



**COWLEY COLLEGE
& Area Vocational Technical School**

COURSE PROCEDURE FOR

**BUSINESS COMMUNICATIONS
OFT1640 3 Credit Hours**

Student Level:

This course is open to students on the college level in either the Freshman or Sophomore year.

Prerequisites:

Word processing ability and completion of either Applied Communications or ENG

Controlling Purpose:

Business Communications is designed to cover the communication skills that are necessary in a high-technology global business environment. These skills include competencies in written and oral communication; an awareness of international, legal, and ethical issues; the ability to work collaboratively on group projects; and proficiency in using microcomputers.

Learner Outcomes:

Competencies will be developed in written and oral communication.

Unit Outcomes and Clock Hours of Instruction for Core Curriculum:

The following outline defines the minimum core content not including the final examination period. Instructors may add other material as time allows.

<u>UNITS OF INSTRUCTION:</u>		<u>Clock Hours</u>
PART 1	Communication Foundations	5
PART 2	Writing Process	8
PART 3	Business Correspondence	12
PART 4	Reports and Proposals	10
PART 5	Presentations	10

Evaluation Key:

- A = All major and minor goals have been achieved and the achievement level is considerably above the minimum required for doing more advanced work in the same field.
- B = All major goals have been achieved, but the student has failed to achieve some of the less important goals. However, the student has progressed to the point where the goals of work at the next level can be easily achieved.
- C = All major goals have been achieved, but many of the minor goals have not been achieved. In this grade range, the minimum level of proficiency represents a person who has achieved the major goals to the minimum amount of preparation necessary for taking

more advanced work in the same field, but without any major handicap of inadequacy in his background.

- D = A few of the major goals have been achieved, but the student's achievement is so limited that he is not well prepared to work at a more advanced level in the same field.
- F = Failing, will be computed in GPA and hours attempted.
- N = No instruction or training in this area.

UNIT 1: The student will learn the foundations of communicating in the workplace						
Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:						
A	B	C	D	F	N	Specific Competencies
						Examine the process of communication
						Identify and describe the ways to overcome interpersonal communication barriers
						Understand and apply techniques for communicating in organizations
						Identify the skills needed to work in groups and teams
						Understand team development, roles, and conflict
						Understand the listening process and identify techniques for improving listening skills
						Identify the characteristics of successful teams and understand the importance of developing individual teamwork skills
						Develop an understanding of alternate meeting formats, including virtual meetings
						Learn how to use collaboration technology to facilitate meetings, manage projects, and make decisions
						*Develop a sensitivity to cultural differences and understand the importance of intercultural communication
						Demonstrate appropriate meeting techniques by participating in a mock business meeting
						*Work together to reach a common goal
						*Speak effectively to co-workers and supervisors using proper grammar and terminology
						*Participate in group and team verbal communications

UNIT 2: The student will apply current technology in producing business documents with correct grammatical applications and will use various forms of technology for classroom assignments and research.

Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies:
						*Apply electronic means of storage, printing, and retrieval of information
						Use the Internet for classroom assignments and research
						*Use and proper care for information technology equipment
						*Exhibit the safe use of tools and equipment

UNIT 3: The student will analyze the purpose of a business message and apply the correct plan of organization in writing an effective communication.

Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies:
						Learn and apply techniques for analyzing, anticipating, adapting, researching, organizing, composing, revising, proofreading, and evaluating written documents
						Understand the legal responsibilities of written messages
						Create the appropriate type of written communication based on the message to be communicated
						Create business reports, proposals, and formal reports
						*Set priorities or the order in which several tasks will be accomplished
						*Set goals or standards for accomplishing a specific task
						*Determine specific activities to accomplish a task and order of procedures to accomplish the task
						*Estimate the time required to perform activities needed to accomplish a specific task. Evaluate and revise, if necessary
						*Locate information about duties, methods, procedures, and select tools, materials, and equipment, to perform the activities needed to accomplish a specific task

UNIT 4: The student will analyze individual strengths and apply them in career communication.

Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies
						*Perform self-evaluation to determine strengths and weaknesses
						Develop a resume and accompanying application letter
						Develop an electronic employment portfolio
						Participate in simulated interview

UNIT 5: The student will learn and apply oral presentation techniques.

Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies
						Learn techniques for giving effective oral presentations
						Participate in a group project and deliver an oral presentation

*Denotes Workplace Competency Skills

ADDITIONAL GENERAL WORKPLACE COMPETENCY SKILLS:

Outcomes: Upon completion of the unit, the students will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies
						Organize work space, work flow, and adjust to change when necessary
						Recognize or identify the existence of a problem given a specific set of facts
						Identify important information needed to solve a problem and generate alternative solutions to a problem
						Select a solution that represents the best course of action to pursue
						Demonstrate appropriate listening skills in all work situations
						Receive, confirm, and relay information in person and/or with technological equipment

Projects Required:

Employment Portfolio

Textbook:

Contact Bookstore for current textbook.

Materials/Equipment Required:

Micro computer

Attendance Policy:

Students should adhere to the attendance policy included in the syllabus.

Grading Policy:

Grading may vary according to the instructor.

Criterion Based Evaluation:

See Unit Outcomes and Competencies.

Maximum class size:

Based on classroom occupancy.

Course Timeframe:

Three clock hours

Additional time required to complete assignments, depending on individual student capabilities.

Catalog Description:

OFT 1640 BUSINESS COMMUNICATIONS. 3 HRS. Students will learn principles that apply to the major types of business letters and the application of those principles in the actual construction of effective business letters and report writing. Emphasis on letter mechanics, organized thinking, and practical psychology.

Prerequisites: Word processing ability and completion of either Applied Communications or ENG 2208.

Academic Code of Conduct:

Cowley College is committed to instilling in its students a high level of academic integrity. Integrity in the classroom is a definite expectation. Students who compromise the integrity of the academic process are subject to disciplinary action by the college.

A violation of academic integrity includes but is not limited to:

- Plagiarism
- Cheating
- Fabrication and Falsification
- Multiple Submission
- Misuse of Academic Materials
- Complicity in Academic Dishonesty

If a student is ever in doubt about the specific guidelines governing individual or group work with respect to a particular course or assignment, be sure to ask the instructor for clarification.

XF Grade

In accordance to the Academic Code of Conduct, an XF grade may be given to:

1. Students who are guilty of academic misconduct on tests or major assignments.
2. Students who knowingly facilitate classmates in academic misconduct on tests or major assignments (will be based upon the decision of the Appeals Committee).
3. Students who commit repeat violations of the Academic Code of Conduct on any class assignments.

The Academic Code of Conduct will be used to define academic misconduct.

If an instructor determines a student should receive an XF grade:

1. The instructor will meet with the student and follow the Academic Code of Conduct to ensure that the student has an initial opportunity to respond.
2. If the instructor still believes the student should receive an XF grade, the instructor will notify the Instructional Office and complete an XF form.
3. The student will then be notified of his/her right to appeal by the Appeals Committee, which will be scheduled as needed.
4. If the student chooses to appeal the X portion of the grade, the Appeals Committee will have the final authority.
5. The student will have the opportunity to remain in the class until the appeal process has been completed. Formal withdrawal from the class will not prevent the student from receiving a grade of XF.
6. A student may not withdraw from a class after receiving a grade of XF.
7. The decision of the Appeals Committee will be the final decision. The student, teacher, and advisor will be notified within 4 business days

To have the first XF grade removed from his/her transcript, the student must perform 20 hours of community service and successfully complete a course on academic honesty by the end of the following semester. The community service will be arranged through A.C.E.S. and will be completed at the discretion of the A.C.E.S. sponsor. The course will be for 1 credit hour at the student's expense with no financial aid or scholarship assistance. The Instructional Office may keep internal records that show the student received an XF grade that was later converted to an F after completion of the required community service and short course on academic honesty.

If a student receives an XF grade for a second time, that grade will remain on his/her transcript with no opportunity for removal. An XF grade cannot be erased from the Academic Fresh Start program.

Academic Misconduct

First Level Resolution

The original jurisdiction of any case involving academic misconduct shall be with the faculty member whose course the alleged misconduct occurred. If a faculty member suspects a student of an academic misconduct, he/she must inform the student without unnecessary delay of the alleged misconduct and provide the student the opportunity to respond before taking any action. Students suspected of academic misconduct, whether acknowledging involvement or not, shall be allowed to continue the course without prejudice pending disciplinary actions. If the faculty member takes no action within 10 days after informing the student, the

Rev. 6/20/2007

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allegations shall be considered dismissed.

The faculty member may take one or more of the following actions: alter a grade or assign a grade of "F" in the assignment, examination, or the course and/or recommend an additional sanction up to and including suspension and/or dismissal from the course. The action taken by the faculty member should be reported to their Department Chair/Director and the Instructional Office. The student so affected shall have the right of appeal through the Vice President of Academic and Student Affairs.

Second Level Resolution

If a second offense of academic misconduct occurs during the student's academic career, this WILL result in administrative withdrawal from the institution for a period of one academic year. The student so affected shall have the right of appeal through the Vice President of Academic and Student Affairs.

Third Level Resolution

After one academic year the affected student may re-enroll with the understanding if a violation of the Academic Code of Conduct occurs during their tenure at Cowley College the result will be permanent expulsion from the institution with no right of appeal.

(Institutional Policies: Student Affairs Council: Series 400.00: 402.00 Academic Code Of Conduct)

Disability Services Program:

Cowley College, in recognition of state and federal laws, will accommodate a student with a documented disability. If you have a disability which may impact your work in this class and for which you require accommodations, please contact Mark A. Richardson, the Disability Services Coordinator, located in the Nelson Student Center Room 203 in order for arrangements of needed accommodations. Phone number: Main Campus - 620-441-5557 or North Campuses - 316-554-2724.

E-mail: richardson@cowley.edu

Grade Change/Appeal:

If a student is dissatisfied with a course grade issued by an instructor and believes the grade issued is incorrect, the student may use the following appeal procedures:

- The student shall, within one academic semester following issuance of the grade, confer with the instructor and outline the reason(s) the student feels the grade is incorrect.
- The instructor shall advise the student of the grade change-if applicable.
- If the student is not satisfied with the results of the conference, he/she may request a Student Grade Appeal Form in the office of the Vice President of Academic and Student Affairs or the Dean of North Campuses. A review conference shall be held within the semester that the appeal is filed. The Vice President of Academic and Student Affairs, or their designee, the instructor who issued the grade, the Chairperson of the department or the Instructional Director involved or their designee will comprise the committee. The Vice President of Academic and Student Affairs will issue a decision and notify the student in writing within ten (10) days following the review. This decision is final.

(Institutional Policies: Academic Affairs Council: Series 200.00: 263.00 Student Appeal of Course Grade)

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Student Code of Conduct

Students attending Cowley College are expected to conduct themselves as responsible individuals at all times while on campus. Acts of incivility or other behavior which interferes with or detracts from the learning-centered environment are not acceptable. In addition, student actions which violate school policies or local, state, or federal laws are not tolerated and may result in dismissal from the college or other disciplinary action.

- Intoxicating Beverages and/or Illegal Drugs: No alcoholic or cereal malt beverages and/or illegal drugs shall be allowed on the campus or at school-sponsored functions.
- Tobacco: Smoking is not permitted in College facilities. This includes smokeless tobacco products.
- Dress and Appearance: Students are expected to be clean and dress within the limits of general trends of dress at this college. Additionally, dress must be in accordance with all laws pertaining to health, sanitation, and insurance.
- Classroom Expectations: Students are expected to behave in a civil and professional manner in the classroom. Instructors shall not permit the continued presence of disruptive behavior in class.
- Visitors and Children: Only students who are enrolled in classes are allowed to attend. Children and visitors must have prior approval from administration to attend class sessions. While on campus children and visitors must adhere to all school policies. All children under the age of 16 must be under direct supervision of a parent or guardian while on campus.
- Destruction of Property and/or Theft: Students are expected to respect the rights and property of other students, faculty, staff, etc.
- Student Identification Cards: All enrolled students at Cowley College are required to obtain a student ID card. Students must carry their current ID card with them at all times on campus.
- Electronic Devices: Cellular phones, pagers and other electronic devices shall not be used in a manner that causes disruption in the classroom, library or within any college-owned or college-operated facilities. This includes abuse of cellular devices with photographic capability. Utilizing these devices for the purposes of photographing test questions or other forms of academic misconduct or illegal activity is prohibited, as is photographing individuals in secured areas such as lavatories or locker rooms. Taking photographs of any individuals against their will is strictly prohibited.

(Institutional Policies: Student Affairs Council: Series 400.00: 403.00 Student Code Of Conduct)