

OA 120 A Business Communications I

3 Credits, 5 hours lecture

Good communication skills, more than any other factor, determine who gets the good job, who does the job well, and who gets the promotion. This course is designed to provide a firm foundation for effective business communications - both written and oral. Practical principles of grammar and punctuation will be mastered by the student. Spelling and vocabulary expertise is developed with emphasis placed on terminology used in today's electronic office.

Prerequisites and/or co-requisites: None

Instructor

Amani Edwards

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Office Hours

Monday – Friday 12:00 p.m. to 12:50 p.m.

Hours of Instruction

Monday 1:00 p.m. to 3:50 p.m. S107

Wednesday 10:00 a.m. To 11:50 a.m. S107

Required Resources

College English and Business Communication – 11th edition. Sue Camp, Marilyn Satterwhite. McGraw-Hill Education; ISBN: 978-1-260-08534-1

Course Outcomes

Upon successful completion of this course, the student shall be able to:

- Apply the fundamentals of standard English grammar to both oral and written communication.
- Use appropriate punctuation in written communication.
- Recognize the importance of accurate spelling in business communication.
- Use a thesaurus, a dictionary, and other reference books to increase knowledge of words.
- Develop and apply efficient proofreading techniques.
- Recognize the importance of building a business vocabulary.
- Demonstrate an appreciation of the importance for accurate and effective communication in today's electronic office.

Evaluation

In-class participation/homework.....	11%
Quizzes/Tests.....	40%
Assignments/Projects.....	24%
Final Exam	25%
Total	100%

A grade of C- is required for progression.

Office Administration Grading System

The minimum standard for passing this course is a grade of C- (60%).

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 98.9
	A	4.0	95 – 98.9
	A-	3.7	90 – 94.9
Good	B+	3.3	85 – 89.9
	B	3.0	80 – 84.9
	B-	2.7	75 – 79.9
Satisfactory	C+	2.3	70 – 74.9
	C	2.0	65 – 69.9
	Progression C-	1.7	60 – 64.9
Poor	D+	1.3	55 – 59.9
Min Pass	D	1.0	50 – 54.9
Failure	F	0.0	< 50

Proposed Schedule of Topics

Please Note:

Date and time allotted to each topic is subject to change.

	Monday	Wednesday
Sept 2 & 4 Week 1	STAT	Introduction, Course Outline, Moodle
Sept 9 & 11 Week 2	Chapter 1 Communicating in Everyday Life	Chapter 1 Assignment Chapter 1 Quiz
Sept 16 & 18 Week 3	Chapter 2 Interpreting Communication Library Session Spelling Test 1	Chapter 2 Assignment Chapter 2 Quiz
Sept 23 & 25 Week 4	Chapter 3 Communicating Globally Group Project	Chapter 3 Assignment Chapter 3 Quiz
Sept 30 & Oct 2 Week 5	4.1 The Parts of Speech Spelling Test 2	4.2 The Sentence
Oct 7 & 9 Week 6	4.3 Verbs	4.4 Predicate Agreement
Oct 14 & 16 Week 7	STAT	Chapter 4 Assignment Chapter 4 Quiz

Oct 21 & 23 Week 8	Section 5.1 Nouns: Plural Forms Spelling Test 3	Section 5.2 Nouns and Pronouns: Possessive Forms
Oct 28 & 30 Week 9	Section 5.3 Pronouns: Nominative and Objective Forms	No class Chapter 5 Assignment
Nov 4 & 6 Week 10	6.1 Conjunctions Chapter 5 Quiz Spelling Test 4	6.2 Prepositions 6.3 Adjectives Section 6.4 Adverbs
Nov 11 & 13 Week 11	STAT	Chapter 6 Assignment Chapter 6 Quiz
Nov 18 & 20 Week 12	Spelling Test 5	7.1 Sentence Enders 7.2 Commas
Nov 25 & 27 Week 13	7.3 Semicolons, Colons, and Dashes	7.4 Quotation Marks, Parentheses, and Apostrophes
Dec 2 & 4 Week 14	Chapter 7 Assignment Chapter 7 Quiz	Final Exam Review
Dec 9 to 18 Week 15	FINAL EXAM DAYS	

Required Skills & Abilities

Enrolment in the Office Administration program and courses, requires the following skills and abilities:

Behavioural

- Ability to work independently or as a member of a group or team
- Engage with self and others to create a safe environment.
- Respond appropriately in situations that are stressful or that involve conflict
- Ability to listen and follow instructions
- Ability to manage time and meet deadlines

Cognitive

- Remember and recall information over a brief period of time.
- Remember and recall information over an extended period of time.

Environmental Ability to function in the presence of each of the following commonly encountered and unavoidable environmental factors:

- distractions
- noise
- unpredictable behaviour of others

Psychomotor

- perform repetitive movements and tasks
- perform complex sequences of hand-eye coordination

Technical

- Ability to use a desktop/laptop computer
- Ability to navigate the college's online Learning Management System(Moodle) and other publisher-specific LMS.

Performance Requirements

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar.

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own
- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre, Wellness Services and Student Life Department work together to support student success at Keyano College.

Accessibility Services (CC167) supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934.

Skill Centre (CC119) provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 8:30 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

Wellness Services (CC260) offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered throughout the academic year addressing such topics as Mindfulness and Test Anxiety. Individual appointments can be made by calling 780-791-8934.

Student Life Department (CC210) is a place for students to go when they don't know who else can answer their questions. The staff will help students navigate barriers to success and if they don't know the answer, they will find it out. Student success is directly affected by how connected a student feels to their college. The student life department is there to help students get connected.

Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.