

**Department** : Office Systems Technology  
**Course Title** : Business Correspondence and Communication  
**Section Name** : POFT 2312  
**Start Date** : 1/18/2011  
**End Date** : 5/9/2011  
**Modality** : FACE-TO-FACE  
**Credits** : 3

## Instructor Information

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**Name** : Nancy Stewart  
**OC Email** : nstewart@odessa.edu  
**OC Phone #** : 432-335-6486  
Office Hours: MW 9-10, 11:30-1  
TTH 9-9:30, 11-1  
Friday by Appointment

Monitored and open labs available daily. Help from the instructor is available at your request (appointment can be setup or you may contact instructor during office hours). Tutoring is available through the LRC.

**Course Description** Instruction in proofreading and editing skills necessary to assure accuracy in written documents and business correspondence

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### Prerequisites/Corequisites

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POFT 1302, POFT 2401

### Scans

1,2,3,4,5,6,8,9,10,11

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## Course Objectives

1. Create documents following directions in manuals. (4)
2. Demonstrate use of correct language art skills, grammar, and punctuation. (2)
3. Format/Transcribe documents. (6)
4. \*Proofread documents. (2)
5. Verify calculations made by others. (3)
6. Duplicate materials on photocopier. (6)
7. Distribute documents. (4)
8. Use and store reference, other materials. (4)
9. Deal with letters and written policy on complaints. (1)
10. Communicate written thoughts, ideas, information, and messages. (2)
11. \*Create documents as letters, directions. (2)
12. Write memoranda to justify resources. (2)
13. Select relevant activities and prioritize. (4)
14. Teach others new skills. (5)
15. Persuade and convince others.(5)
16. \*Use computers to process information. (6)
17. Work with a variety of technologies.
18. Apply technology to task. (8)
19. Evaluate and choose best alternative in composition and interview. (9)
20. Recognize problems and implement plans of action. (9)
21. Demonstrate adaptability, understanding and politeness in group settings. (10)
22. Listen and speak well enough to explain procedures and work in teams. (11)
23. Communicate with customers and co-workers in problem-solving situations. (11)
24. Apply principles of good letter writing. (2)
25. \*Format and write inquires and requests. (2)

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26. \*Format and write replies to inquires and requests. (2)
27. \*Format and write acknowledgments of order letters. (2)
28. \*Format and write goodwill letters.(2)
29. \*Format and write persuasive letters. (2)
30. \*Format and write claim and adjustment letters. (2)
31. Complete job application forms. (9)
32. Apply principles of interviewing. (9, 11)
33. Role play interviewing from the interviewer/interviewee position. (9,11)
34. Plan and dictate routine business correspondence. (9, 11)
35. Maintain minimum score of 70% to successfully complete course.
36. Demonstrate use of electronic mail. (6)
37. Demonstrate use of fax. (6)
38. Speak clearly and correctly. (11)
39. Follow directions. (11)
40. Seek clarification of job assignments. (11)
41. Practice active listening. (11)
42. \*Use proper technology. (1)
43. Relay accurate information. (11)
44. Make oral presentations such as reports. (11)

\*INDICATES INTEGRATED, CORE CURRICULUMSKILLS  
(Math, Reading,Communication, Technological Literacy and/or Critical Thinking)

### Required Materials

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BUSINESS COMMUNICATION, 7th ed., Guffey.

1 USB

Laser computer paper, 8.5 x 11

Reference manuals from English class

## ASSIGNMENT SHEET

1/19	Class Orientation and Introduction
1/24	C.L.U.E. Test
1/26	Chapter 1—Effective and Ethical Communication at Work
2/2	Chapter 2—Professionalism: Team, Meeting, Listening, Nonverbal, and Etiquette Skills
2/9	Test I
2/14-2/16	Chapter 4—Planning Business Messages
2/21-2/23	Chapter 5—Organizing and Writing Business Messages
2/28-3/2	Chapter 6—Revising Business Messages
3/7	Test II
3/9	Chapter 7—Electronic Messages and Digital Media
3/21-3/23	Chapter 8—Positive Messages
3/28-3/30	Chapter 9—Negative Messages
4/4-4/6	Chapter 10—Persuasive and Sales Messages
4/11	Test III
4/18-4/20	Chapter 15—the Job Search, Resumes, and Cover Letters
4/25-4/27	Chapter 16—Interviewing and Following Up
5/2	Portfolio Due
5/4	Final Interviews

**Grading Policy**

<b>Homework Letters/Memos</b>	<b>40%</b>
<b>Tests</b>	<b>20%</b>
<b>Portfolio</b>	<b>20%</b>
<b>Final</b>	<b>20%</b>

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## Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

## Learning Resource Center (Library)

The Library, known as the [Learning Resources Center](#), provides research assistance via the [LRC's catalog \(print books, videos, e-books\)](#) and [databases \(journal and magazine articles\)](#). [Research guides](#) covering specific subject areas, [tutorials](#), and the "[Ask a Librarian](#)" service provide additional help.

## Student E-mail

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All correspondence will be submitted using your Odessa College email.**

## Student Portal

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All correspondence will be submitted using your Odessa College email.**

## Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm).

## Important School Policies

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For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the [Odessa College Student Handbook](#).

## Disclaimer

**\*Students are responsible for checking for changes frequently as this syllabus may be updated often, as needed.**