** Perceives relationships.**(C-8)**

Identifies fallacious reasoning, and withholds judgment when evidence is inconsistent or incomplete.(C-10) Analyzes own position in relation to alternative or conflicting viewpoints.(C-11) Uses logical/systematic approach to solve problems and make decisions.(C-12) Draws reasoned conclusions.(C-15) Assesses personal and professional learning needs and establishes goals for improvement. *Maintains Professional Skills and Attitudes*—(D-2) Demonstrates initiative.(D-3) Meets performance expectations.(D-4) Follows organizational policies and procedures.(D-7) Sets priorities and manages time efficiently in accordance with priorities.(D-8) Uses and applies pertinent technology, including computers. (D-10) Demonstrates promptness and regular attendance.(D-11) Maintains image consistent with technology standards. *Practices Human Relations Skills*—(E-1) Exhibits trusting and trustworthy behavior.(E-2) Exhibits confidence in self and others.(E-4) Empathizes with others. Considers varied perspectives.(E-5) Works effectively within groups.(E-7) Engages in on-going self-assessment. Maintains a Code of Ethics—(H-1) Acts Honestly.(H-2) Acts responsibly.(H-3) Acts in accordance with a reasoned and defensible code of ethics.(H-5) Accepts accountability for own action or inaction.(H-6) Respects rights and dignity of others.(H-7) Respects intellectual property rights.

Written assignments must be typed in a word processing program, saved as rich text format and sent to the instructor as an email attachment, as a fax, as a posted web page, or as a document sent through the US mail. The type of document and how it should be sent is specified on each evaluation sheet. You must use a computer for this work. You will be writing and evaluating professional qualities in the workplace, letters, memos, reports, newsletters, flyers, and pamphlets.

ATTENDANCE

Attendance is not a normal part of this class. Attendance in the usual sense is not taken unless you are required to participate in a real time project. However, you should make adequate progress according the schedule for the quarter. Following this schedule assures that you will finish in the normal eleven-week period.

PARTICIPATION

You are expected to make regular progress in the course and turn in work in a timely way. You are permitted to turn in two evaluations per day.

EXTRA PROJECTS

Extra credit is not available for this class.

GRADING SCALE

Some evaluations receive a Satisfactory (S) or Unsatisfactory (U). Other evaluations earn points on the standard college twelve-point scale. A = 4.00, A- = 3.67, B+ = 3.33, B = 3.00, B- = 2.67, C+ = 2.33, C = 2.00, C- = 1.67, D+ = 1.33, D = 1.00, D- = .67.

<u>Ability</u>	<u>Grading</u>	<u>Ability</u>	<u>Grading</u>
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One	S/U	Ten	points 4
Two	S/U	Eleven	S/U
Three	S/U	Twelve	points 4
Four	S/U	Thirteen	points 4
Five	S/U	Fourteen	S/U
Six	S/U	Fifteen	points 4
Seven	points 4	Sixteen	points 4
Eight	points 4	Seventeen	Points 4 x 2
Nine	points 4	Eighteen	points 4

POLICY REGARDING HONESTY

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the **Success Skill** "Maintains a Code of Ethics." All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

- A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else's as one's own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification. Academic dishonesty includes but is not limited to:
1. Permitting another student to plagiarize or cheat from your work,
 2. Submitting an academic exercise, written work, project, or computer program that has been prepared totally or in part by another,
 3. Improperly acquiring knowledge of the contents of an exam,
 4. Using unauthorized material during an exam, to include notes, information, calculators, or other electronic devices or

- programs during exams or for assignments from which they have been expressly or implicitly prohibited,
5. Submitting the same paper in two different courses without knowledge and consent of all faculty members involved,
 6. Obtaining academic material through stealing or other unauthorized means,
 7. Falsification of research findings and methodology.

Academic Misconduct is unacceptable behavior in all Hocking College courses. A student observed or found to be engaged in academic misconduct on a test or assignment in this course will receive (*Insert consequences as decided by individual faculty/program or academic unit*). A written report of the incident, signed by the instructor and the student, will be submitted to the Campus Judiciaries Office. **The Office of Campus Judiciaries will conduct a judicial proceeding with the accused student, resulting in a finding of “In Violation” or “Not In Violation” of the Hocking College Code of Conduct. The outcome of the judicial process will not be used to modify or validate the specific consequence as decided by the individual faculty/program or academic unit, but may be used to determine future *Judicial consequences*, in demonstrating a pattern of behavior on the part of the student.**

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Code of Conduct* found on the Hocking College website (www.hocking.edu).

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FINAL GRADE CALCULATION

Your final grade is calculated by a percentage of your total points earned as follows:

ACADEMIC APPEALS PROCESS

Academic grade appeals consist of complaints from students concerning final grades given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate.

STUDENT GREIVANCE AND DUE PROCESS PROCEDURES

Due process procedures for the College are located in the Student Code of Conduct, *Policy & Procedures Manual*, published by the Student Affairs Office, Oakley 210.

DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center, Office of Disability Services in JL 249 regarding accommodations.