BUSINESS & PROFESSIONAL COMMUNICATION
COM3110

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<u>**University Drop Date**</u>: XXX

TEXTBOOK

TBA

COURSE DESCRIPTION

Employers ranked the ability to communicate and to use technology as two of the most important skills for new employees. As such, this fully online course is designed to provide you with an opportunity to learn managerial communication skills that can be immediately transferred into a professional work environment.

LEARNING OUTCOMES

The course assignments and exercises are designed to improve your practical business communication skills in the following areas:

<u>Class Objectives</u>

- Business Writing: You will develop and/or improve your ability to use clear, concise language, to select an appropriate format, and to write the following professional business documents: memorandums, cover letters, resumes, citations, bibliographies, and reports.

- English Language Skills: You will develop and/or improve your ability to compose English sentences using proper punctuation, grammar, and mechanics.

- Managerial Communication: You will develop and/or improve your ability to recognize your own communication tendencies as well as the communication tendencies of the persons you deal with professionally.

INSTRUCTOR EXPECTATIONS AND POLICIES

Expectations for performance in a fully online course are the same as for traditional on-campus courses; in fact, a fully online course generally requires a higher degree of time-management, self-motivation, and self-discipline than on-campus courses.

In order to be successful in this fully online course, you will be expected to:

- Purchase the textbook within the first week of class.

- Follow instructions and ask questions when you are uncertain of the course material.

- Create a calendar consisting of the assignments and their respective due dates.

- Access the course daily to check for messages from your instructor.

- Know how to upload assignments into Turnitin.com.

This is a course designed to improve your business communication skills; therefore, I ask that you observe a few professional guidelines when communicating via Course Mail (CM) and in the Discussion Forums (DF).

- Proofread your messages for content, grammar, punctuation, capitalization, and spelling. Messages that blatantly disregard the rules of capitalization, grammar, and spelling may not be read.

- Avoid writing lengthy, complex messages in one large paragraph. Break your paragraphs at each main point. If you have several points to make, consider using bullets or numbers for easier reference.

- Be polite and respectful of the other students registered for this class.

POLICY FOR ASSIGNING AN INCOMPLETE "I" GRADE

An incomplete grade is a temporary symbol given for work not completed because of serious interruption not caused by the student's own negligence. An incomplete must be made up as quickly as possible but no later than two consecutive semesters after the initial taking of the course or it will automatically default to an "F" or the grade that the student earned in the course. There is no extension of the two semester deadline. The student must not register again for the course to make up the incomplete. Students who have incomplete grades on their records must remove the incomplete by the end of the fourth week of the term in which they plan to graduate. Failure to do so will result in a cancellation of graduation.

Incompletes are awarded only if the student has completed most of the course work. If a student misses a significant portion of the course work, he/she should drop the course. If the drop period has ended, the student may petition for a withdrawal—this requires the student to un-enroll in all of their courses for that semester. Incompletes are not to be used because a student took on too many credits and they cannot complete everything that is now required of them.

In such cases where the course instructor determines that it appropriate to award a student a grade of "I" (incomplete), the following steps must be followed.

Using an Official University Form the course instructor will report the following:

- The grade earned by the student to date

- The missing work and the percentage of the final grade it represents (this requires the details of the specific missing assignment)

- The date the instructor expects the missing work to be submitted or in the case of an examination made up.

- The justification for awarding the grade of "I"

- Have the student sign the form.

- Submit this form to the Department Chair and Dean and maintain a copy for instructor records and provide a copy for the student.

- Upon satisfying the requirements for a grade the instructor will sign off on the form and attach it to the change of grade form she or he will submit.

ALL ASSIGNMENT DEADLINES

The departmental and course policies governing the acceptance of late assignments were adopted for the purpose of ensuring each student in the course is treated fairly and held to the same objective standards. The department, in adopting the late assignment policy, concluded that it was reasonable for students enrolled in a class to be responsible for the following:

- to understand and to respect an assignment's posted due date;

- to read and to abide by the course policies posted within syllabus; and

- to review and to learn how to upload assignments properly in Turnitin.com

As such, requests for extensions related to the mismanaging of one's time, unfamiliarity with course policies contained within the syllabus, and/or not following an assignment's posted submission instructions are not compelling reasons for an instructor to grant an extension and will, therefore, be denied.

Extension requests accompanied with proper documentation for medical emergencies or technical problems directly attributable to FIU, Moodle, and/or Turnitin.com are reviewed by your instructor or the Department Chari on a case-by-case basis. Requests without documentation will be denied. The decision to grant an extension based on technical problems or medical/family emergencies will be determined based on the documentation provided along with the request.

- All technical problems must be reported to FIU's Technical Support or Turnitin.com prior to an assignment's deadline. Once a student reports a technical problem, FIU Technical Support or Turnitin.com investigates and makes a recommendation to the instructor. Technical problems attributable to your own computer or your ISP -- internet service provider -- are not sufficient grounds for granting extensions.

- All documentation related to medical emergencies must be dated, signed by a licensed medical professional and contain the licensed medical professional's contact number. It is expected that such documentation will be submitted no later than two weeks after the assignment's due date. Supporting medical documentation is always kept confidential.

Once again, the departmental policies and procedures were adopted for the purpose of ensuring that all students in a class are treated fairly and are evaluated using the same objective standards. Your understanding and cooperation are both greatly appreciated.

EXPECTATIONS OF THIS COURSE

This is an online course, meaning that most of the course work will be conducted online (It may require an oncampus midterm or final exam). Expectations for performance in online courses are the same as for traditional courses; in fact, online courses require a degree of self-motivation, self-discipline, and technology skills that can make them more demanding for some students.

Online courses are not independent study courses. You will be expected to interact online with the professor and your fellow students; to do assignments; to meet deadlines; and in many classes, to work in virtual groups. In some online courses, you may be required to come to campus to take midterms and exams.

FLORIDA INTERNATIONAL UNIVERSITY STUDENT CODE OF STANDARDS

A University is a learning community following a tradition more than 1,000 years old. Florida International University is such a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. As a member of this community:

I will respect the tradition of academic inquiry, the University's rules of conduct, and its mission.
I will respect the opinions and differences of all members of the FIU community.
I will practice civility and demonstrate conduct that reflects the values of the institution.
I will be diligent and honest in my personal and academic endeavors.

The FIU Student Handbook outlines the Student Code of Conduct regarding students with disruptive behavior.

ACADEMIC MISCONDUCT

Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of the University. All students are deemed by the University to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook. This Code of Academic Integrity was adopted by the Student Government Association on November 28, 2001 and reflects the values articulated in the Student Code of Standards.

All students are deemed by the university to understand that if they are found responsible for academic misconduct, they will be subject to the Code of Academic Integrity's procedures and sanctions, as outlined in the FIU Student Handbook. Students have the right to due process in all disciplinary situations. For additional information concerning student rights and responsibilities, please contact FIU's Office of Student Conduct and Conflict Resolution.

Academic misconduct will not be tolerated in this class. Ignorance of the law is no excuse. Violations of academic integrity will be punished. These violations involve the use of any method or technique enabling you to misrepresent the quality or integrity of any of your university related work.

TURNITIN.COM

All written assignments must be submitted to Turnitin.com by the posted deadline. Assignments submitted by any other means or after the deadline will not be evaluated without proper supporting documentation.

The first week of this course you will be required to register with Turnitin.com. The Class ID and Password will be posted in the Discussion Forum.

Once your assignment has been uploaded successfully to Turnitin.com, you will receive a confirmation receipt. Please keep this confirmation number for future reference. Within a few hours your assignment will also be assigned an originality/similarity percentage.

Within two weeks after the assignment's deadline has passed you will receive written feedback on your assignment. The written comments on your assignment are accessible using the GradeMark function within Turnitin.com. If you do not know how to access the written comments using the GradeMark function, please review pages 15-16 of the Turnitin.com Student Manual: http://www.turnitin.com/static/pdf/tii_student_guide.pdf

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STUDENT CODE OF STANDARDS

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UNIVERSITY LEARNING CENTER

The FIU University Learning Center is available on both campuses to support you. They provide personalized attention tailored to your needs in a user-friendly environment that includes online support. You can get help writing a paper, reading more efficiently and increasing textbook comprehension, or even creating an individualized learning plan. The center is located in PC 247 (305-348-2180) on the main campus and at ACI 160 (305-919-5927) on the Biscayne Bay campus. Find them online at http://learningcenter.fiu.edu.

DISABILITY CLAUSE

Students with disabilities, as defined by law, have the right to receive needed accommodations if their disabilities make it difficult to perform academic tasks in the usual way or in the allotted time frame. In order to receive accommodation, however, students with must register with Disability Resource Center:

University Park Campus, GC 190
Voice: (305) 348-3532
TTY: (305) 348-3852
Fax: (305) 348-3850
Email: drcupgl@fiu.edu

RELIGIOUS HOLIDAYS

The University's policy on religious holy days as stated in the University Catalog and Student Handbook will be followed in this class. Any student may request to be excused from an online class to observe a religious holy day of his or her faith.

POLICIES AND PROCEDURES

As a college, we care about and enforce the Policies and Procedures as they are important to the quality of the education we are providing to you. Details on FIU Policies can be found at: http://moodle.fiu.edu/course/view.php?id=37

FORUM

It will be used for class discussions and other postings of general interest that are directly related to the course. Everyone can read Discussion Forum postings; therefore, do not post private info.

QUIZZES/EXAMS

Important information regarding quizzes:

- If a quiz/exam has a time limit; all questions must be answered and **submitted before** the time expires. Exceeding your time limit will give you an automatic grade of zero (0).

POSTING OF QUIZ GRADES:
For security purposes quiz scores will not be released until after the quiz date has expired.

PRACTICE QUIZZES

In order to mitigate any issues with your computer and online assessments, it is very important that you take the "Online Learning Practice Quiz" from each computer you will be using to take your graded quizzes and exams. It is your responsibility to make sure your computer is compatible with Moodle (http://moodle.fiu.edu/) and that it meets the minimum hardware requirements (http://online.fiu.edu/future_whats_required.html).

SUBMITTING ASSIGNMENTS

All written assignments must be submitted in TWO places:

- Turnitin.com

- Assignment link located in the Course Tools menu.

WRITING ASSIGNMENTS' MINIMUM POINT POLICY, TURNITIN.COM, AND GRADEMARK:

It is a requirement that students must submit at least three of the four writing assignments and earn a total of 375 of the possible 500 points (75%) in order to earn a final grade higher than "C" for this course. The Report Assignment is worth 200 points; therefore, students who do not submit this assignment will not be able to earn the necessary 375 points to earn a final grade of "C" or higher.

As described above, all written assignments must be submitted to Turnitin.com by the posted deadline. Assignments submitted by any other means or after the deadline will not be evaluated without proper supporting documentation. Please refer to the section above, *Quizzes/*Exams, for clarification.

COURSE WORK

This is a fully online course, meaning that all course work (100%) will be conducted online. Expectations for performance in fully online courses are the same as for traditional courses; in fact, fully online courses require a degree of self-motivation, self-discipline, and technology skills that can make them more demanding for some students.

GRADING

Description	Points
8 Textbook Quizzes	**240**
8 Grammar Quizzes	**160**
Grammar & Punctuation Exam	**100**
Memo Assignment	**100**
Letter Assignment	**100**
Report Assignment	**200**
Employment Communication Assignment	**100**
Total	**1000**

Letter Grades	Range	Letter Grades	Range	Letter Grades	Range
A	1000-940	B-	839-800	D+	699-670
A-	939-900	C+	799-770	D	669-640
B+	899-870	C	769-740	D-	639-600
B	869-840	C-	739-700	F	599-000

Your final grade in the course will be calculated by totaling the points you earned for each assignment. There are 1000 total points available in the course; however, with the extra credit

exam you could accumulate as high as 1050 points. To determine your final grade in the course, access your point total for the semester using the My Grades link from the Main Menu.

COURSE CALENDAR

Topic	Reading	Assignment
Course Introduction	Overview	Entrance Exam (0 Points)
Building Blocks for Effective Messages Ch. 1 – 5	Overview	Textbook Quiz 1 (30 Points) Grammar Quiz 1 (20 Points)
Creating Goodwill Ch. 6 – 8	Overview	Textbook Quiz 2 (30 Points) Grammar Quiz 2 (20 Points)
Letters & Memos Part 1 Ch. 9 – 11	Overview	Textbook Quiz 3 (30 Points) Grammar Quiz 3 (20 Points)
Letters & Memos Part 2 Ch. 12 & 13	Overview	Textbook Quiz 4 (30 Points) Grammar Quiz 4 (20 Points)
Memo Assignment	Overview	Written Assignment (100 Points)
Interpersonal Communication Ch. 17 – 20	Overview	Textbook Quiz 5 (30 Points) Grammar Quiz 5 (20 Points)
Letter Assignment	Overview	Written Assignment (100 Points)

Research & Reports Part 1 Ch. 21 & 22	Overview	Textbook Quiz 6 (30 Points) Grammar Quiz 6 (20 Points)
Research & Reports Part 2 Ch. 23 – 25	Overview	Textbook Quiz 7 (30 Points) Grammar Quiz 7 (20 Points)
Exam Ch. 14 – 16	Overview	**Grammar and Punctuation Exam** (100 Points)
Report Assignment	Overview	Written Assignment (200 Points)
Employment Communication Ch. 26 – 30	Overview	Textbook Quiz 8 (30 Points) Grammar Quiz 8 (20 Points)
Employment Communication Assignment	Overview	Written Assignment (100 Points)