MNGT 3311.783

Business Communications, Online Summer (1st 7 week session)



Syllabus

Basic Information

Katelin Barron

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OFFICE PHONE: 432-552-2205 E-MAIL: barron_k@utpb.edu OFFICE HOURS: By appointment

Location: This course is a Web Course and is conducted within Canvas

Academic assistants may be used within this course. The academic assistant is responsible to the instructor and will be assigned specific tasks.

Communication Plan

If you have questions or concerns regarding the course please feel free to e-mail me at <u>barron k@utpb.edu</u>. Additionally, you may reach out to me by phone at 432-552-2205. I have a 24 hour communication policy. This means that you can expect to hear from me regarding your original inquiry within 24 hours or less.

Course Description

Course Prerequisites: Two semesters of Freshman English Composition, computer literacy in word processing and graphics (should have a basic understanding of Microsoft Word, Excel, and PowerPoint) or have the permission of the instructor.

Course Catalog Description: This course is an introduction to the basic interpersonal communication process through appropriate communications technology with applications for business organizations. It is a systems approach to planning, researching, organizing, composing, editing, and revising reports and other business related communications. Oral presentations are required. Business communication ethics are explored.

Course Goals and Learning Outcomes: Upon completion of course, students should be able to prepare and deliver effective written and oral written communication for business situations and be able to apply business communication strategies and principles:

- To create in you an understanding of the complexity of effective communication
 - Measured by competency in writing assignments, and interpersonal communication simulation software
- To create in you an understanding of concepts that can make you a more effective and efficient communicator as an organizational member
 - Measured by competency in creating written business communication and examination of assigned reading materials on communication skills
- To create in you an understanding of concepts that can make you a more effective and efficient communicator for an organizational entity

- Measured by content of written assignments, online discussion boards and interpersonal communication simulation software
- To provide an opportunity to implement the concepts to demonstrate communication competency.

Materials

<u>Training in Interpersonal Skills: TIPS for Managing People at Work, 6th Edition By Stephen P. Robbins, Phillip L Hunsaker</u>

ISBN-10: 0-13-255177-2, ISBN-13: 978-0-13-255177-9, Published by Prentice Hall 2012 Pub. Date: Jan 24, 2011 Format: Paper or Electronic Book

An additional <u>required</u> resource is *Virtual Leader*, a simulation program we will use in the course segments on leadership, motivation, and communication. You may purchase and download Virtual Leader from Cost approximately \$70.00. A specific internet link will be posted in Canvas for you to download the software. BE CERTAIN TO REGISTER THE PROGRAM WITH THE YOUR NAME SPELLED EXACTLY AS IT IS LISTED IN Canvas AND WITH THE EMAIL ADDRESS REGISTERED IN Canvas. FAILURE TO DO SO COULD RESULT IN YOUR GRADES NOT BEING REPORTED.

Access to personal computer capable of running Virtual Leader.

vLeader is compatible with all Mac OS 10.7+ and Windows 7+

Other materials: N/A

Computer Skills and Software Requirements

Important Note 1: Computer skills are necessary in today's work environment. This includes being able to work with computer support professionals online and on the telephone to resolve technical issues. All issues with installing and running the Virtual Leader simulation program are to be directed to the provider's software support team. Neither the instructor nor the computer support professionals at UTPB have any ability to assist you with Virtual Leader technical issues.

Important Note 2: The Virtual Leader software transfers your scores to the software provider by uploading a file with the extension .vlp from the directory where the program is installed on your computer. In every class there are usually a few students whose computer is not allowing the file to be sent. The instructor will email students when the Virtual Leader scores are posted in Canvas. It is the student's responsibility to look in Canvas grade book within 24 hours and if the students Virtual Leader score is not there contact SimuLearn support by filling out a support ticket on the company's website and then work with them to resolve you problem. Failing to do so in a timely manner could result in a grade of C or lower.

Important Note 3: Virtual Leader has an Explore mode for you to practice without impacting your grade. You do the simulations scenarios in Assess Mode to count for your grade. Accidently running in Assess mode cannot be corrected so be very careful since you only have 3 attempts in Assess Mode.

Respondus Lockdown Browser/Monitor: This course has tests that require the use of a specialty browser. To download Lockdown Browser, please visit http://www.respondus.com/lockdown/information.pl?ID=841715130

Respondus Monitor requires students to have a webcam & microphone active during exams. Students need a photo ID (driver's license, school ID, etc.) to show to the camera at the beginning of the recording. A Practice Exam will be provided as an initial test of your system with Monitor/LockDown Browser turned on to go through the steps.

How It Works

Start LockDown Browser.

Log into Canvas and complete a brief startup sequence prior to the exam.

The student and the surrounding environment are recorded during the entire exam via webcam.

The monitor will change to full screen and cannot be minimized so it will look a little different.

The exam cannot be exited until submitted for grading.

Respondus Monitor Computer Requirement

Windows: 7, 8, Vista, or XP Mac: OS X 10.6 or higher

Internet Explorer (Windows) or Safari (Mac) must function properly on the computer

Adobe Flash Player

Web camera (internal or external) & microphone

A broadband internet connection

Basic computer skills and ability to type. All assignments must be formatted in Microsoft Word

Students, Faculty and Staff at UTPB can obtain software licensing and media for selected Microsoft titles at very low cost through a software agreement: http://www.utpb.edu/services/ird/information-for-students/software-distribution/microsoft-select

Online Student Authentication

UTPB requires that each student who registers for an online course is the same student who participates in, completes, and receives credit for the course. UTPB's Distance Education Policy requires faculty members to employ at least two methods of verification to ensure student identities. To access online courses students must login to the UTPB learning management system using their unique personal identifying username and secure password. UTPB's Distance Education Policy requires at least one additional student identification method within the course that has been determined and approved by the faculty or academic program. This course satisfies the second method of student authentication by:

- Presentation of approved photo ID* through a web cam and video recorded proctoring during assessment (Respondus Monitor)
 - *Approved photo identifications are: passports, government issued identification, driver's licenses, military ID from DoD; dual credit and early college high school students use school district identifications.

Using LockDown Browser & Respondus Monitor for Online

This course requires the use of LockDown Browser and Monitor for online exams. Watch this short video (http://www.respondus.com/products/lockdown-browser/student-movie.shtml) to get a basic understanding of LockDown Browser and Monitor, the optional webcam feature (which may be required for some exams).

Then download and install LockDown Browser from this link: http://www.respondus.com/lockdown/download.php?id=841715130

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this Student Quick Start Guide (PDF). Finally, when taking an online exam, follow these guidelines:

- Setup web cam for exams using Monitor
- Ensure you're in a location where you won't be interrupted
- Turn off all mobile devices, phones, etc.
- Clear your desk of all external materials books, papers, other computers, or devices
- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Course Assessment

Assignments, Exams & Grading	
Class Introduction Discussion Board	10
Syllabus Exam	10
Exam 1	100
Exam 2	100
Final	100
Virtual Leader 5 Simulations @100 pts each	500
**VL Highest of first 3 attempts in Assess mode	
Application Cover Letter	50
Resume	50
Individual Discussions (4 Discussion Boards @ 25 points each)	100
Narrated Power Point Presentation	100
Total	1120

Grading Scale:

Course grades will be assigned based on *percentage*

A	90 - 100%
В	80 - 89%
C	70 - 79%
D	60 - 69%
F	Below 60%

Policies and Procedure

1. Course Content Structure:

The course is divided into three modules. You should read the textbook section first, and then review the online lecture notes. The notes remain conceptual and the vast majority of the material is covered in depth throughout each chapter. The chapters are not long, but contain important details pertaining to the topic. Please make sure you fully read the chapter and do no reply upon the notes provided. The lectures will be summaries, elaborations of the textbook material, and links to related information on the Web. After you have completed reviewing the lecture, you should then seek to complete the weekly discussion. There is a discussion topic for each week. The discussions aim to provide out research information that is trending and will help contribute to you understanding of the oil and gas industry.

Grading and Feedback:

All the course activities will be graded 72 hours to one week after the set due date. The grades are determined on an absolute scale. You can check your grades by going to GradeBook. If there is any discrepancy in the grade, you must contact me immediately. I will provide individual feedback or a general feedback in the performance of the course activity.

2. Discussion Board Participation:

Discussion Board will primarily be used for discussing course content related topics and issues. There will four discussion topics for the semester. Each discussion topic is 25 points.

In addition to the course content related topics in discussion tool there will be few general topics: Getting to Know Each Other, Technical problems/issues, General Questions related to the course content, etc. The posts under these topics will not be graded.

For each graded discussion question, first, you must respond to the question directly and second, you must read the other students posts and reply to at least two other students responses. You must ensure that the responses to the questions are meaningful, reflective, refer to personal experience and support

your course readings. Avoid postings that are limited to 'I agree' or 'great idea', etc. If you agree (or disagree) with a posting then say why you agree by supporting your statement with concepts from the readings or by bringing in a related example or experience.

You are expected to read all messages. You are responsible for reading all of the messages that are posted in the online discussion. Not reading messages is the equivalent of sleeping in class.

Use a person's name in the body of your message when you reply to their message. It helps to keep all of us oriented. It helps us maintain a clearer sense of who is speaking and who is being spoken to. As we begin to associate names with tone and ideas, we come to know each other better.

Change the subject line when you introduce a new topic. The value of this tip will become apparent as the number of messages grows.

3. Submission of Course Assessment Activities:

- Keep in mind the following standards/practices for submission of written assignments:
- All course assignment and case activity files submitted to the instructor should be in Microsoft Word.
- Be sure to put your name at the top of each page header.
- Always keep a copy of all the work you submit so that you won't need to re-do it if it should get lost in cyberspace.

4. Course Incomplete/Withdrawal/Grade Appeal:

All students are required to complete the course within the semester they are signed up. Incomplete grades for the course are rarely given and will only be granted if the student has complete at least 75% of the course with a grade of 'C' or better and provides a valid, documented excuse for not being able to complete the course on time and has contacted prior to the scheduled last class to request an extension. The student will sign a contract that includes the incomplete course activities and the new due dates.

For grade appeal process go to http://www.utpb.edu/campus-life/dean-of-students/grievances.

5. Submission of Course Assessment Activities:

All the course assessment activities will be submitted via Assignment Tool. Keep in mind the following standards/practices for submission of assignments:

- a. All course assessment activity files that will be submitted to the instructor should be in MS Word or RTF
- b. Be sure to put your name at the top of each page header
- c. Always keep a copy of all the work you submit so that you won't need to re-do it if it should get lost in cyberspace.

6. Make-Up/Late Submission Policy:

All course activities must be submitted before or on set due dates and times. If the student is unable to abide by the due dates and times, it is her/his responsibility to contact the instructor immediately. There will be a (10%) deduction for each day of late submission of the assignment.

NOTE: The due dates and times for the activities will adhere to the Central Time Zone.

7. Netiquette:

Anything you type in the discussion area is public - which means that every student in this class (including your instructor) will see what you write. Please pay attention to the language you use and adhere to the following guidelines:

- a. Do not post anything too personal;
- b. Do not use language that is inappropriate for a classroom setting or prejudicial in regard to gender, race, or ethnicity;
- c. Do not use all caps in the message box unless you are emphasizing (it is considered shouting)
- d. Be courteous and respectful to other people on the list
- e. Do not overuse acronyms like you would use in text messaging. Some of the list participants may not be familiar with acronyms.
- f. If the posting is going to be long, use line breaks and paragraphs
- g. Fill in a meaningful Subject Line
- h. Write your full name at the end of the posting
- i. Be careful with sarcasm and subtle humor; one person's joke is another person's insult.

NOTE: If you do not adhere to the guidelines for any posting, you will lose the points that would have been granted, and the instructor reserves the right to remove your posting and to deny you any further posting privileges.

Refer to this link for additional help on netiquette: http://www.albion.com/netiquette/corerules.html

8. Cheating/Plagiarism/Academic Dishonesty:

"Plagiarism" includes, but is not limited to the appropriation of, buying, receiving as a gift, or obtaining by any means material that is attributable in whole or in part to another source, including words, ideas, illustrations, structure, computer code, other expression and media, and presenting that material as one's own academic work being offered for credit.

NOTE: Students found plagiarizing or cheating will receive a zero on the course activity which could cause failure in the class and/or suspension or dismissal from the college.

- 9. **Students with Disabilities:** The University of Texas Permian Basin in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act provides "reasonable accommodations" to students with disabilities. Only those students, who an Instructor has received an official Letter of Accommodation (LOA) sent by the Office of ADA for Students, will be provided ADA academic accommodations.
 - ADA Officer for Students: Mr. Paul Leverington
 - Address: Mesa Building 4242/4901 E. University, Odessa, Texas 79762
 - **Voice Telephone:** 432-552-4696
 - Email: ada@utpb.edu

If you need accommodations because of a disability, if you have emergency medical information to share with the instructor, or if you need special arrangements in the case the building must be evacuated, please inform the instructor immediately. You may contact the instructor after class or during his/her office hours.

10. Attendance and Class Participation:

Regular and active participation is an essential, unmistakably important aspect of this online course. The expectation of the instructor is that students will log on a minimum of three times every seven days. It is critical that you read all of the lecture and assignment materials as well as all of the public discussion materials. Your full participation ON A WEEKLY BASIS is not only a requirement; it is also an essential aspect of the online course process. All students are expected to do the work assigned, notify the instructor when emergencies arise, and make up assignments no later than the due dates.

NOTE: For summer classes students are expected to log in every day.

- 11. Tracking: The learning management systems used to deliver this course have a tracking feature. This feature quantifies how often and when students are active in the course and also provides information if the student has accessed different pages of the course.
- 12. Absenteeism: All the course activities have set dates to be completed and submitted. After the due dates the activities will not be available for the students. Thus, if you are ill for a prolonged time and cannot complete the activities, you must contact me and update the situation. You are expected to log into the course at least once a week. For summer courses you are required to log in every day. If I am going to be out because of ill health, attending a conference, etc. you will be notified through email.

Technical Requirements

Please visit the following page: http://www.utpb.edu/online/reach/technical-requirements You will find:

- 1. Requirements
- 2. Plug In Helper
- 3. Set up Information
- 4. Links to 24/7 Help Desk

Preparation for Computer Emergencies

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 Canvas server needs downtime for maintenance, the Canvas Administrator will post an announcement in your course informing the time and the date. If the server experiences unforeseen problems your course instructor will send an email.

Complete Loss of Contact

If you lose contact with me completely (i.e. you cannot contact me via Canvas or email), you need to call me at my office, and explain the reason you cannot contact me and leave me a way to contact you.

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., server crash or virus infection, student's 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 either do not receive it (lost in cyberspace) or it is corrupted when I open it, it is incumbent upon you to resend it to me, corrected, with little or no "downtime" in regard to the timeline for submission.

Student Support Services

SERVICE	CONTACT
ADA Accommodation/Support	Testing Services & Academic Accommodations Department (432) 552-2630 http://www.utpb.edu/academics/undergraduate-success/TSAAD
Admissions & Registration & Transcripts	(432) 552-2605 http://www.utpb.edu/admissions
Advising	UTPB E-Advisor at http://cas.utpb.edu/academic-advising-center/e-advisor/
Bookstore	(432) 552-0220 http://www.bkstr.com/texas-permianbasinstore/home
Canvas Technical Support	1-866-437-0867 https://guides.instructure.com/
Financial Aid and Scholarship	(432) 552-2620 http://www.utpb.edu/campus-life/financial-aid
UTPB Library	(432) 552-2370 The J. Conrad Dunagan Library Online at http://library.utpb.edu/
Student Services	http://www.utpb.edu/campus-life/studentactivities/student-senate/committees/student-affairs
Tutoring & Learning Resources	If you are taking courses through UTPB the following links provide services: Smarthinking Online Tutoring (provides tutoring services), SmarterMeasure (measures learner readiness for online course).
	Student Success Center: http://www.utpb.edu/academics/undergraduate-success/success-center

End-of-Course Evaluation & Instructor Evaluation

Every student must complete an end-of-course evaluation/survey provided by UTPB. During the last few weeks of class, you will receive an announcement through email notifying you that the Course/Instructor Survey is available. There are three options to access the survey

- 1. You may follow the link in the email to complete the survey using the same credentials to access your courses here.
- 2. When entering Canvas you will see a list of surveys for you to complete
- 3. A button on the left hand menu bar will lead you to the survey from inside your course.

The survey is anonymous and you responses are confidential. Your feedback is critical to us and to your instructor as we strive to improve our offerings, and our support of you, the students.

Disclaimer & Rights

Information contained in this syllabus was to the best knowledge of the instructor considered correct and complete when distributed for use in the beginning of the semester. However, the instructor reserves the right, acting within the policies and procedures of UTPB to make changes in the course content or instructional techniques without notice or obligation. The students will be informed about the changes, if any.

Important Dates

Refer to the academic calendar: https://www.utpb.edu/calendar/academic-calendar.pdf



DATE	Assignments/Activities/Topics	Due Date
Week 1	 Review the syllabus Take the syllabus exam Syllabus Exam by the end of the week. ②For student training regarding Canvas review the follow page Canvas (Links to an external site.) Make sure your equipment meets the technical requirements necessary to successfully complete the course. You can do so by reviewing the requirements (Links to an external site.) Please read about the VL software VIRTUAL LEADER SIMULATION Review the VL announcement Virtual Leader Please purchase the software and install vLeader (VL) software from the Simulearn portal (Links to an external site.) Review the purpose of discussion board information Purpose of Discussion Boards Complete the getting to know one another discussion board Class Introductions by the end of the week Please review the project information and note the due date Narrated Power Point Project Information.docx □ For APA 6th edition information visit Purdue Owl Writing Lab (Links to an external site.) Please review the cover letter and resume assignment and note the due date Cover Letter and Resume.docx □ Please read chapters I through 4 in your textbook and review the lessons provided as well Review LEARNING COMMUNICATIONS SKILLS Review SELF-AWARENESS: A POINT OF DEPARTURE Review SELF-MANAGEMENT Review EMOTIONAL INTELLIGENCE Please note the end of the week is each Sunday by 11:59 P.M. (CST) 	5/17/2020 by 11:59 P.M. (CST)
Week 2	 Please read chapters 5 through 8 in your textbook and review the lessons provided as well. Review <u>SENDING INTERPERSONAL MESSAGES</u> Review <u>LISTENING AND READING NONVERBAL MESSAGES</u> 	5/24/2020 by 11:59 P.M. (CST)

	 Review PROVIDING FEEDBACK Review COMMUNICATING ACROSS CULTURES Please note that the first VL scenario at the end of the week. You can complete the scenarios in practice mode first then in access mode. If you receive a score you are satisfied with you do not have to attempt each scenario three times. For helpful tips regarding each scenario please download the workbook from the dashboard page of the simulearn portal. Complete Discussion 1 by the end of the week at 11:59 P.M. Take exam 1 by 11:59 P.M. the last day of the week. Exam1 	
	 Please read chapters 9 through 11 in your textbook and review the lessons provided as well. Review GOAL SETTING 	
Week 3	 Review COACHING, COUNSELING, AND MENTORING Review EMPOWERING PEOPLE THROUGH DELEGATION Please note that the second VL scenario at the end of the week Please note the end of the week is each Sunday by 11:59 P.M. (CST) 	5/31/2020 by 11:59 P.M. (CST)
Week 4	 Please read chapters 12 through 15 in your textbook and review the lessons provided as well. Review POLITICKING Review PERSUADING Review APPLYING LEADERSHIP STYLE Review MANAGING CHANGE Please note that the third VL scenario at the end of the week. Complete Discussion 2 by the end of the week at 11:59 P.M. Please note the end of the week is each Sunday by 11:59 P.M. (CST). 	6/7/2020 by 11:59 P.M. (CST)

	 Please read chapters 16 through 17 in your textbook and review the lessons provided as well. Review FACILITATING TEAMWORK Review VALUING DIVERSITY Please note that the fourth VL scenario at the end of the week. Complete Exam 2 by the end of the week. Please note there are questions from module 1 & 2 on exam 2. Please note the end of the week is each Sunday by 11:59 P.M. (CST) 	6/14/2020 by 11:59 P.M. (CST)
Week 6	 Please read chapters 18 through 19 in your textbook and review the lessons provided as well. Review ETHICAL DECISION MAKING Review CREATIVE PROBLEM SOLVING Please note that the last VL scenario is due at the end of the week. Complete Discussion 3 by the end of the week. Please note that the narrated power point, cover letter, and resume are approaching their due date, continue to work on all assessments. Please note the end of the week is each Sunday by 11:59 P.M. (CST) 	6/21/2020 by 11:59 P.M. (CST)
Week 7	 Please read chapters 20 through 21 in your textbook and review the lessons provided as well. Review <u>RESOLVING CONFLICTS</u> Review <u>NEGOTIATING</u> Complete <u>Exam3</u> by the end of the week. Submit the <u>Narrated Power Point</u> by the end of the week Submit your <u>Cover Letter</u> by the end of the week Submit your <u>Resume</u> by the end of the week Complete <u>Discussion 4</u> by the end of the week 	6/26/2020 by 11:59 P.M. (CST)