SPCH1321-BUSINESS & PROFESSIONAL COMMUNICATION

Faculty Information
  Instructor: Kelley Finley
  Email: kfinley@southplainscollege.edu
  Virtual Office Hours in Blackboard Collaborate: By appointment
  Communication Plan:
  - You can expect an email reply within 24 hours on weekdays, and within 48 hours on weekends.
  - Please use the SPC email found at the top of the syllabus for sending e-mail messages to me.
  - I will be posting course related announcements in Blackboard every few days.

Required Course Textbook
Fox, J. & Finley, K. (2019). From Entry Level to Executive: All Communication Counts. Fountainhead Press. This is built into your course fee, and you will access it through Blackboard. (See SPC TexBook policy)

Course Description and Purpose
Welcome to SPCH1321-Business & Professional Communication! This course is delivered 100% online. It is my sincere hope that you will learn to enjoy the process of public speaking, while gaining confidence, improving your skills, and making new friends.

This course includes the basic principles of speech applied to communications in business and professional settings. The course emphasizes practice in the construction and delivery of various types of speaking situations and the application of interpersonal skills that occur in a business, organizational, or professional setting.

Core Objectives Satisfied
  - Communication Skills - to include effective development, interpretation and expression of ideas through written, oral and visual communication
  - Critical Thinking - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
  - Team Work - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
  - Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
  - Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making

Course Outcomes
Upon completion of this course, the student should be able to demonstrate proficiency in the following areas:
  1. **Communication Process:** Understand and apply the communication process.
  2. **Communication Systems and Cultures**: Develop an awareness and understanding of communication systems and cultures.
  3. **Verbal Communication:** Identify, prepare, and deliver clear messages and presentations.
  4. **Nonverbal Communication:** Understand, define, utilize, and interpret different categories of nonverbal communication.
  5. **Listening:** Understand the causes of poor listening, and realize the organizational and personal benefits of active listening.
  6. **Interviewing:** Identify different types of interviews, evaluate effective interview skills, prepare job interview documents, and conduct an effective information gathering interview.

7. **Small Groups:** Identify the characteristics of small groups, identify the steps used for problem solving, and understand leadership tasks as well as functional and dysfunctional team behaviors.
8. **Public Speaking:** Successfully prepare and deliver multiple credible, confident presentations. Evaluate the speaking skill and content of other speakers.

Assignment Submissions
You will submit all assignments through their designated submission link in Blackboard. You are required to title your assignment files in the following format:
"lastname_firstname_assignmentname.doc". If you submit a blank document or a document in the wrong place, please email me and I will help you fix it but it will cost you 5 points.
Video files should be linked as a URL.

Late Work Policy
Module quizzes, learning activities, vlogs/comments, speech uploads, and peer and self-evaluations are due by 8am Central Standard Time on the due date listed on the Course Schedule**. Late work will not be accepted**. The only exception that will be made will be for extended illnesses or a death in the family. In such instances, you must submit verifiable and official documentation to your instructor (e.g., a doctor's note indicating an extended illness or extenuating circumstance). Technological issues are not an excuse for late work. Do your assignments, quizzes and speeches early to ensure you have time for any issues that might arise.

Video Conferences, including video conferences when you will deliver synchronous speeches, can't be made up, as a major component of the assignment involves the synchronous audience. The only exception that will be made is in the event of a medical emergency. In such instances, you must submit verifiable and official documentation to your instructor (e.g., a doctor's note). If you are unable to commit to the video conferencing on the dates and times listed on the Course Schedule, you will need to drop the

Student Drop/Withdrawals
WITHDRAWAL POLICY: The last day to withdraw/drop with a grade of "W" is **April 27th.** It is the student's responsibility to withdraw from this course. Otherwise, students will be assigned their earned letter grade at the end of the course. Course averages will be updated twice each week, and guidance will be provided throughout the term to help students decide whether they need to drop the class or not. For more information regarding drops/withdrawals, please visit https://www.southplainscollege.edu/admission-aid/apply/schedulechanges.php.

Course Requirements
1. To read the information assigned; you will be tested on this material, in addition to class lecture/discussion materials on scheduled exams.
2. To take thorough notes and study all lecture material, informational handouts, and assigned readings.
3. To actively participate in online class discussions and group activities.
4. To show maturity and professionalism in preparation of assignments and in classroom behavior.
5. To show courteousness to fellow classmates/speakers.
6. To initiate consultations with the instructor whenever assistance is needed regarding class assignments.
7. To appropriately cite information obtained from other sources, both in written and verbal formats. Please refer to the academic honesty section below for further details.
8. To initiate withdrawal from the course if absences become excessive.

Technical Requirements
- Desktop or laptop computer
- High speed internet access
- SPC E-mail
- Microsoft Office <u>MUST have WORD!</u>
- Adobe Reader (download from Adobe.com)
- Audio and video capabilities (for watching and listening to course content)
- Web camera and microphone (for video conferencing and recording vlogs)
- Blackboard Collaborate system requirements

Technical Skill Requirements
Be comfortable with the following
- Microsoft Word or word processor that can save Word compatible files (.doc or .docx)
- Using email for communication, attaching documents
- Internet search engines and browsers
- Recording and uploading video files. Not having a way to record speeches or vlogs will not be tolerated as an excuse for failure to submit assignments.
- The ability to download video files, or to stream files.

Course Organization
This course is organized into 16 weeks. You can access the weeks by clicking on the Course Content tab on the Course Menu in Blackboard. Weekly folders will contain a combination of reading assignments, lecture videos or screencasts, links to additional readings and/or video material, and other content that will help you understand the focus of that particular module. Additionally, there will be various assessments included in each week, such as quizzes, learning activities, major assignments discussion boards and comments, video conferences, speeches, and peer and self-evaluations. Check the course schedule to see the specific assessments included in each module and specific due dates for each assessment.

Grading
You can access your grades on the Blackboard Course Menu (My Grades). Grades will be posted after the due date and after all assignments have been graded. Speech Grading Rubrics will be made available to you when speeches are assigned so that you can prepare for my assessment methods.

Your final grade will be determined as follows:
- To earn an A, you need 895 points
- To earn a B, you need 795 points
- To earn a C, you need 695 points
- To earn a D, you need 595 points
- If your point total is 594 points or less, you will earn an F

If you have questions about or are concerned about a specific grade you earned, you will need to email me or visit me in virtual office hours to discuss the grade. If you want to appeal a grade you earned on a specific assignment, <u>you have one week after the grade has been posted in Blackboard to approach your instructor about your questions or concerns</u>. After one week, I will consider the matter closed. When you approach me after viewing your grade, you are expected to have revisited the assignment or speech description, the grading rubric, and the feedback provided to you by me. I will have grades updated each week. See Course Schedule for individual assignment grade breakdown.

course.

Computer Crash
Not having a working computer or a crashed computer during the semester will not be considered as an acceptable reason for not completing course activities at a scheduled time. Note: Identify a second computer before the semester begins, that you can use when/if your personal computer crashes.

Server Problems
When the Blackboard server needs downtime for maintenance, the Blackboard administrator will post an announcement in your course informing the time and date. If the server experiences unforeseen problems your course instructor will send an email.

Lost/Corrupt/Disappeared Files
You must keep/save a copy of every project/assignment on an external disk or personal computer. In the event of any kind of failure (e.g., Blackboard server crash or virus infection, students own computer crashes, loss of files in cyberspace, etc.) or any contradictions/problems, I may/will request you to resubmit the files. In other words, if you submit a document to me, and I do not receive it (lost in cyberspace) or it is corrupted when I open it, you need to resend it to me, corrected, with little or no "downtime" in regard to the timeline for submission.

Course Work
1. Presentations-Completion of the three presentations (speeches) is a requirement for passing this class Informative, Persuasive and the Group Project. On your scheduled speech dates, you will be presenting various types of presentations. You must be an attentive audience member for other presentations given during your scheduled group time, and you must complete all speeches to pass this course. Points will be deducted from your presentation if you are late, and not an attentive and respectful audience member. **You MUST have your camera one through each speech given by your group members**. Additional information can be found within the Weeks sections for the correct chapters.
2. Activities-You will be asked to engage in discussions and to do learning activities throughout the semester. Some of these activities may be recording personal video blogs. The vlog activities will be weighted more and expected to be 1-2 minutes in length.
3. Quizzes/Exams- You MUST take the quiz/exam by the deadline.

Instructors Expectations of the Student

- You will be expected to log into the Blackboard course **daily** to be aware of possible announcements/reminders and to pace your progress in the course.
- Higher institutions recommend that students plan to spend 2 hours of outside study for every 1 hour of in class time. For a 3 credit-hour, face-to-face course that means a total time investment of nine hours per week, or 135 hours per semester, in a 15-week course. Expectations for time investment are no less rigorous for online courses at SPC. According to this guideline, you should expect to invest 9 hours per week in this course, during a spring or fall semester; more in a summer course.
- Online course activities promote learning and the creation of a learning community, so they are encouraged and expected.
- Students are expected to maintain an online environment conducive to learning, which includes "netiquette" (Internet etiquette). The following site includes basic rules for Online Discussion Netiquette. More importantly ensure that your e-mail messages, discussion board postings, and other electronic communications are thoughtful. We will welcome diverse opinions in this

course, and you are expected to demonstrate an open mind and courtesy when responding to the thoughts and ideas of others. Civility in the Online Classroom (**the following are prohibited**):
- o making offensive remarks in e-mail or the discussion board,
- o using inappropriate language or discussing inappropriate topics online,
- o spamming,
- o hacking,
- o using SPC or Blackboard e-mail or discussion board for commercial purposes,
- o using all caps (considered shouting in online communications), or
- o cyber-bullying or online harassment of any type.
- Inappropriate behavior shall result in consequences ranging from a request to correct the problem, to removal from the course or even the university, depending on the severity of the behavior. Disciplinary actions will be taken according to the SPC Student Handbook.
- Note that students from other institutions are still bound by SPC policies in the course.

Academic Honesty
It is my expectation and the institution's that appropriate citation and documentation be given for materials and information obtained from other sources. Cases of plagiarism will be treated as will any case of academic dishonesty, with <u>at least</u> a failing grade for the assignment/examination. In addition, the student may be dropped from the course with a failing grade. See the ***SPC Student Handbook*** for more information.

Course and Technical Help
Do not hesitate to call or e-mail me if you have course-related questions. I am here to guide you through the course. Generally, I will try to respond to calls and e-mails within 24 hours during the week and 48 hours on the weekend.

Be aware that the Instructional Technology office and Blackboard both recommend using a browser other than Internet Explorer when using Blackboard.

Please realize that this is not a computer class, so our content is business and professional communication, not Windows or Word processing. I can answer any questions about the course content or assignments, but I will be no help with technical problems.

Blackboard Support
For Blackboard support you make refer to the following resources:
1. When you log into Blackboard (BB), at the very top of the page, you will see a question mark icon with the word help next to it. Click on that icon.
2. You may also contact
    Secretary to the Director of Instructional Technology
    Ext. 2180
    Direct: 806-716-2180
    blackboard@southplainscollege.edu

SPC TexBook Syllabus Statement
TexBook Program: This course is in the SPC TexBook program, so you do not need to purchase a textbook or access code for this course.
- What is TexBook? The required textbook/digital content for this course is available to you in Blackboard from the first day of class. The charge for the textbook/digital content is the lowest price available from the publisher and bookstore and is included in your tuition.

- How do I access my TexBook? Your course material is in your Blackboard course from the first day of class. Access to your course material is provided either by VitalSource or other links inside your Blackboard course. VitalSource (and many publisher's) eBook features include the ability to hear the text read aloud, highlight, take notes, create flash cards, see word definitions, build study guides, print select pages, and download 100% of the book for offline access.
- Help with TexBook issues and support: check with your professor or visit: https://support.vitalsource.com/hc/en-us/requests/new (available 24/7 via chat, email, phone, and text)
- Opting out of TexBook: Participating in TexBook is not mandatory, and you can choose to opt out. However, by opting out you will lose access to the course textbook/digital content and competitive pricing, and you will need to purchase the required course material on your own. If you drop the class or opt-out before the opt-out deadline, the TexBook fee will be automatically refunded to your SPC account. The opt-out deadline for Fall and Spring is the twelfth class day. The opt-out deadline for shorter terms varies between the second and third class day.

*Please consult with your professor before deciding to opt-out. If you still feel that you should purchase the course textbook/materials on your own, send an opt-out email to pwells@texasbook.com. Include your first name, last name, student ID number, and the course you are opting out of. Once you have been opted-out, you will receive a confirmation email. If you need assistance with the process, contact the SPC Bookstore:

Email: pwells@texasbook.com / Phone: 806-716-2097

Email: agamble@texasbook.com / Phone: 806-716-4610

COVID-19: For information and resources about COVID-19, please visit https://www.southplainscollege.edu/emergency/covid19-faq.php.

For information regarding official South Plains College statements about diversity, disabilities, non-discrimination, Title V Pregnancy Accommodations, and Campus Concealed Carry, please visit: https://www.southplainscollege.edu/syllabusstatements/.