Course Syllabus

Department: Business

Date: 10/13

I. Course Prefix and Number: BUS 156

Course Name: Office Communications

Credit Hours and Contact Hours: 3 credit hours, 4 contact hours

Catalog Description including pre- and co-requisites: supporting data required for grade prerequisite of ‘C’ or higher.

This course stresses the development of skills in business letter writing and English grammar and usage. There is also concentration on spelling improvement, speaking skills, listening skills, and interviewing techniques. Note: Students are required to have basic keyboarding knowledge and the ability to format basic documents, if not students should take BUS 113 College Keyboarding I or BUS 114 College Keyboarding II.

Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

This is a required course for the following programs: AAS Administrative Professional degree, AAS Paralegal degree, and the Administrative Professional certificate programs.

II. Course Student Learning Outcomes: State the student learning outcome(s) for the course (e.g. Student will be able to identify…)

The student will be able to:

- Utilize the writing process when crafting various business documents.
- Apply correct English usage when composing business documents.
- Implement proper verbal and nonverbal communication skills in today’s work environment.
- Demonstrate proficiency in employment communications.

College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

- X writing
- X oral communications
- X reading
- X mathematics
- □ critical thinking
- □ computer literacy
- □ X ethics/values
- □ citizenship
- □ global concerns
- □ information resources

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III. Assessment Measures (Summarize how the college and student learning outcomes will be assessed): For each identified outcome checked, please provide the specific assessment measure.

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eg: writing</td>
<td>eg: student will complete a research paper</td>
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<tr>
<td>Writing, reading and ethics/values</td>
<td>Assignments, exams, and discussions assess writing, reading, critical thinking, ethics/values, and information resources.</td>
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<tr>
<td>Oral communications</td>
<td>An oral presentation and discussions assess oral communications.</td>
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IV. Instructional Materials and Methods

Types of Course Materials:

Textbook(s)

Methods of Instruction (e.g. Lecture, Lab, Seminar …):
- Lectures
- Discussions
- Analysis of grammar and punctuation
- Assignments

V. General Outline of Topics Covered:

The following represents the various topics to be covered in the course:
1. Sentence analysis
2. Parts of speech
3. Possessive nouns
4. Personal pronouns
5. Comma usage
6. Semicolons and colons usage
7. Dashes, parentheses, and brackets usage
8. Quotation marks, ellipses and apostrophes usage
9. Capitalization
10. Number usage
11. The communication process
12. The writing process
13. Revising and proofreading business messages
14. E-mail and memorandums
15. Routine and goodwill messages
16. Persuasive messages
17. Negative messages
18. Speaking skills in person, by telephone, and in meetings
19. Resumes and cover letters
20. Interview techniques