**WEST CAMPUS**

Office & Medical Administration Spring 2018

Business Communication – CRN 23260 and CRN 23262

Spring 2018 Term

**Delivery Method – Online**

January 8, 2018 to March 22, 2018

Final Exam Week: April 23 to 29, 2018

**INSTRUCTOR**: Professor Linda Morris-Henry

**DEPARTMENT:** Business & Hospitality Division

**CONTACT INFORMATION:**

Email: Contact through the class using Blackboard Message as this will be the online communication format for this course. Allow me 24 to 48 hours to answer emails. I will answer emails on Monday through Fridays only (not on Saturday and Sundays).

Telephone: (386) 822 – 6909 – Ext 23417 – Between 11:15 AM and 12:15 PM Monday through Friday

Conference sessions may be set up by appointment only.

Contact me for a scheduled appointment

2018 Important College Calendar Dates: <http://valenciacollege.edu/calendar>

**No classes will be taught on West Campus on the following dates:**

January 15, 2018 MLK

March 12 to 18, 2018 Spring Break

**COURSE DESCRIPTION**:

This course presents an overview of business communications, including international considerations, and focuses on constructing, formatting and proofreading good news, bad news, and persuasive business messages. Preparation and formatting of proposals, business reports and oral presentations are included. Students will proofread, review grammar, and create an employment package consisting of resumes, application letters and job interviewing techniques.

**TOPICS/AREAS COVERED**:

1) Communication Foundations

2) The Writing Process in the Digital Age

3) Workplace Communications

3) Reports, Proposals, and Presentations

4) Employment Communication

**CREDIT HOURS**: 3 credit hours **PREREQUISITES**: None

**COURSE FORMAT:** Online delivery

An online course is a course in which all the content is delivered online at Valencia College using the college-approved course management system. Online courses can provide opportunities for students to attend anytime from anywhere; however, the online student must take responsibility for his or her own learning. In any distance education program, the capacity for self-directed learning is crucial. While instructors and fellow students can provide some support, the online distance learner is expected to provide the internal motivation to manage his or her own learning during the course of study and have a basic grasp of internet navigation skills and word processing skills. Blackboard is used to deliver all instruction in this online course and the student is responsible to learn to use this delivery system.

Note that we will be working online through Blackboard, & Publisher website on the required chapter assignments, quizzes, tests, etc. Students should visit the course at least every 48 hours to remain up-to-date on communications from the instructor and fellow students. {The excuse such as: “I did not know,” will not be a legitimate reason for not submitting or posting a required assignment on the due date. The grade will be a “0”. Students should not attempt to take quizzes and exams on a mobile device such as a tablet or smart phone, as Blackboard is not compatible with such devices, and tests or quizzes may shut down before you complete them.

It is the students’ responsibility to remain informed of any changes and/or additions throughout the term of the course as information will be communicated by announcements and/or Blackboard email. It is imperative that you check your Blackboard Email including Announcements regularly at least once a week or more for updates or as additional information required for an assignment, project, class presentation, etc. All students enrolled in course are responsible for ALL assignments in order to receive a completed grade.

It is strongly recommended that you print out a copy of the course syllabus and course assignments and keep in a binder so that you may have the information to refer to throughout the term. All-important course information will also be delivered through Blackboard Announcement/Message). All students who registered for courses at Valencia College do have an Atlas account.

**Blackboard Technical Support**

All faculty members and students needing assistance with Blackboard can now contact the Valencia Blackboard Help Desk by calling 407-582-5600 or email onlinehelp@valenciacollege.edu.

**Computer System Requirements for all Online Courses**

Please refer to the website at:

<http://valenciacollege.edu/oit/lts/StudentResources/gettingStarted/sysrequirments.cfm>

**Are You Ready for an Online Course?**

<http://valenciacollege.edu/oit/lts/StudentResources/amIready/>

**VALENCIA I.D. CARDS:** Valencia I.D. cards are required in order to use the LRC, (Library) Testing Center, and for other services at campus. Cards are free and can be obtained in the Student Development Office.

**VALENCIA STUDENT COMPETENCIES**

Valencia’s Student Core Competencies are complex abilities that are essential to lifelong success. These general competencies can be applied in many contexts and must be developed over a lifetime. They specify how learning can be expressed and assessed in practice. They enable students and faculty to set learning goals and assess learning within and across the many disciplines of human inquiry.

The following Valencia Student Competencies will be reinforced throughout the entire course:

**THINK, VALUE, COMMUNICATE, and ACT.**

Please review the competencies on the Valencia College website at:

<http://www.valenciacollege.edu/competencies/>

**REQUIRED TEXTBOOK:** Business Communication Process and Product, 9th Edition. Authors – Guffrey & Loewy w/ISBN: 978-1-305-95796-1.

There are certain available options available for obtaining the text before class :

* At Valencia College Bookstore or Publisher Cengage Learning at <http://cengagebrain.com> with options as print edition, as an ebook, rental or echapter.
* It is important that you have access to the textbook in week one since we will begin with the readings and completion of assignments and missed assignments will be recorded as “0”.
* Note that Chapter quizzes and chapter exercises and activities will be included in the textbook package sold through Valencia College. ( access code for Business Communications 9th Edition). *This is subject to change upon instructor’s discretion.*

**GRADING POLICY:**

The grading scale for this course is:

Final Grade

A = 90 - 100% A

B = 80 - 89% B

C = 70 - 79% C

D = 60 - 69% D

F = Below 60% F

**COURSE EVALUATION**

Tests and Assignments: During the session, there will be scheduled quizzes, assignments, projects, discussion postings, presentations online, group assignments, etc. These are to be completed during the assigned week and/or dates when assigned. There will be assignments related to the chapter readings in addition to PowerPoint presentations and lecture materials. It is your responsibility as a student of this online course to log in weekly or more as to not miss an assignment, announcement, discussion posting, test, etc.

Attendance/Course Participation Online as assigned – 15 points

Discussion Forum – 15 points

Assignments from textbook/Publisher Website/Quizzes or Tests – 20 points

Inter-Cultural Research Project – 15 points

Employment Portfolio – 15 points

Final Exam – 20 points

Total = 100 points

**All assignments must be submitted into the proper assignment area in Blackboard** and no other method of submitting them is acceptable. Written assignments in Blackboard are required to be in either **Word (.doc or .docx) or PDF (.pdf)** format. Presentations can be uploaded as PowerPoint (.ppt) or Prezi’s if the shareable Prezi link is submitted. Occasionally there are assignments that will allow you to record yourself. These videos can only be submitted as YouTube videos and the link to the viewable video should be provided. No other formats will be accepted and failure to submit an assignment in the required formats will result in an automatic zero (0) for the assignment. When you submit your written assignments, you should be able to see it in Blackboard. If it says “download” then you likely submitted a format that is not acceptable. Remember, if you can’t see it, I can’t see it (and then I can’t grade it).

Schedule Symbols – Weekly Assignment list will be posted at the end of week 1. At the end of week one everyone should have their textbook

\* All assignments with this symbol are due by Thursday at 11:00PM. This symbol is located on the Discussion post assignments. All discussion post assignments require an initial post and two reply posts. Unless otherwise noted, all initial discussion posts are due by Thursday, 11:00 PM of the week indicated and your replies are due by Sunday, 11:00PM of that same week. Each discussion board topic has a word requirement and you should refer to that discussion board for more information. If two weeks are combined (e.g. Weeks 4 + 5), the week it is due is in parenthesis.

All other assignments unless otherwise noted, are due by Sunday at 11:00 PM of that week. If two weeks are combined (e.g. Weeks 4 +5), the week it is due is in parenthesis.

Valencia College is pleased to announce that we are now able to offer the Microsoft Student Advantage to our current students! Microsoft Student Advantage offers students the free Office 365 ProPlus which is a full version of Office and includes Word, PowerPoint, Excel, Access, and more. Office 365 ProPlus is a user-based service and allows each student to install on up to five PCs or MACs and access Office mobile applications on iPhone and Android phones. Your Office ProPlus subscription will remain valid while you are an active Valencia student. Please refer to this for information on how to download Office 365 to your computer. Student Advantage Download Instructions at:

<http://valenciacollege.edu/support/howto/documents/Valencia_Office-ProPlus-Instructions.pdf>.

Note that if you have any questions about Office Proplus, please contact technical support at <http://askatlas@valenciacollege.edu>.

Atlas Student Help Desk: 407-582-5444

If you do not have access to a computer at home, visit the Open Lab at West campus (Building 7-144) and the Library at Valencia West have the software. If you plan on visiting our computer lab, please note that the assistance in the lab will be strictly for computer use or technical issues only. The lab aid personnel in the lab will be able to answer your questions and help you understand, but under no circumstances are they expected to sit down with you and take you step by step to complete assigned work. Understand that they need to be available for other students as well.

**ATTENDANCE**

Attendance for this course is mandatory (online through class discussion). Attendance is 15% of your overall grade. There are no excused absences from class. I reserve the right to withdraw or fail a student due to excessive absences, normally viewed as three or more.

* 1. absence = 100% for the attendance grade

3 absences = 50% for the attendance grade

4-4+ absences = 0% for the attendance grade

**MAKEUP POLICY**

It is my policy that you hand your work in early or on-time. Make up and late work will only be accepted with documentation of an emergency (jury duty lasting more than a few days, unforeseen illness requiring limited computer use) and is at the discretion of the instructor. Other than in the case of documented emergencies, late work will automatically earn a zero (0) for a grade. ***Please remember this is an online class so extra days for assignments are not granted because your doctor’s note says you are contagious for 48 hours.***

Additionally, as it is not possible to pass the course if you are consistently not doing assignments, if you do not turn in any assignment for two weeks in a row (prior to the Withdraw deadline) you will be at risk for being administratively withdrawn from the course.

**NO SHOW” STATUS**

Class attendance is required beginning with the first week. If you do not participate in the first online discussion, you may be withdrawn from the class as a “no Show.” If you are withdrawn as a “no show,” you will be financially responsible for the class and a final grade of “W” will appear on your transcript for the course. The “No Show” reporting dates will be January 17 to 26, 2018.

**Excessive Absences**

If your absences in a class become excessive, as stated in the course syllabus, your professor may contact you, indicating that further absence may result in your withdrawal from the course. (See Course Attempts & Course Withdrawal.) Your professor can withdraw you from a course for excessive absences without your permission or prior notification of excessive absences.

Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the withdrawal deadline of March 30, 2018 will receive a grade of “W.” A student is not permitted to withdraw after the withdrawal deadline.

Students who stay in the class after this deadline are responsible to complete ALL work required for the course; e.g., homework, projects, tests, etc. If you choose to stop coming to the class after the Withdrawal deadline, you will be held responsible for all work missed, including the final. Any work which is not completed by the appropriate deadline will receive a zero. Hence, the final grade for the course will be determined by taking into consideration the percentages obtained by work which was turned in and the zeros given to work which were not turned in on time. Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of “F.” For a complete policy and procedure overview on Valencia Policy 4-07, please go to: page 5 <http://valenciacollege.edu/generalcounsel/policydetail.cfm?RecordID=75>

The instructor may “withdraw” a student throughout the term for non-completion of assignments and/or coursework, non-participation in course, excessive absences, etc. within a specified time period.

**CLASSROOM POLICIES FOR CLASSES AND/OR LAB ON CAMPUS:**

1. Absolutely NO Food and drinks are allowed in the classrooms, computer labs and/or campus library.

2. College policy also indicates that NO children are allowed in classrooms, in the lab or college library at any time.

3. Please turn off or “silent” cell phones during class, exam and/or study period. Again, this is a distraction in the classroom or lab. Note that if you are expecting an important call, please resume to the lobby area outside the classroom.

4. Allows carry your student ID and schedule as you may be asked to show verification that you are a Valencia student such as for the computer lab, and/or library.

5. Always check the computer and/or your desk area before leaving. Clean up your desk area and please push your chair in upon leaving. We need to keep our classroom clean. When utilizing the lab, the instructor or the lab assistant staff is not responsible for lost or left items such as flash or USB drives, keys, cell phones, etc. If an item is found, it will be brought to the campus security office in “Lost and Found.” The Security Office at the West Campus is in the Student Services Building.

**NOTE**: The open lab that Valencia College has available to students is for the students to use the computers available in labs to do Valencia College class work. There are two things for you to understand. First, the lab aid personnel in the open lab will answer your questions and help you to understand, but under no circumstances are they expected to sit down with you and take you step by step to complete your work. Please understand they need to be available also for other students.

**DISCLAIMER**

Changes in the syllabus and schedule may be made at any time during the term by announcement of the professor. A revised syllabus may be issued at the discretion of the professor.

**NOTE:** The open lab that Valencia College has available to students is for the students to use the computers available in the lab to do Valencia College class work. There are two things for you to understand. First, the lab aid personnel in the open lab will answer your questions and help you to understand, but under no circumstances are they expected to sit down with you and take you step by step to complete your work. Please understand they need to be able also for other students.

**ACADEMIC HONESTY:**

All forms of academic dishonesty are prohibited at Valencia College. Academic dishonesty includes, but is not limited to, plagiarism, cheating, furnishing false information, forgery, alteration or misuse of documents, misconduct during a testing situation, and misuse of identification with intent to defraud or deceive.

All work submitted by students is expected to be the result of the students' individual thoughts, research, and self-expression. Whenever a student uses ideas, wording, or organization from another source, the source shall be appropriately acknowledged.

Note that Blackboard includes “Safe Assign,” which is a plagiarism prevention tool. This will disclose unoriginal content in a student report, assignment and/or project. All projects, assignments and or papers may be checked with Safe Assign, which compares all submitted papers against the Internet, ProQuest Research Database Articles, and Institutional Submissions from Valencia and/or other colleges in addition to the Global Reference Database. When the professor has reason to believe that an act of academic dishonesty has occurred, and before sanctions are imposed, the student shall be given informal notice and an opportunity to be heard by the professor. Any student determined by the professor to have been guilty of engaging in an act of academic dishonesty shall be liable to a range of academic penalties as determined by the professor which may include, but not be limited to, one or more of the following: loss of credit for an assignment, examination, or project; a reduction in the course grade; or a grade of "F" in the course. At the option of the professor, the campus provost may be furnished with written notification of the occurrence and the action taken. If such written notice is given, a copy shall be provided to the student.

Students guilty of engaging in a gross or flagrant act of academic dishonesty or repeated instances of academic dishonesty shall also be subject to administrative and/or disciplinary penalties which may include warning, probation, suspension and/or expulsion from the College.

The student may appeal action taken by the professor under the provisions of either Policy 6Hx28:10-13 Student Academic Grievances or 6Hx28:10-15 Student Rights of Appeal of Administrative Decisions as determined by the nature of the action taken.

As a result, students shall take special notice that the assignment of course grades is the responsibility of the students' individual professor.

**STUDENT CODE OF CONDUCT**

Valencia College is dedicated to the advancement of knowledge and learning and also to the development of responsible personal and social conduct. The primary purpose for the maintenance of discipline in the College setting is to support a civil environment conducive to learning and inquiry.

You can read Valencia College entire Student Code of Conduct at:

<https://secure.valenciacollege.edu/students/disputes/conduct/>

**OFFICE FOR STUDENT DISABILITIES**

Students with disabilities who qualify for academic accommodations must provide a Notification to Instructor (NTI) form from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities. The contact information for West Campus is in Student Services Building, Rm. 102, Office Phone number 407-582-1523 and

Office of Student Disabilities Fax: 407-582-1326 TTY: 407-582-1222. The website is <http://valenciacollege.edu/osd>

Note: If you need to send me documentation – I must receive them within the first two weeks of school.

**STUDENT ASSISTANCE PROGRAM**

Valencia College has contracted with a private and confidential counseling service to provide short-term assistance to credit students who need to resolve problems that are affecting their college performance. Examples might include: stress, relationship/family issues, alcohol/drug problems, eating disorders, depression, and gender issues.

Students who are experiencing any of these issues and who are enrolled in credit classes at Valencia should call the toll-free number (Baycare) 1-800-878-5470 to speak to a professional counselor. If needed, the counselor may refer the student to appropriate resources or to speak face-to-face with a licensed counselor. For more information, call or visit a Counselor in Student Services on any campus.

**Core Rules of Netiquette**

Please go to link listed below and read the rules for netiquette.

<http://www.albion.com/netiquette/corerules.html>

**How to use the Discussion Forum**

<http://www.youtube.com/watch?v=V91HJHeorSs>

How may I be successful in this course?

* Work efficiently to save time and complete your lesson assignments each week by the schedule and on time.
* Log into Blackboard regularly in addition to publisher website
* Don’t procrastinate.
* Note that regular attendance and application constitutes the two most significant factors to promote success.
* The need to be academically responsible is expected and in addition, to follow ALL course requirements, due dates and deadlines

A letter from your Valencia West Campus Career Program Advisor:

Hello!

Welcome to a new semester. I would like to introduce myself. My name is Beverly Moore-Johnson and I am the Career Program Advisor for the following AS degrees and associated technical certificates:

* ***Medical Information Coder/Biller (until 201830)***
* ***Medical Office Administration (Front Office and Transcription)***
* ***Office Administration (Office Management, Office Specialist and Office Support)***

In the event we have not already had the pleasure of meeting face-to-face, I am here to assist you with navigation through your chosen academic path. I place great emphasis on students being aware of their desired career paths and the necessary academics that are needed to obtain those ultimate goals. If you should ever have a question or want to set an appointment to meet, you may email me at [**bjohnson@valenciacollege.edu**](mailto:bjohnson@valenciacollege.edu) and I will do my best to accommodate your schedule for a meeting day/time.

Wishing you a wonderful semester!

Beverly Moore-Johnson, Career Program Advisor

Week 5

Due Sunday, February 4, 2018

Business Communications Project

Intercultural/Cultural Diversity Assignment

In this report, interview a foreign student or foreign businessperson and conduct an interview survey with the information listed below. Ask the following questions of the foreign student or business person:

* How do people of other countries perceive Americans?

1. What are the most difficult adjustments you had to make when you moved to this culture?
2. What advice would you give if I were going to your selected country to live and/or work?
3. How is time valued?
4. What is the woman’s role, especially in business?
5. Is business conducted in English? If not, which language?
6. Age (at which age do their people usually begin their career?)
7. Accepted professional or business attire?
8. Other information in your discussion that you found interesting?

10. Quote a theory or phrase as stated in Chapter 3 related to this project. (Cite the page number)

11. To be done in Power Point (PPT) - Minimum of 15 slides AND a conclusion/summary of a minimum of two pages done as a Word Document. – You will be posting both the PPT document and the Word document through the Discussion Forum that I will setup.

This will be presented in written format on Blackboard – to share with entire class for discussion.

Please include the name of foreign student or business person (Make sure you get their permission first to use their name in your presentation.)

Discussion forum for this project will open on January 29, 2018 and close on Sunday, February 4, 2018 at 11:00 PM. You should plan to post your project by Thursday, February 1 so that all of your classmates will have the adequate time to make the required amount of responses.

REQUIRED AMOUNT OF RESPONSES = Three (3)

To post your project.

1. Under the discussion title for Intercultural Project
2. Click create new thread
3. Upload your projects
4. You should be uploading two separate documents
   1. Your 15 PPT slides
   2. Your Word Document Report

Employment Portfolio

Requirements for Employment Portfolio

Spring Term 2018 – CRN 23260 and 23262

Due on Sunday, April 15, 2018

Employment Portfolios are folders with supplemental information about you and your skills and abilities, which are offered to an employer during an interview. A well-prepared portfolio-shows your achievements, documents the scope and quality of your experience and training, and shows your skills and abilities.

**How to Organizing Your Portfolio**

1. Portfolio will be prepared with dividers pages that have the section name typed on it, inserted between each section) to submit online via Blackboard. (online students will separate sections with a blank page that is labelled and inserted into each section of document)
2. Center the information on the divider page both vertically and horizontally the name of each section behind the labeled page.
3. Arrange your portfolio correctly before submitting for grading.
4. Arrange your portfolio in order with the documents required below.
5. Reminder: Label the different sections for ease of finding information
6. The labels to include in portfolio should be:
   1. **Cover Page** (should include your name, the course, professor’s name, date, no tab needed for this). Information should be centered vertically and horizontally
   2. **Table of content** – should include the name of each section and page number
   3. **Cover letter** – must include return address and inside address, salutation and complimentary close.
   4. **Resume –** your resume should be no more than one page
   5. **References** (minimum of three references – to include their name, address, phone number or other contact information)
   6. **Thank you for the Interview Letter (**must include return address, inside address, salutation and complimentary close**).**
   7. **A table** indicating your program of study requirements and the courses completed. Set up in an Excel Worksheet OR in a Word document created by you. I am OK with a copy from the Valencia webpage as your program worksheet (should include courses you have taken and courses remaining, should be in LifeMap)
   8. **My Job Research Report**– A detailed **job description** about the job you anticipate getting upon graduation (no more than 4/5). Setup as a formal report (MLA). You may need to do some research for additional information needed.

**Include the following in the job description:**

Projected Salary - Research on the Bureau of Labor Statistics website: Go to <http://www.bls.gov>

Information on your occupation from the Occupational Outlook Handbook, Go to: <http://www.bls.gov/oco/home.htm>

Employment Projections from now up to 2018+

- What are the Job Openings and Labor Turnover predicted for your chosen field?

- What is the Employment outlook for this Occupation presently in Florida? In the United Stated?

This part will be set up in a report format using Word with paragraphs double-spaced. The information to be included must be setup using MLA format.

1. **Once your portfolio is completed, you must do the following:**
2. **Send me a copy via Blackboard Message as an attachment for grading**
3. **Resume and Job Search is in Chapter 15 and 16 - if you are planning to be proactive!**

**Employment Portfolio due on Sunday, April 15, 2018 by 11:00 PM**

**Late Employment Portfolios will not be accepted.**

3

Scoring Rubric for Employment Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Scoring Criteria** | **Total Points** | **Score** |
| **Organization**  **(15 points)** | The content for the employment portfolio is arranged and organized in appropriate order as listed on instructions. | 5 |  |
| Information is presented in a logical sequence. | 5 |  |
| Cover page keyed correctly as per instructions. | 5 |  |
| **Content**  **(60 points)** | Table of content included and keyed correctly. | 5 |  |
| Cover Letter – keyed in correct letter format, to include inside address, salutation and complimentary close, Letter should have no misspelled words. | 15 |  |
| Resume – organized and keyed in correct order as discussed and samples shown in chapter 15. Resume should have no misspelled words | 15 |  |
| References included | 5 |  |
| Post Interview Letter – keyed in correct letter format as discussed and samples shown in chapter 16. Letters should have no misspelled words | 15 |  |
| Table indicating program of study requirements and courses completed. | 5 |  |
|  | Job Search Report– A detailed job description about the job anticipated upon graduation is included. Should include requirements on employment portfolio information sheet. Keyed in the MLA Report format  Report – minimum of 2 pages – describing the job you researched. Includes the requirements as listed on the employment portfolio information sheet. | 20 |  |
| . | 5 |  |
| **Score** | **Total Points** | **100** |  |