SPCH 1321 – Business and Professional Communication Online
Course Syllabus Spring 2017

Richland College
World Languages, Cultures, and Communication Division
12800 Abrams Road, Dallas, TX 75243-2199
Location: Lavaca 208, Telephone: (972) 238-6943

Instructor Information
Instructor’s Name: Jennifer Millspaugh, M.A.
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Phone Number: 972-238-3745
Office Number: Crockett 290
Office Hours: M/W 10:30 – 11:30 am, T/R 1-2 pm; by appointment
*office hours may be subject to cancellation or change. Check announcements in Blackboard for notice.

This course syllabus is intended as a set of guidelines for SPCH 1321. Both Richland College and your instructor reserve the right to make modifications in content, schedule, and requirements as necessary to promote the best education possible within prevailing conditions affecting this course.

Course Information
Course title: Business and Professional Communication
Course number: SPCH 1321
Section number: 83448
Credit hours: 3
Course dates: 03/20/17 to 05/11/17
Meeting place: Blackboard
Course Certification/Census Date: March 25, 2017
Last day to Withdraw with a W: April 28, 2017
Course Final: Online

Prerequisite Required: College level ready in Reading and Writing.
Course Description: Theories and skills of speech communication as applied to business and professional situations will be studied. (3 Lec.)

Required Materials
  ○ *You must get the 2nd edition. The first is significantly different in terms of chapter arrangement and content.
✓ Access to a computer with Internet
✓ Access to recording equipment to record speeches OR transportation/availability to come to campus at a time and date specified by the instructor.
What is this Class like?

In Speech 1321 you receive a comprehensive introduction to the basic concepts and theories of communication in a business and professional setting. You will have opportunities to assess and improve your skills. We will practice mindful communication with others, critically evaluating, speaking, and choosing appropriate communication strategies. You will gain crucial knowledge and skills useful to you in your career, academic life, and personal life.

A good way for you to think about this course is that during this semester you will have your own personal communication “coach” and mentor who will guide you in becoming a more confident, competent, and effective communicator. I am deeply committed to your success in this course.

Course Work

ATTENDANCE - Class participation is an important component of this course. You can only gain the vital instruction and interaction that you need to achieve course objectives by regularly checking into our course on Blackboard. While there are no mandatory or required class meetings, or assigned grade for attendance, a failure to check into Blackboard regularly or complete your assignments in a timely manner will negatively affect your overall grade and prompt a meeting with your instructor.

ASSIGNMENTS – BROKEN DOWN BY MODULE:

Module A (150 points)
- Writing a Professional Email to your Instructor - 25 points
- Creating a LinkedIn Profile/Networking with your classmates and Instructor - 25 points
- Quiz 1 - Covering Chapters 1 & 2 of the Textbook, *Communicating at Work*, and Chapters 2, 9, 10, 17, 18, 23 & 27 of *Etiquette Edge* - 50 points
- "Tell Me About Yourself" Presentation - 50 points
- Extra Credit available – due by the end of the term – 50 points

Module B (75 points)
- Quiz 2 - Chapters 3 & 4 of your textbook, *Communicating at Work*, and Chapters 4, 5, 6, 8, 16 and 19 of *Etiquette Edge* - 75 points

Module C (150 points)
- Quiz 3 - Textbook Chapters 5 & 6, *Etiquette Edge* Chapters 1, 7, 12, 13, 22, 30 and 35 - 75 points
- Cover Letter – 25 points for First Draft
- Resume – 25 points for First Draft
- Polished versions of Cover Letter AND Resume – 25 points

Module D (225 points)
- Group Discussion - 125 points
- Quiz 4 - Covers 7 and 8 of your textbook, *Communicating at Work*, as well as *Etiquette Edge* Chapters 14, 15, 20, 21, 28, 29, & 31 – 75 points
- Group Discussion Reflection – 25 points

Module E (185 points)
- Country Choice and 2 research sources - 10 points
- Quiz 5 - Covers 9 and 10 of your textbook, *Communicating at Work*, as well as *Etiquette Edge* Chapters 32, 33, 34, 36, & 37 - 50 points
- Informative (Country) Presentation - 100 points
- Self and Peer Critique - 25 points

Module F (215 points)
- Persuasive Proposition and initial research - 25 points
• Quiz 6 - 11 and 12 of your textbook, *Communicating at Work*, as well as *Etiquette Edge* Chapters 3, 11, 24, 25, and 26 - 50 points
• Persuasive Presentation - 115 points
• Requesting a Letter of Recommendation - 25 points

**IMPORTANT NOTE:** You must complete at least 2 oral speeches both in front of a physically present audience visually seen by the instructor in person or via recording with no edits made to the video to pass the course. Failure to do so or abide these guidelines will result in an F in the course, regardless of the points accumulated.

**Evaluation Procedures and Grading Scale**

The maximum number of points available for each assignment is listed in Course Work, as well as in our course on BlackBoard.

**The grade for this course is based on a point count system which is as follows:**

- A = 900-1000 of total points and all graded assignments
- B = 800-899 of total points
- C = 700-799 of total points
- D = 600-699 of total points
- F = 599 or less of total points

Grades are updated frequently and can always be found in “My Grades” in our course in BlackBoard! To calculate your average manually, take the # of points you have earned, multiply by 100 and divide by the total possible # of points.

**Policies and Procedures/Frequently Asked Questions**

“How do we contact you?”

Your instructor can be reached by either using the “Have a Question? Send an Email” button in the course or at the email address listed on page 1. You can expect a 24 hour turnaround time during the weekdays and up to 48 hours on the weekends. If you do not receive a response within these time frames, please email again. **Please remember to address your instructor formally, use proper spelling, grammar, and punctuation, as well as formally sign your name at the end of each email.**

“Do you take attendance?”

Attendance is based on your log ins to Blackboard. You are expected to log in every 2-3 days, if not every day. There is no attendance grade, but if you fall behind on work and have not been logging in regularly, you may be contacted to discuss your participation in the course.

If you choose to come to campus to deliver your presentation(s) in person, you should arrive on time, prepared to deliver your presentation. Please note that food and drink, in small, quiet, clean capacities will be allowed. You are expected to put your cell phones or other devices away during presentations and listen politely.

“Can I make up this work?”

An online course can be very challenging. Time management skills are essential, and it is the student’s responsibility to look ahead in the course and plan accordingly. Part of the value of this class is learning how to meet deadlines, as you must do in the workplace. Think of this class as a job; poor choices and even accidents and mistakes all have consequences. Therefore, most assignments will not be accepted late. Your computer not working is not an excuse—you should have a backup plan in place. If you put something off until the last minute and something happens—that is a lesson learned. Learn it, and move on. Anticipate technology and scheduling problems and don’t procrastinate. No exceptions.
Quizzes:
Quizzes will be assigned every two textbook chapters and will include several chapters from *Etiquette Edge*. Once beginning you have two hours to complete the quiz. You can only take a quiz once. You cannot take it again to better your grade. If you forget to do a quiz, you can make one quiz at the end of the semester.

Presentations:
If you miss a presentation, you will immediately lose 30%. If you are even 1 minute late submitting your recording, this deduction applies. It is your CHOICE to wait until the last minute, and you are CHOOSING to risk the deduction if you wait. When you make that CHOICE, you must accept the deduction if you are late. **You must have at least ONE live audience member of adult age. Without even ONE live audience member, the speech will not be accepted at all. You will receive a zero if you have no audience.** However, the true minimum to gain full credit for the Informative and Persuasive Presentations is 5 audience members, each worth 5 points. You have up to one week to submit a presentation late. You must show your audience at the beginning AND end of the recording.

“How do you grade the assignments?”
All your assignments have previously assigned point values which can be found in the Syllabus or on the assignment itself. Rubrics are used to grade all your work so the points are broken down for content, organization, and in the case of your written assignments, spelling and grammar. All work is expected to be college level writing. Please run spell check and proofread your work before submitting it.

Due dates can be found in the due date list and My Grades. All assignments submitted on time will be graded within one week. You can find the grade as well as the written feedback in "My Grades." Make sure to check “Comments.”

If you disagree with your grade, you have up to one week after the grade is posted in My Grades to dispute the grade. Please write an email to your instructor with your complaint fully written out so that it may be addressed fully. After one week from the time the grade is posted, the grade may not be disputed.

Technology
General:
- This is an Internet based course. Therefore, it is expected that you have regular access to the Internet. Regular access means you can access the Internet at least once every 24 hours. If you do not have regular Internet access in your home, then you should make a plan NOW for accessing it using the school’s computers, going to your local library, or asking a friend. Not having access to the Internet will NOT be tolerated as a reason for not being able to turn in work.
- You will need digital recording equipment to record your presentations (should you choose the recording option). You should TEST this equipment prior to recording your first presentation.
- You will need a YouTube or other video hosting site account to upload your presentations. Please TEST an upload long in advance to gauge the upload speed of your computer. Long upload speeds will not excuse you from turning in your presentation on time.
- NOTE: Your instructor may offer an option to come to campus at a designated instructor-chosen time. Check Blackboard to see if this option is offered by your instructor. If not, you must be able to obtain the necessary equipment.

Email:
- Check your email frequently.
- It is your responsibility to make sure you are receiving the emails from your instructor, you can open attachments, and that you check your email frequently enough to not miss anything important.
- If you miss/fail an assignment because you neglected to check your email or Blackboard, you are wholly responsible.
Please consider the person you are emailing (your instructor) is a professional, who is also in charge of your grades, and remember to utilize proper grammar, capitalization, spell check, and an overall polite and similarly professional demeanor when sending a message. In other words, include your name and use complete sentences. You may not receive a response to your message if it begins with “hey,” contains egregious errors that impair the reader’s ability to decode your message, or is disrespectful in tone and content.

Blackboard (also called “eCampus”):

- Blackboard is essential in this course. You must be able to access Blackboard during the first two days of the course beginning. It is your responsibility to alert your instructor to problems you have with logging in. You are also responsible for contacting the Help Desk if the problem is technical in nature.
- Blackboard will include an electronic copy of your syllabus.
- You will submit ALL your assignments via Blackboard.
- If you are unable to submit something online due to Blackboard issues, you should immediately email it to your instructor along with an explanation of the issue. Make sure to always include your name and course section number! Do not simply NOT turn it in. Blackboard is not responsible for your success in the course: you are.
- If you do not own a computer or have regular access to the internet, you are responsible for making arrangements before the due dates/times.

Delivering Presentations

- While delivered in a location of your choosing, with an audience of your choosing, the presentation should still be considered a formal presentation, as you would give it in the classroom, in front of your instructor and classmates.
- Dress appropriately (as you would if you were giving a presentation to professionals—and always wear shoes).
- If you are recording, make sure, your face and body (head to toe) are clearly visible, and your vocals are clearly audible.
- If you are recording, you must have at least one live audience member for the presentation to be accepted. If there is no live audience member over the age of 16, you will receive a zero. You MUST record the audience visually BEFORE and AFTER your presentation.
- The first presentation requires only one audience member. The Informative and Persuasive presentations require a larger audience (min. 5 people). For these presentations, each audience member up to 5 is worth 5 points. Less than 5 audience members will result in a 5 point per missing audience member deduction (Thus, the most points you lose is 20 since you must have at least one person)
- Please read all the information provided in the course for how to write, record, and deliver your presentations. Many tutorials are provided for your benefit. Please watch them.
- If you need help on your presentation, let your instructor know!

How to be successful in this class:

1. Stay motivated! Don’t get behind, but if you do, renew your efforts to not miss any more assignments!
2. Read your syllabus, and examine the course outline thoroughly.
3. Read all instructions. Read all instructions BEFORE asking questions.
4. After reading carefully, if you still have unanswered questions, please email your instructor for help!
5. Turn assignments in on time—or better yet, early! You do not have to wait until the day something is due to submit it. “Due date” doesn’t mean the Date you DO the assignment.
6. Put all the dates of assignments and speeches on a calendar or planner and highlight them.
7. Don’t make excuses about why you cannot do something. Either do it, or don’t, and accept the consequences. Challenge yourself to get out of the habit of thinking up excuses any time you forget something or make a mistake. We all make mistakes and accepting the consequences helps us to remember next time not to make the same mistake.

Institutional Policies

Review all current institutional policies here: https://richlandcollege.edu/employees/syllabus-institutional-policy-statements/
Syllabus Change Disclaimer
Instructors reserve the right to amend a syllabus as necessary.

Course Objectives/Learning Outcomes

Speech 1321 Learning Outcomes
Upon successful completion of this course, students will:

1. Demonstrate communication competence and critical thinking through an understanding of the foundational communication models.
2. Demonstrate essential public speaking skills in professional presentations.
3. Demonstrate written and oral competencies as it relates to employment (including job searches, interviews, interpersonal interaction, conflict management, leadership and performance appraisals.)
4. Apply essential dyadic and small group processes as they relate to the workplace.
5. Utilize various technologies as they relate to competent communication.
6. Demonstrate effective cross-cultural communication.
# SPCH 1321 Online – Spring 2017 – 8 Week Due Dates

<table>
<thead>
<tr>
<th>Week</th>
<th>Module</th>
<th>Assignment</th>
<th>Due Date @11:59 PM</th>
<th>Weekly Points</th>
<th>Running Total</th>
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<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>Start Here Quiz/Upload Photo ID/Sign up for Remind Writing an Email LinkedIn Profile Quiz 1 (Chapters 1 &amp; 2)</td>
<td>Sunday, March 26</td>
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<td>2</td>
<td>A</td>
<td>Tell Me About Yourself Presentation Quiz 2 (Chapters 3 &amp; 4)</td>
<td>Sunday, April 2</td>
<td>125</td>
<td>225</td>
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<td>B</td>
<td>Quiz 2 (Chapters 3 &amp; 4)</td>
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<td>3</td>
<td>C</td>
<td>Cover Letter &amp; Resume FIRST DRAFTS Quiz 3 (Chapters 5 &amp; 6)</td>
<td>Sunday, April 9</td>
<td>125</td>
<td>350</td>
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<td>Quiz 3 (Chapters 5 &amp; 6)</td>
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<td>4</td>
<td>D</td>
<td>Group Discussion Pre-Meeting Plans Quiz 4 (Chapters 7 &amp; 8)</td>
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<td>D</td>
<td>Quiz 4 (Chapters 7 &amp; 8)</td>
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<td>E</td>
<td>Group Discussion #1 Country Choice and 2 Research Sources Quiz 5 (Chapters 9 &amp; 10)</td>
<td>Sunday, April 23</td>
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<td>Quiz 5 (Chapters 9 &amp; 10)</td>
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<td>6</td>
<td>D</td>
<td>Group Discussion #2 Informative (Country) Presentation</td>
<td>Sunday, April 30</td>
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<td>Informative (Country) Presentation</td>
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<td>F</td>
<td>Group Discussion Reflection and Peer Evaluation Self and Peer Critique Persuasive Proposition and Research Quiz 6 (Chapters 11 &amp; 12)</td>
<td>Sunday, April 7</td>
<td>125</td>
<td>860</td>
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<td>7</td>
<td>F</td>
<td>Persuasive Presentation Request for a Letter of Recommendation Extra Credit (50 points)</td>
<td>THURSDAY, April 11</td>
<td>140</td>
<td>1000</td>
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<td>Persuasive Presentation Request for a Letter of Recommendation Extra Credit</td>
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LAST DAY OF CLASS is THURSDAY – All work due at the end of the day THURSDAY.