

# BMGT 1305 Communications Management

**Name:** Kelby Giesler-Davis, M.A.

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**Phone:** 432-335-6521

**Office:** Sedate Hall 209

## Office Hours



\*If any changes in office hours occur, students will be notified via Black Board.

M: 11:00 AM - 12:00 PM &  
6:00 - 7:00 PM

T: 11:30 AM -12:30 PM & 2:30  
- 4:00 PM

W: 11:00 AM -12:00 PM

Th: 9:00 AM - 12:30 PM

F: 8:00 - 9:00 AM

\*Other times available by  
appointment

## Online Office Hours:

Monday-Thursday: 24 Hours  
Return Time

Friday-Sunday: 48 Hours  
Return

## About Your Instructor

Kelby Giesler-Davis, M.A.

Assistant Professor of Business Leadership at Odessa College

Bachelor's Degree in Psychology from The University of Texas of the Permian Basin

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Master's of Public Administration and Leadership from The University of Texas of the Permian Basin

## **Preferred Method of Communication**

The easiest form of communication is to email me at kdavis@odessa.edu. Please notice the email return times mentioned above. You are also welcome to call my office phone and if I am not there please leave a message stating your first and last name, brief description of your questions or concern, and a phone number to return your call at.

## **Expectations for Engagement for Instructor** (*Face-to-Face Class w/ Black Board Support*)

As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will

- provided my contact information at the beginning of the syllabus;
- respond to all messages in a timely manner through telephone, email, or next classroom contact; and,
- notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of emergencies during the time I'm unavailable.

As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will

- provide clear information about grading policies and assignment requirements in the course syllabus, and
- communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will

- return classroom activities and homework within one week of the due date and
- provide grades for major assignments and tests within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.
- post grades for discussion postings within one week of the discussion thread closing.

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## **Textbook**

Locker, K. O., & Kaczmarek, S. K. (2014). *Business Communication: Building Critical Skills (6th ed.)*. New York, NY: McGraw-Hill Irwin.

## **Information About the Course**

### **Course Description**

Basic theory and processes of communication skills necessary for the management of an organization's workforce.

### **Course Student Learning Outcomes**

Upon successful completion of this course, student will be prepared to:

- Explain the communication process
- Identify and remedy major communication barriers
- Describe how communication contributes to effective management. (ICOs 1, 2, 4, 5, 6)

### **Course Prerequisites**

None

### **Course Topics**

Unit 1: Building Blocks for Effective Messages

Unit 2: Creating Goodwill

Unit 3: Letters, Memos, E-Mail, and Web Writing

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Unit 4: Polishing Your Writing

Unit 5: Interpersonal Communication

Unit 6: Research, Reports, and Visuals

## Grading

<i>Type of Assignment</i>	<i>Percentage/Points</i>
<b>Class Participation and Group Work</b>	25%
<b>Class Assignments</b>	20%
<b>Homework and Quizzes</b>	20%
<b>Tests and Projects</b>	25%
<b>Final Exam Portfolio</b>	10%
<b>Total:</b>	<b>100%</b>

## Grading Scale

“A” = 89.5-100

“B” = 79.5-89

“C” = 69.5-79

“D” = 59.5-69

“F” = 0-59

## Student Course Participation

As a student, I understand that I am responsible for keeping up with the course. To help with this, I will

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- attend the course regularly and line up alternative transportation in case my primary means of transportation is unavailable;
- recognize that the college provides free wi-fi, computer labs, and library resources during regular campus hours to help me with completing my assignments; and,
- understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my personal computer equipment or internet service is unreliable.

As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to,

- missing class when a major test is planned or a major assignment is due;
- having trouble submitting assignments;
- dealing with a traumatic personal event; and,
- having my work or childcare schedule changed so that my classroom attendance is affected.

As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will

- seek out help from my instructor and/or from tutors;
- ask questions if I don't understand; and,
- attend class regularly to keep up with assignments and announcements.

**As a student, I understand that I will have the opportunity to provide feedback on my experience in this course through an end-of-course Student Evaluation of Instruction (SEI).**

## Course Policies

## Disclaimer

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in a timely manner.

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## Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course.

## Digital Protocol

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate learning.

**For online submissions, the electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on “Blackboard” time.** Back-up and/or additional copies of all assignments submitted is encouraged. **Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to students with pertinent information and status reports. Assignments submitted electronically need to follow the file-type requirements provided by the instructor.

## Attendance Policy

Students are expected to attend class regularly and attendance will be taken. Preparedness and purposeful participation are the first two elements of the grading criteria. Being prepared and having the tools you need to take notes or to complete an assignment (book, pen, pencil, paper, etc.) This is not strictly a lecture course. Students will be required to actively participate in the discussions, both individually and in assigned groups. You cannot participate if you are not present in class, and purposeful participation is difficult to achieve if you are not prepared. If you must be absent, please contact your instructor before the absence if possible or as soon after the missed class as possible to make arrangements for the make-up work or missed assignments. Missed exams **MUST** be cleared and approved with the instructor prior to the beginning of the class start time in order to be made up. This is your responsibility. Show respect to everyone in the class by communicating appropriately and purposefully.

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## AVID

AVID Strategies Used:

Writing, Inquiry, Collaboration, Organization, Reading

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in the Business Leadership program, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experience as outlined by the course instructor.

## Grade Inquiry

It is the responsibility of the student to keep track of assignment submissions and grades. At any point, you are welcome to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment. Grades will also be updated on Black Board.

## General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. **Submit assignments on time. Points will be deducted for each day the assignment is late and the instructor reserves the right to not accept late assignments.**

## Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.
3. An Incomplete form is submitted

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## Course Schedule

*(Tentative and Subject to Change)*

Date	Instructional Approach (* denotes a strategy adopted by AVID)	Topic	Assignment	Assignment Submission
M 8/24	* Inquiry, Reading to learn, Organization (Cornell Notes), Collaboration,	Week 1: Unit 1 - Modules 1, 2, and 3  Intro to communications  Business Communication, Management, and Success  Adapting Your Message to Your Audience  Communicating Across Culture	<ul style="list-style-type: none"> <li>• Syllabus and Protocol</li> <li>• Modules 1, 2, and 3 from the text</li> <li>• Cultural Communication Activity</li> </ul>	<ul style="list-style-type: none"> <li>• In class - Reading of Modules 1, 2, 3 and Cultural Communication Activity</li> </ul>
M 8/31	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	Week 2: Unit 1 - Modules 4 & 5  Planning, Writing, and revising  Designing Documents, Slides, and Screens	<ul style="list-style-type: none"> <li>• Cover Modules 4 &amp; 5 from the text</li> <li>• Writing Activity</li> <li>• Power Point</li> </ul>	<ul style="list-style-type: none"> <li>• Completed before class – Reading of Modules 4 &amp; 5</li> <li>• Completed in class – Writing Activity and Start Power Point</li> <li>• Outside of class - Power Point DUE 9/14/15</li> </ul>
M 9/7	LABOR DAY HOLIDAY - NO CLASS	Week 3: LABOR DAY HOLIDAY - NO CLASS	LABOR DAY HOLIDAY - NO CLASS	LABOR DAY HOLIDAY - NO CLASS
M 9/14	* Writing to learn, Inquiry, Collaboration, Organization	Week 4: Unit 2 – Modules 6, 7, and 8	<ul style="list-style-type: none"> <li>• Power Point DUE</li> <li>• Cover Modules 6, 7, &amp; 8</li> <li>• Positivity Activity</li> </ul>	<ul style="list-style-type: none"> <li>• Completed before class – Read Modules 6, 7, &amp; 8 and Power</li> </ul>

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	(Cornell Notes), Reading to learn	<p>You Attitude</p> <p>Positive Emphasis</p> <p>Reader Benefits</p>	<ul style="list-style-type: none"> <li>Get Review for Test #1</li> </ul>	<p>Point DUE</p> <ul style="list-style-type: none"> <li>Completed in class – Positivity Activity</li> <li>Outside of Class – Study for Test #1</li> </ul>
M 9/21	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 5:</p> <p>Test #1</p> <p>Unit 3 – Modules 10, 11, and 12</p> <p>Informative and Positive Messages</p> <p>Negative Messages</p> <p>Persuasive Messages</p>	<ul style="list-style-type: none"> <li>Test #1</li> <li>Cover Modules 10, 11, and 12</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 10, 11, &amp; 12 and Study for Test</li> </ul>
M 9/28	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 6:</p> <p>Unit 3 – Modules 9 and 13</p> <p>Format Letters and Memos</p> <p>Email, Web, and Technology</p>	<ul style="list-style-type: none"> <li>Cover Modules 9 and 13</li> <li>Email Quiz</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 9 and 13</li> <li>Completed in class – Email Quiz</li> </ul>
M 10/5	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 7:</p> <p>Unit 4 – Modules 14, 15, and 16</p> <p>Polishing Your Writing</p>	<ul style="list-style-type: none"> <li>Cover Modules 14, 15, and 16</li> <li>Revising and Editing</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class - Cover Modules 14, 15, and 16</li> <li>Completed in class – Revising and Editing</li> </ul>
M 10/12	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 8:</p> <p>Unit 5 – Modules 17 and 18</p> <p>Listening</p> <p>Working and Writing in Teams</p>	<ul style="list-style-type: none"> <li>Cover Modules 17 and 18</li> <li>Team Project</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 17 and 18</li> <li>Completed in class – Team Project</li> </ul>
M 10/19	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 9:</p> <p>Unit 5 – Modules 19 and 20</p> <p>Planning, Conducting, and Recording Meetings</p>	<ul style="list-style-type: none"> <li>Cover Modules 19 and 20</li> <li>Prepare Oral Presentations</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 19 and 20</li> <li>In Class – Work on Oral Presentations DUE 10/26</li> </ul>

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		Making Oral Presentations		
M 10/26	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 10:</p> <p>Unit 6 – Modules 21 and 22</p> <p>Proposals and Progress Reports</p> <p>Finding, Analyzing, and Documenting Information</p>	<ul style="list-style-type: none"> <li>Oral Presentations</li> <li>Cover Modules 21 and 22</li> </ul>	<ul style="list-style-type: none"> <li>Completed Before Class – Read Modules 21 and 22</li> <li>In Class – Oral Presentations</li> </ul>
M 11/2	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 11:</p> <p>Unit 6 – Modules 23, 24, and 25</p> <p>Short Reports</p> <p>Long reports</p> <p>Using Visuals</p>	<ul style="list-style-type: none"> <li>Cover Modules 23, 24, and 25</li> <li>Get Review for Test #2</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 23, 24, and 25</li> <li>Outside of Class – Study for Test #2</li> </ul>
M 11/9	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 12:</p> <p>Test #2</p> <p>Unit 7 – Modules 26 and 27</p> <p>Researching Jobs</p> <p>Resumes</p>	<ul style="list-style-type: none"> <li>Test #2</li> <li>Cover Modules 26 and 27</li> <li>Introduce Portfolio Project</li> </ul>	<ul style="list-style-type: none"> <li>Before Class – Read Modules 26 and 27 and Study for Test #2</li> </ul>
M 11/16	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 13:</p> <p>Unit 7 – Modules 28, 29, and 30</p> <p>Job Applications Letters</p> <p>Job Interviews</p> <p>Follow-up Letters, Calls, and Job Offers</p>	<ul style="list-style-type: none"> <li>Cover Modules, 28, 29, and 30</li> <li>Job Application Quiz</li> </ul>	<ul style="list-style-type: none"> <li>Completed before class – Read Modules 28, 29, and 30\</li> <li>Completed In Class - Job Application Quiz</li> </ul>
M 11/23	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	<p>Week 14:</p> <p>Portfolio Compilation</p>	<ul style="list-style-type: none"> <li>Portfolio Rubric</li> <li>Class time to work on portfolios.</li> </ul>	<ul style="list-style-type: none"> <li>In Class - Portfolio Due 12/7/15</li> </ul>
M	* Writing to learn, Inquiry,	<p>Week 15:</p>	<ul style="list-style-type: none"> <li>Class time to work on</li> </ul>	<ul style="list-style-type: none"> <li>In Class - Portfolio</li> </ul>

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11/30	Collaboration, Organization (Cornell Notes), Reading to learn	Portfolio Compilation	portfolios.	Due 12/7/15
M 12/7	* Writing to learn, Inquiry, Collaboration, Organization (Cornell Notes), Reading to learn	Week 16:  Final Exam Portfolio	<ul style="list-style-type: none"> <li>Final Exam Portfolio</li> </ul>	<ul style="list-style-type: none"> <li>In Class - Portfolio DUE</li> </ul>

## Student Learning Outcomes (SLOs)

Student Learning Outcome(s)	Core Objectives (CO's)
Identify and remedy major communication barriers	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
Explain the communication process	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
NA	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
Describe how communication contributes to effective management	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal

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Describe how communication contributes to effective management	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making
Identify and remedy major communication barriers	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

## Odessa College Policies

### Tuition Discounts

The “*First Course is Free*” discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as well as transfer students taking their first class at Odessa College.

The “*Academic Progress Discount*” provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

### Academic Policies

Note that the OC Student Handbook states that “[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104).”

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook; Student Rights & Responsibilities* <http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

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## Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

### "Cheating on a test" shall include:

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain an unadministered test or information about an unadministered test.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.
- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: *Odessa College Student Handbook*)

## Special Populations/Disability Services/Learning Assistance

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.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by **Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA)**, unless doing

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so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at <http://www.odessa.edu/dept/counseling/disabilities/index.htm>. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: *Odessa College Catalog of Courses*)

## Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **No longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F."** (Source: *Odessa College Catalog of Courses*)

## Student Support Services and Technical Support

### Blackboard Support

**I can't log into my Blackboard Course, who do I contact?**

Contact the Student Success Center: 432-335-6673 or online

at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). The SSC can provide you with

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your Blackboard login name. If you are not sure what your password is, they can reset your password.

## I'm having a problem in my Blackboard Course, who do I contact?

For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

## Additional Blackboard Help Resources:

Service	Assistance Provided	Available
<b>Blackboard Help for Students</b>	Website with a searchable list of topics on how to navigate and use Blackboard for online courses.	Online <a href="#">Click here.</a>
<b>Blackboard On Demand Learning Center for Students</b>	This website provides an extensive list of short tutorial videos for student activities performed in Blackboard.	Online <a href="#">Click here.</a>
<b>Blackboard Collaborate: First Time Users</b>	If you have never used Blackboard Collaborate before, this website provides a system	Online <a href="#">Click here.</a>

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	requirements check, configuration instructions, and training and resources area.	
<b>Blackboard Collaborate: Essentials for Participants</b>	This website provides essential information for Participants of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information here.	Online <a href="#">Click here.</a>

## Student E-mail Support

How do I set up, access, or update my Odessa College Student E-mail account?  
Go to this website and follow the directions on the page: <http://www.odessa.edu/gmail/>.

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## I can't access my student email! I forgot my password!

Contact the Student Success Center: 432-335-6673 or online at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). They can provide you with assistance in accessing your student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.

## Support for Students with Disabilities

How do I contact the Office of Special Populations?

<i>Main Number</i>	432-335-6861
<i>Campus Location</i>	Saulsbury Campus Center
<i>Email</i>	Becky Rivera-Weiss - <a href="mailto:brivera@odessa.edu">brivera@odessa.edu</a>
<i>Website</i>	To find out more about services provided by the Special Populations office, please visit: <a href="http://www.odessa.edu/dept/counseling/disabilities/index.htm">http://www.odessa.edu/dept/counseling/disabilities/index.htm</a>

## Learning Resources Center (LRC; Library)

How do I contact the Learning Resource Center?

<i>Main Number</i>	432-335-6640
<i>FAQ Service</i>	LibAnswers: <a href="http://libanswers.odessa.edu">http://libanswers.odessa.edu</a>
<i>Contact a Specific OC Librarian</i>	Pat Quintero at 432/335-6350 or <a href="mailto:pquintero@odessa.edu">pquintero@odessa.edu</a> Donna Clark at 432/335-6645 or <a href="mailto:dclark@odessa.edu">dclark@odessa.edu</a>

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	Carolyn Petersen at 432/335-6641 or <a href="mailto:cpetersen@odessa.edu">cpetersen@odessa.edu</a>
<i>LRC Services and Guidelines Website</i>	<a href="https://www.odessa.edu/dept/library/services/index.htm">https://www.odessa.edu/dept/library/services/index.htm</a>

## Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

Equipment/Services Available	Used For	Available
Books, videos, CDs	Research	On Campus and Online
Specialized databases not available online for free	Research	On Campus and Online
Magazines, newspapers, & scholarly journals	Research	On Campus and Online
Computers	Research & word processing	On Campus
Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus and Online
Tutorials	Tips for research strategies	On Campus and Online
Photocopiers, VHS/DVD players, FAX service	For course work	On Campus
Quiet study areas	For course work	On Campus

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## Student Success Center (SSC) / AVID Center

### How do I contact the Student Success Center?

*Appointments are preferred, but walk-ins will be served as soon as possible.*

<b>Main Number</b>	432-335-6673
<b>Campus Location</b>	1st floor of the Library
<b>Website with Additional Help and Information</b>	<a href="http://www.odessa.edu/dept/ssc/">http://www.odessa.edu/dept/ssc/</a>
<b>Live Online Assistance / Chat</b>	<a href="#">Click Here</a> <i>(If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.)</i>

### Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

Equipment/Services Available	Used For	Available
Tutoring by CRLA & Avid trained tutors	Understanding course work and motivation	On Campus and Online <a href="#">Click here for more information.</a>
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus and Online <a href="#">Click here for more information.</a>
Study Skills	Tools needed to succeed	On Campus and Online <a href="#">Click here for more information.</a>

# BMGT 1305 Communications Management

Basic Technology	To navigate classes, email, etc.	On Campus and Online
Plato Web	Practice for TEAS test and basic math, science, etc.	On Campus and Online <a href="#">Click here for more information.</a>
Project T.I.E.	Practice for GED/COMPASS	On Campus and Online <a href="#">Click here for more information.</a>
Student Orientation/Tour	Show individual students where their classes will be. SIS presentation	On Campus
M.O.R.E. Mentoring Program	Networking, tips to navigate college life successfully	On Campus <a href="#">Click here for more information.</a>
Smart thinking	Online tutoring service. Connect with an e-structor and interact with a live tutor.	Online <a href="#">Click here for more information.</a>

## Veterans Support

How do I contact the office for Veteran's Outreach?

<b>Main Number</b>	432-335-6833
<b>Campus Location</b>	Saulsbury Campus Center
<b>Email</b>	Gloria Rangel - <a href="mailto:grangel@odessa.edu">grangel@odessa.edu</a>
<b>Website</b>	To find out more about services provided by the Veteran's Outreach office, please visit: <a href="http://www.odessa.edu/dept/counseling/veterans/index.htm">http://www.odessa.edu/dept/counseling/veterans/index.htm</a>