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| Professor: | Dr. Tatia Jordan |
| Office Location: | COBA Room 630 |
| Office Telephone: | 817-272-6748 |
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| Office Hours: | W 3:15-4:15 PM or by appointment |

**BCOM 3360-004 Lecture**: Effective Business Communication (3 hours; Summer)

M/T/W/R (1:00 – 3:00 pm in COBA 150)

**Course Description**

This course will develop the student’s written and verbal skills necessary for effective communication in a business environment. The course includes written communication such as business letters, memorandums, proposals, and reports.

This course also covers resume preparation, job application letters, and Internet communication such as email and social media, as well as oral presentations. There will be a special emphasis on the relationship between communication and interpersonal skill development, as well as several chapters on conflict resolution skills, techniques, and methodologies.

The course will utilize a variety of learning methods including lecture, class discussion, case analysis, and writing projects and exercises.

**Student Learning Outcomes**

Upon completion of the classroom instruction, the following student learning outcomes will be achieved:

1. The student will be able to implement the appropriate business communication strategy based upon the business communication problem presented.

2. The student will be able to understand and implement the general guidelines for effective communication in letters, emails, presentations, reports, proposals, and other forms of business communication.

3. The student will be able to create effective resumes, cover letters, and other business related communication documents.

4. The student will be able to examine the process of problem solving and conflict management through the negotiation process and by practical application.

5. The student will be able to identify and use the various alternative dispute resolution methodologies.

6. The student will be able to develop their interpersonal skills through a better understanding of the communication process.

7. The student will develop a higher level of confidence when communicating routine, positive and negative business messages.

8. The students will be able to understand the process of developing and planning business communications through practical application.

**Required Materials for the Course**

**Textbook:** *Business Communication: Developing Leaders for a Networked World*; Peter W. Cardon; McGraw-Hill Irwin, New York, New York; 2014. **See the last page for buying options**.

**Blackboard:** Blackboard is the virtual online classroom for UTA students. You will find important announcements, materials, and assignments here. It is very important that you log in and check Blackboard daily.

**Major Assignments and Examinations**

The grading system adopted for this course is based on key content areas, including the students’ demonstration of their understanding of the theory behind the course, and its practical application through written communication, oral communication, and professional development as measured by the following assignments that total 100%:

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| **Projects (Including Oral Presentation)** | 25% |
| **Exams 1 & 2** | 20% |
| **LearnSmart Reading Assignments** | 10% |
| **Final Exam** | 20% |
| **Participation, including Pop Quizzes** | 10% |
| **Reading Quizzes** | 15% |
| **Total** | **100%** |

**Attendance Policy**

At The University of Texas at Arlington, taking attendance is not required. Rather, each faculty member is free to develop his or her own methods of evaluating students’ academic performance, which includes establishing course-specific policies on attendance.

Attendance will be taken daily, and will be reported, together with the course grades, to the Registrar’s office at the semester end. Pop Quizzes will be given at the beginning of class to encourage prompt attendance. THERE ARE NO MAKEUPS ON POP QUIZZES, even if you come late. If you miss the quiz distribution you are considered late.

If a student is caught signing another student into the attendance roster, both students will receive ZEROS for participation for the entire semester and will be reported to the Dean’s office for an ethics violation.

After 4 absences in a summer/may/wintermester course or 7 absences in a regular 16-week semester, **you will fail the course**. You cannot pass the class by not attending and submitting assignments via computer.

**Policy on Late Assignments**

All assignments must be submitted by the beginning of class on the assigned due dates unless otherwise specified. They may be turned in early, when necessary. No assignments will be accepted via email without prior approval. Late assignments receive a letter grade off per day. Please let the professor know ahead of time if you will be absent so that you can turn your work in before your absence. There is no way to make up missed attendance points for absences or for any daily assignments missed due to an absence. The professor must be notified of religious holy day observances or university-sponsored absences in advance in person and via email.

**Grading:**

The grading scale is as follows:

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| **A** 90-100 |
| **B** 80-89 |
| **C** 70-79 |
| **D** 60-69 |
| **F** below 60 |

**No grades will be rounded up for any reason. Please do not email me and ask me to round up your grade. At no point will anyone’s grade be rounded up**. **You determine your grade, not I.**

This lecture course is tied into the BCOM 3360 lab class. **If you receive a grade < 70% in the lab, you will receive an I (incomplete) in the lecture class and you must retake the lab the following semester**. If you fail to complete the lab the following semester, you will receive a final grade of an F in the BCOM 3360 lecture class. For this reason, I strongly suggest you regularly attend your BCOM lab and participate!

**Student Responsibilities:**

* Arrive to class on time.
* Use laptops to access class presentations/documents only. **Laptop use will be denied for students accessing the Internet or other non-related course documents for personal use during class.**
* Show respect for all guest speakers, class members, and participants.
* Plan to spend at least 9 hours a week on assignments and group work (3 hours per credit hour on average).

**University General Policies**

**Drop Policy:** Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. **Students will not be automatically dropped for non-attendance**. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (<http://wweb.uta.edu/aao/fao/>).

**Disability Accommodations: UT** Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including *The Americans with Disabilities Act (ADA), The Americans with Disabilities Amendments Act (ADAAA),* and *Section 504 of the Rehabilitation Act.* All instructors at UT Arlington are required by law to provide “reasonable accommodations” to students with disabilities, so as not to discriminate on the basis of disability. Students are responsible for providing the instructor with official notification in the form of a letter certified by the **Office for Students with Disabilities (OSD).** Students experiencing a range of conditions (Physical, Learning, Chronic Health, Mental Health, and Sensory) that may cause diminished academic performance or other barriers to learning may seek services and/or accommodations by contacting:

**The Office for Students with Disabilities, (OSD)** [www.uta.edu/disability](http://www.uta.edu/disability) or calling 817-272-3364.

**Counseling and Psychological Services, (CAPS)** [www.uta.edu/caps/](http://www.uta.edu/caps/) or calling 817-272-3671.

Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at [www.uta.edu/disability](http://www.uta.edu/disability) or by calling the Office for Students with Disabilities at (817) 272-3364.

**Title IX**: The University of Texas at Arlington does not discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, disabilities, genetic information, and/or veteran status in its educational programs or activities it operates. For more information, visit uta.edu/eos. For information regarding Title IX, visit www.uta.edu/titleIX.

**Academic Integrity:** Students enrolled all UT Arlington courses are expected to adhere to the UT Arlington Honor Code:

*I pledge, on my honor, to uphold UT Arlington’s tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence. I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.*

UT Arlington faculty members may employ the Honor Code as they see fit in their courses, including (but not limited to) having students acknowledge the honor code as part of an examination or requiring students to incorporate the honor code into any work submitted. Per UT System *Regents’ Rule* 50101, §2.2, suspected violations of university’s standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student’s suspension or expulsion from the University.

**Electronic Communication:** UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at <http://www.uta.edu/oit/cs/email/mavmail.php>.

**Student Feedback Survey:** At the end of each term, students enrolled in classes categorized as “lecture,” “seminar,” or “laboratory” shall be directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student’s feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington’s effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit <http://www.uta.edu/sfs>.

**Final Review Week:** A period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week *unless specified in the class syllabus*. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

**Emergency Exit Procedures:** Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist individuals with disabilities.

In the event of an evacuation of the College of Business building, when the fire alarm sounds, everyone must leave the building by the stairs. With the fire alarm system we now have, the elevators will all go to the first floor and stay there until the system is turned off. All those in the North tower side of the building should proceed to the fire escape stairs located on the East and West sides of that wing.

**For disabled persons**: Please go to the Northeast fire stairs. We have an evacuation track chair located on the 6th floor stairwell. We have people trained in the use of this chair and there will be someone who will go to the 6th floor to get the chair and bring it to any lower floor stairwell to assist disabled persons. Faculty members will notify the Dean’s Office at the beginning of each semester of any disabled persons in their classes. Should this be a real emergency, the Arlington Fire Department and UTA Police will also be here to help.

**Student Support Services**:[Required for all undergraduate courses]UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to [resources@uta.edu](mailto:resources@uta.edu), or view the information at <http://www.uta.edu/universitycollege/resources/index.php>

**COBA Policy on Bomb Threats:** Section 22.07 of the Texas Criminal Law states that a Class A misdemeanor is punishable by (1) a fine not to exceed $4,000, (2) a jail term of not more than one year, or (3) both such a fine and confinement. If anyone is tempted to call in a bomb threat, be aware that UTA has the technology to trace phone calls. Every effort will be made to avoid cancellation of presentation/ tests caused by bomb threats to the Business Building. Unannounced alternate sites will be available for these classes. If a student who has a class with a scheduled test or presentation arrives and the building has been closed due to a bomb threat, the student should immediately check for the alternate class site notice which will be posted on/near the main doors on the south side of the Business building. If the bomb threat is received while class is in session, your instructor will ask you to leave the building and reconvene at another location. ***Students who provide information leading to the successful prosecution of anyone making a bomb threat will receive one semester's free parking in the Maverick Garage across from the Business Building.*** UTA's Crime stoppers may provide a reward to anyone providing information leading to an arrest. To make an anonymous report, call 817-272-5245.

**COBA Policy on Food/Drink in Classrooms:**

College policy prohibits food and/or drinks in classrooms and labs. Anyone bringing food and/or drinks into a classroom or lab will be required to remove such items, as directed by class instructor or lab supervisor.

**Emergency Phone Numbers**: In case of an on-campus emergency, call the UT Arlington Police Department at **817-272-3003** (non-campus phone), **2-3003** (campus phone). You may also dial 911. Non-emergency number 817-272-3381

Textbook Information:

You are required to have materials from McGraw-Hill Education; this includes the Textbook and Connect, which are the online resources. You will need to log in to Connect, which houses LearnSmart, your adaptive online study tool that you use to take your reading quizzes.

Where and How to Get It: *Student Options for Purchasing*

1. Bookstore*: Business Communication: Developing Leaders for a Networked World* with Connect Plus.

Your bookstore has the package that includes the print book and the Connect Code. To register, you follow the same steps as those shown below but you will enter the code included in the package. Your Bookstore will also have Stand-alone Connect Plus access code cards if you want to rent the textbook elsewhere.

Remember these are custom with a discount! These ISBNs will not be recognized anywhere but the bookstore. The only item custom is the price.  For clarity, all content is the same as the national text.

* What the students will purchase at the bookstore?
  + Loose Leaf Textbook + Access Code: CARDON GEN CMB LL BUSN COMM; GRM 2 2016: **9781259303487**

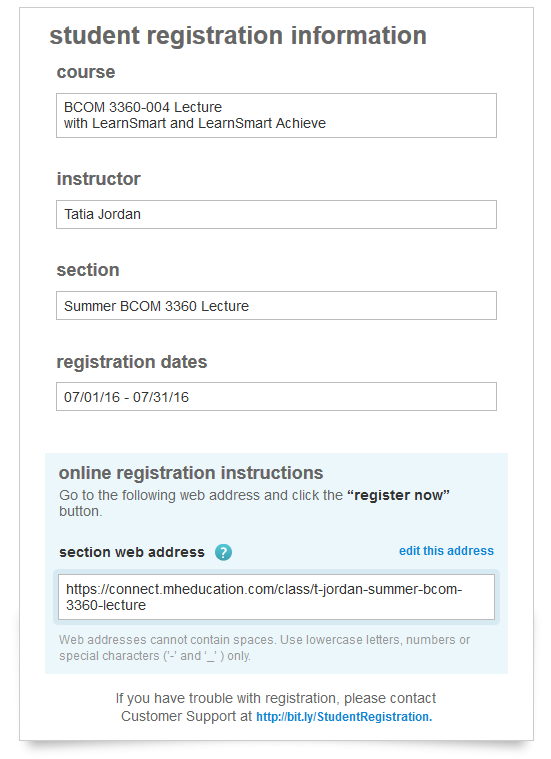
OR

* + Access Code: CARDON CNCT AC BUS COMM 2 2016: **9781259302879**

SUPPORT: *If you need any Technical Support (forgotten password, wrong code, etc.) contact McGraw-Hill Education Customer Experience Group at* (800) 331-5094 (be sure to get your case number for future reference if you call the CXG line). FAQs: http://www.connectstudentsuccess.com/

2. You can buy the book off campus but it is more expensive. We have a discounted rate with the publisher. Either way, you must purchase the access code to Connect because that is part of your grade in the class.

Once you have purchased the code, please go to our Blackboard page and go to the LearnSmart quizzes section on the menu, click on that link, and that will take you to the Connect log on page where you can enter your code.



**Business Communication: Summer 2016**

The following schedule is subject to change at the professor’s or university’s discretion

ALL ASSIGNMENTS ARE DUE ON THE DESIGNATED DATE **BEFORE CLASS TIME**

**Please read and take the quizzes in the order they are listed below.**

# **Unit 1| Business Communication and Interpersonal Communication Theories/Overview**

***July***

12 T Introduction / Theories of Business Communication/ Set up LearnSmart

13 W Chapter 1 & 2 LS Reading/Quizzes Due

14 R Chapter 5 & 6 LS Reading/Quizzes Due. Writing Project 1 Assigned

# **Unit 2| Business Correspondence: Positive, Negative, Persuasive & Neutral**

18 M Chapter 7, 8, & 9 LS Reading/Quizzes Due

19 T Chapter 10 & 11 LS Readings/Quizzes Due. In-Class Workshop Project 1

20 W Project 1 Due; Project 2 Assigned. Exam Review Session. BCOM Lab 2-3 pm

21 R Exam #1 (Chaps 1, 2, 5, 6, 7). No late entrances or Exams. BCOM Lab 3-4 pm

# **Unit 3| Incorporating Charts & Graphs into Business Reports & Proposals**

25 M Chapter 12 & 13 LS Readings/Quizzes Due. Work on Project 2.

26 T In-Class Workshop Project 2

27 W Project 2 Due; Project 3 Assigned. Exam Review Session. BCOM Lab 2-3 pm

28 R Exam #2. (Chapters 8, 9, 10, 11, 12, 13). BCOM Lab 3-4 pm

# **Unit 4| Business Presentations**

***August***

1 M Chapters 14 & 15 LS Readings/Quizzes Due

2 T Chapter 3 & 4 LS Readings/Quizzes; Groups Meet to Discuss Presentations

3 W Class Presentations. BCOM Lab 2-3 pm

# 4 RClass Presentations. BCOM Lab Day 3-4 pm

# **Unit 5| Resumes & Cover Letters**

8 M Project 4 Assigned; Chapter 16 LS Reading Due

9 T In-Class Workshop Project 4. BCOM Lab Day

10 W Project 4 Due. Final Exam Review. BCOM Lab Day. 3-4 pm

11 R Final Exam (Chapters 14, 15, 3, 4, 16)

Key: LS=LearnSmart