# SAM HOUSTON STATE UNIVERSITY COLLEGE OF BUSINESS ADMINISTRATION DEPARTMENT OF GENERAL BUSINESS AND FINANCE

COURSE NUMBER: GENERAL BUSINESS ADMINISTRATION 389

SECTIONS: 6, 8, and 10

COURSE TITIE: Business Communications

PREREQUISITES: Ability to keyboard

INSTRUCTOR & OFFICE: Dr. Marguerite P. Joyce, Smith-Hudson Bldg. 210D

PHONE: 936/294-3103

OFFICE HOURS: Monday -1:30-5:30 p.m.

Tuesday & Thursday -8:30-9 & 11 a.m. -12 noon;

2 - 3 p.m.

E-MAIL ADDRESS: <u>mpj002@shsu.edu</u>

REQUIRED TEXTBOOK: BUSINESS COMMUNICATION, 11<sup>th</sup> Edition

By Lesikar, Flatley, and Rentz

McGraw-Hill Irwin, ISBN: 978-0-07-326355-7

REQUIRED SUPPLIES: Computer account

### **COURSE DESCRIPTION:**

Communication as a management tool in business and a personal skill with emphasis on the logical and psychological development of memos, letters, and reports.

#### COURSE OBJECTIVES:

The general objective of business communication is to build on general studies (such as language skills of writing, grammar, and punctuation) in conjunction with the business foundation courses (accounting, finance, management, marketing, etc.) within a communication framework and a business context enabling students to develop effective business communication skills to solve business problems. Students will:

- 1. Develop a foundation and principles of successful communication.
- 2. Learn to adapt language and style in various letter-and report-writing situations.
- 3. Learn to construct clear sentences and paragraphs using accepted standards of English grammar and punctuation, with emphasis on variations in sentence structure and effective paragraph design.

- 4. Learn to compose effective business letters.
- 5. Develop and employ effective and ethical writing strategies that are tactful, courteous, positive, and maintain goodwill.
- 6. Learn research terminology and methodology and how to prepare well-structured and well-written objective reports.
- 7. Develop interpersonal skills such as team work, group dynamics, and leadership skills
- 8. Develop an awareness and understanding of international and cross-cultural communication issues and how they impact effective communication.

## **COURSE EVALUATION PROCESS:**

Assignments	<b>Points</b>
<u>ICAs &amp; OCA</u> (5)	150
ICA #1 - Memo = 25	
ICA #2 - Letter = 25	
ICA #3 - Letter = 25	
ICA #4 – Letter = 25	
OCA #1 – Employment Package = 50	
Exams (2)	200
Mid-term $Exam = 100$	
Final Exam = $100$	
Written Report	100
Oral Presentation	50
Quizzes (10 at 10 pts. Each)	100
Total Points	600

# Grading Scale: 90, 80, 70, 60% of total points

540+ = A 480+ = B 420+ = C360+ = D

Students are responsible for material in assigned chapters whether it is discussed in class or not. The time to question a grade on an assignment is within <u>three days</u> of receiving the grade.

**Assignments must be submitted on the date due.** Arrangements can be made to hand in work earlier than the assigned date. All out-of-class assignments must be submitted in typed format.

**There is No Make-up on In-Class Assignments**. If a student is not in class when an In-Class Assignment is done for a grade, the student will not be permitted to make up the grade. The student will be given a zero grade for that assignment.

There is no make-up on chapter quizzes; there will be 10.

Students are to give their oral presentation on the date requested; if the student does not give the presentation on the scheduled date, a zero will be recorded.

No food or drink is permitted in the classroom.

**Ethics is stressed throughout the course**. Emphasis is placed on ethical concepts, conveying honest and accurate information, showing equal treatment through nonsexist and nondiscriminatory writing, exhibiting fair mindedness and a sensitivity to feelings, and respect for human rights.

**Academic Dishonesty:** Students are expected to maintain honesty and integrity in the academic experiences both in and out of the classroom. *See Student Syllabus Guidelines and the website:* <a href="http://www.shsu.edu/syllabus">http://www.shsu.edu/syllabus</a>

All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain honesty and integrity in the academic experiences both in and out of the classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion, and the abuse of resource materials. For a complete listing of the University policy, see: http://www.shsu.edu/administrative/faculty/sectionb.html#dishonesty

Classroom Rules of Conduct: Students are expected to assist in maintaining a classroom environment that is conducive to learning. Students are to treat faculty and fellow students with respect. Students are to turn off all cell phones while in the classroom; turn ringers off or it will be confiscated. Under no circumstance is a cell phone or other electronic device to be used or seen during an examination or graded assignment.

**Student Absences on Religious Holy Days**: Students are allowed to miss class and other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. The student is still responsible for all work missed. **See Student Syllabus Guidelines.** 

**Students with Disabilities Policy:** It is the policy of Sam Houston State University that individuals otherwise qualified shall not be excluded, solely by reason of their disability, from participation in any academic program of the University. Further, they shall not be denied the benefits of these programs nor shall they be subjected to discrimination. Students with disabilities that might affect their academic performance should visit the Office of Services for Students with Disabilities located in the Counseling Center. *See Student Syllabus Guidelines*.

**Visitors in the Classroom**: Only registered students may attend class.

**Auditing a Class**: Students wishing to audit a class must apply to do so through the Registrar's Office.

# SAM HOUSTON WRITING CENTER:

Writing tutors will help a student generate, organize, or revise a draft of any assignment. The Center is located in Farrington 111. Their hours are Monday through Thursday from 8 a.m. until 7 p.m., Friday from 8 a.m. until 3 p.m., and Sunday from 2 to 7 p.m. A student can walk in or call 936/294-3680 for an appointment. Note: Working with Writing Center personnel does not guarantee a satisfactory grade on any assignment in this course.

### **ATTENDANCE POLICY:**

As indicated in the University Catalog, regular and punctual attendance is expected. Roll will be taken every class period. Students will be rewarded with 10 bonus points for perfect attendance. Eight (12 hrs. of class) absences or four absences in a night class will result in a failing grade for the course.

Students are encouraged to e-mail, call, or come in to see the instructor if they have any questions about the course or assignments.