Course Outline

Business Department/Office Administration Certificate

Fall 2014

OA 120 A & B Business Communications I

3 Credits, 16 weeks, 5 hours lecture

Good communication skills, more than any other factor, determine who gets the good job, who does the job well, and who gets the promotion. This course is designed to provide a firm foundation for effective business communications - both written and oral. Practical principles of grammar and punctuation will be mastered by the student. Spelling and vocabulary expertise is developed with emphasis placed on terminology used in today’s electronic office.

Prerequisites and/or co-requisites: None

Instructor

Joanne Hlina
Office location: S111F
Phone: 780.791.8958
joanne.hlina@keyano.ca

Office Hours

Monday 3 p.m. – 3:50 p.m.
Wednesday 1 p.m. – 1:50 p.m.
Thursday 8 a.m. – 8:50 a.m.
1 p.m. – 2:50 p.m.

Hours of Instruction

OA 120 A

Monday 8:00 a.m. to 9:50 a.m. Room S107
Wednesday 10:00 a.m. to 11:50 a.m. Room CC267
Thursday 11:00 a.m. to 11:50 a.m. Room S105

OA 120 B

Monday 10:00 a.m. to 11:50 a.m. Room CC282
Wednesday 8:00 a.m. to 9:50 a.m. Room CC282
Friday 9:00 a.m. to 9:50 a.m. Room S107

Required Resources

Communicating in the Workplace; Sixth Canadian Edition; Francis-Dombeck, Camp, Satterwhite

Student Workbook for use with Communicating in the Workplace; Sixth Canadian Edition; Francis-Dombeck, Camp, Satterwhite
Course Outcomes

The student will be able to:

1. Apply the fundamentals of standard English grammar to both oral and written communication.
2. Use appropriate punctuation in written communication.
3. Recognize the importance of accurate spelling in business communication.
4. Use a thesaurus, a dictionary, and other reference books to increase knowledge of words.
5. Develop and apply efficient proofreading techniques.
6. Recognize the importance of building a business vocabulary.
7. Demonstrate an appreciation of the importance for accurate and effective communication in today’s electronic office.

Course Content

Unit One: Exploring Communication and Developing Oral Communication Skills
   Chapter 1: All Sections Covered
   Chapter 2: Omit
Unit Two: Exploring Language Structure
   Chapter 3: Sections Covered: 3.1 and 3.2
   Chapter 4: All Sections Covered
   Chapter 5: All Sections Covered and Sections 3.3 and 3.4 (from Chapter 3)
Unit Three: Developing Writing Skills
   Chapter 6: All Sections Covered

Evaluation

Attendance.......................................................5%
Tests/Quizzes.................................................35%
Assignments/Workbook……………………….….. 35%
Final Exam ....................................................25%
Total .........................................................100%

A grade of C- is required for progression.

Office Administration Grading System

The minimum standard for passing this course is a grade of C- (60%).

<table>
<thead>
<tr>
<th>Descriptor</th>
<th>Alpha Grade</th>
<th>4.0 Scale</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>A+</td>
<td>4.0</td>
<td>&gt; 98.9</td>
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<tr>
<td></td>
<td>A</td>
<td>4.0</td>
<td>95 – 98.9</td>
</tr>
<tr>
<td></td>
<td>A-</td>
<td>3.7</td>
<td>90 – 94.9</td>
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<tr>
<td>Good</td>
<td>B+</td>
<td>3.3</td>
<td>85 – 89.9</td>
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<td></td>
<td>B</td>
<td>3.0</td>
<td>80 – 84.9</td>
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<tr>
<td></td>
<td>B-</td>
<td>2.7</td>
<td>75 – 79.9</td>
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<td>Satisfactory</td>
<td>C+</td>
<td>2.3</td>
<td>70 – 74.9</td>
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<td></td>
<td>C</td>
<td>2.0</td>
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<tr>
<td></td>
<td>C-</td>
<td>1.7</td>
<td>60 – 64.9</td>
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<tr>
<td>Progression</td>
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<td>55 – 59.9</td>
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<tr>
<td></td>
<td>D</td>
<td>1.0</td>
<td>50 – 54.9</td>
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<tr>
<td>Failure</td>
<td>F</td>
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<td>&lt; 50</td>
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</table>

Performance Requirements
1. **Student Attendance (page 35 of the online Credit Calendar)**

   Class attendance is useful for two reasons. First, it maximizes a students’ learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, students are responsible for their own learning and performance in this course.

   It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and/or notes that may be due.

   Attendance will be taken daily in each class. Students are expected to notify their instructor if they are unable to attend class. Attendance will make up 5% of your grade.

   Students are expected to maintain, at minimum, an 80% attendance rate in this course. If your attendance rate falls below 80%, you may face academic consequences.

2. **Academic Misconduct**

   By virtue of membership in the College’s academic community, students accept a responsibility to understand and abide by the Academic Regulations stated in the Keyano College course calendar. Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

   - Plagiarism or the submission of another person’s work as one’s own
   - The use of unauthorized aids in assignments or examinations (cheating)
   - Collusion or the unauthorized collaboration with others in preparing work
   - The deliberate misrepresentation of qualifications
   - The willful distortion of results or data
   - Substitution in an examination by another person

   If you use specialized information or someone else’s ideas, you must provide correct documentation. Failure to do this is plagiarism. Plagiarism is literary theft of intellectual property and is a serious offence. Anyone discovered handing in plagiarized material will be given a grade of zero for the assignment. Further plagiarism offenses may lead to dismissal from the course. While students are encouraged to collaborate, this does not entail others can complete your course work. Unauthorized collaboration on independent assignments is collusion, and this also constitutes an academic offence that will result in a grade of zero and may result in dismissal from the course.

   Students must “refrain from unduly disturbing, disrupting or otherwise interfering” (Keyano College Course Calendar) with the work or other activities of fellow students or staff.

   Penalties for academic offences may range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

3. **Accommodation for Students with Disabilities**

   The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact Disability Services: Learner Assistance Program at (780) 791-8934 (Room 167) to initiate the process for documenting, assessing, and implementing your individual accommodation needs.

   If you have been diagnosed with a Learning Disability in the past, or you feel that you would benefit from some assistance from a Disabilities Counselor, please call (780) 791-8934 to book an appointment. In order to provide effective service, students are advised to address learner assistance issues at the beginning of the semester. Services and accommodations are intended to assist students in the course, while maintaining the academic standards of Keyano College. The Learner Assistance Program can be of assistance to you in disclosing your disability to your instructor, receiving accommodations, and your overall success at Keyano College.

   It is the responsibility of the student to provide your instructor with any letter of accommodation a minimum of one week before the accommodation is needed. It is also the responsibility of the student...
to book any required work space when needed. Contact the SKILL Centre at (780) 792-5620 or skill.centre@keyano.ca. In addition, tutoring services are available at the SKILL Centre (Room 119).

Assignments

All assignments must be retained in electronic format in students’ files. Moodle is a required component of the course, as all due dates and grades will be posted. Please pay careful attention to the information on Academic Misconduct (page 34 of the online Credit Calendar) for behaviour such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit it.

Assignments must be handed in on the due date at the beginning of class. If being submitted on Moodle, assignments must be submitted by the due date posted. Late assignments will receive a mark of zero (unless there are documented extenuating circumstances such as illness). Technology issues are not considered valid grounds for late assignments.

In-class assignments must be completed in class on the assigned date.

Assessments

All assessment dates will be posted on Moodle when available and are subject to change.

Assessments must be written when scheduled. Make-up assessments will not be given unless there are documented extenuating circumstances. Students are expected to notify their instructor if they are unable to attend class.

The final examination will be a maximum of three hours in length and scheduled during the final exam period. All final examinations must be written on the specified examination date, or the conditions listed in the Keyano College Calendar under “Deferred Final Examination” will apply. Students with accommodations must inform the instructor and the Skill Centre of any necessary arrangements at least three weeks in advance of the final exam date.

Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips may all be used in the class.

Notes and other material covered in the course will be posted on Moodle, an online learning website. Students are responsible for ensuring they are able to login and access documents. Students who are not able to access Moodle must inform the instructor immediately. Moodle will be kept up-to-date with all course specific content and information. In addition, an approved course outline and schedule will be posted. It is the student’s responsibility to check Moodle for updates in order to stay current with course requirements.

Professionalism

Students must behave in a manner that is respectful and professional toward their instructors, classmates, and administration. Student communication, both written and verbal, must be completed in a professional manner. Inappropriate discussion topics or language will not be tolerated (even on breaks). Written communication must be done through the Keyano College email accounts and composed in a respectful manner. In addition, students will dress in a professional manner. Casual business clothing is preferred. Low necklines and short bottoms/skirts are not deemed professional attire. Participation in class activities is expected. The use of cell phones and social media are not allowed in the classroom, unless specified by your instructor.
Important Dates to Remember

Sept 1     College Closed (Labour Day)
Sept 2     Orientation Day
Sept 3     First day of class
Sept 9     Last day to add courses for academic programs;
Sept 9     Tuition is due ($100 late fee charged after this date)
Sept 16    Last day to drop courses with a full refund ($100 deposit is non-refundable)
Sept 16    Last day to waive SAKC Health & Dental plan or add family
Sept 26    Deadline to Apply for Cooperative Education
Sept 30    Last day to submit Keyano College Fall Awards Applications
Oct 10     Last day to withdraw with a refund (50%)
Oct 13     College Closed (Thanksgiving Day)
Oct 29     Last day to withdraw from Cooperative Education
Nov 11     No Classes (Remembrance Day)
Nov 25     Fall Awards Celebration
Nov 26     Last day to withdraw (Grade of W)
Dec 5      Last day of classes for academics
Dec 8-17   Final Exam period for academics
Dec 19     Final Grades submitted for fall semester
Dec 25-31  College Closed (Christmas Break)
Jan 1      College Closed (New Year’s Day)
Jan 5      Winter Semester begins for academic programs

Tentative Course Schedule
Class Schedule: See the class schedule, topics, and readings as attached.

Please Note:
This course outline may be modified to facilitate unforeseen time constraints.
Date and time allotted to each topic is subject to change.
# Tentative Course Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics</th>
<th>Readings</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 – Sept 1 – 5</td>
<td>Elements of Communication; Applying Your Communication Skills in Business</td>
<td>Chapters 1.1-1.2, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 1.1-1.2, <em>Communicating in the Workplace</em></td>
</tr>
<tr>
<td>Week 2 – Sept 8 – 12</td>
<td>Ethical and Socially Acceptable Business Communications; Global Communications</td>
<td>Chapters 1.3-1.4, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 1.3-1.4, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test; Spelling Test</td>
</tr>
<tr>
<td>Week 3 – Sept 15 – 19</td>
<td>The Parts of Speech</td>
<td>Chapter 3.1, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 3.1, <em>Communicating in the Workplace</em> Group Assignment; Library Tutorial; Section Quiz; Spelling Test</td>
</tr>
<tr>
<td>Week 4 – Sept 22 – 26</td>
<td>The Sentence</td>
<td>Chapters 3.2, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 3.2, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test; Spelling Test</td>
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<tr>
<td>Week 5 – Sept 29 – Oct 3</td>
<td>Nouns: Plural Forms; Nouns and Pronouns: Possessive Forms; Pronouns: Nominative and Objective Forms</td>
<td>Chapters 4.1-4.3, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 4.1-4.3, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test; Spelling Test</td>
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<tr>
<td>Week 6 – Oct 6 – 10</td>
<td>Verbs</td>
<td>Chapters 3.3, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 3.3, <em>Communicating in the Workplace</em> Section Quiz; Spelling Test</td>
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<td>Week 7 – Oct 13 – 17</td>
<td>Predicate Agreement</td>
<td>Chapters 3.4, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 3.4, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test; Spelling Test</td>
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<td>Week 8 – Oct 20 – 24</td>
<td>Adjectives; Adverbs</td>
<td>Chapters 5.1-5.2, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 5.1-5.2, <em>Communicating in the Workplace</em> Section Quiz; Spelling Test</td>
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<tr>
<td>Week 9 – Oct 27 – 31</td>
<td>Prepositions; Conjunctions</td>
<td>Chapters 5.3-5.4, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 5.3-5.4, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test; Spelling Test</td>
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<tr>
<td>Week 11 – Nov 10 – 14</td>
<td>Semi-colons, Colons, and Dashes; Quotation Marks, Parentheses, and Apostrophes</td>
<td>Chapters 6.3-6.4, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 6.3-6.4, <em>Communicating in the Workplace</em> Spelling Test</td>
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<td>Week 12 – Nov 17 – 21</td>
<td>Capitalization</td>
<td>Chapters 6.5, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 6.5, <em>Communicating in the Workplace</em></td>
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<td>Week 13 – Nov 24 – 28</td>
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<td>Chapters 6.6, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 6.6, <em>Communicating in the Workplace</em> Chapter Assignment; Chapter Test</td>
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<td>Week 14 – Dec 1 – 5</td>
<td>Numbers</td>
<td>Chapters 6.7, <em>Communicating in the Workplace</em>; Assigned Moodle Readings</td>
<td>Workbook Chapter 6.7, <em>Communicating in the Workplace</em> Final Exam Review</td>
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<tr>
<td>Week 15 – Dec 8 – 17</td>
<td>FINAL EXAMINATION PERIOD</td>
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Authorization
This course outline has been reviewed and approved by the Program Chair.

Joanne Hlina, Instructor

Gina Langager, Chair Date Authorized

Guy Harmer, Dean Date Authorized

Signed copies to be delivered to:
Instructor
Registrar's Office