

# SPCH1321-BUSINESS & PROFESSIONAL COMMUNICATION

## FALL 2019

### Faculty Information

**Instructor:** Hilary Nixon

**Email:** [hnixon@southplainscollege.edu](mailto:hnixon@southplainscollege.edu)

**Office Hours:**

Monday Plainview Campus: 1:30-2:30pm & 4-5:30pm

Tuesday Levelland Campus: 1:30-3:00pm

Wednesday: By appointment only

Thursday Levelland Campus: 1:30-2:30pm

Friday Levelland Campus: 9am-12pm

**Communication Plan:**

- You can expect an email reply within 24 hours on weekdays, and within 48 hours on weekends.
- Please use the SPC email found at the top of the syllabus for sending e-mail messages to me.
- I will be posting course related announcements in Blackboard every few days.

### Course Description and Purpose

Welcome to SPCH1321-Business & Professional Communication! It is my sincere hope that you will learn to enjoy the process of public speaking, while gaining confidence, improving your skills, and making new friends.

This course includes the basic principles of speech applied to communications in business and professional settings. The course emphasizes practice in the construction and delivery of various types of speaking situations and the application of interpersonal skills that occur in a business, organizational, or professional setting.

### Core Objectives Satisfied

- Communication Skills - to include effective development, interpretation and expression of ideas through written, oral and visual communication
- Critical Thinking - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- Team Work - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
- Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
- Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making

### Course Outcomes

Upon completion of this course, the student should be able to demonstrate proficiency in the following areas:

1. **Communication Process:** Understand and apply the communication process.

2. **Communication Systems and Cultures:** Develop an awareness and understanding of communication systems and cultures.
3. **Verbal Communication:** Identify, prepare, and deliver clear messages and presentations.
4. **Nonverbal Communication:** Understand, define, utilize, and interpret different categories of nonverbal communication.
5. **Listening:** Understand the causes of poor listening, and realize the organizational and personal benefits of active listening.
6. **Interviewing:** Identify different types of interviews, evaluate effective interview skills, prepare job interview documents, and conduct an effective information gathering interview.
7. **Small Groups:** Identify the characteristics of small groups, identify the steps used for problem solving, and understand leadership tasks as well as functional and dysfunctional team behaviors.
8. **Public Speaking:** Successfully prepare and deliver multiple credible, confident presentations. Evaluate the speaking skill and content of other speakers.

### **Course Requirements**

1. To read the information assigned; you will be tested on this material, in addition to class lecture/discussion materials on scheduled exams.
2. To take thorough notes and study all lecture material, informational handouts, and assigned readings.
3. To actively participate in class discussions and group activities.
4. To show maturity and professionalism in preparation of assignments and in classroom behavior.
5. To show courteousness to fellow classmates/speakers.
6. To initiate consultations with the instructor whenever assistance is needed regarding class assignments.
7. To appropriately cite information obtained from other sources, both in written and verbal formats. Please refer to the academic honesty section below for further details.
8. To initiate withdrawal from the course if absences become excessive.

### **Required Course Textbook**

Fox, J. & Finley, K. (2018). From Entry Level to Executive: All Communication Counts. Fountainhead Press. ISBN: 978-1-64485-075-6

### **Technical Requirements**

- Desktop or laptop computer
- High speed internet access
- SPC E-mail
- Microsoft Office

### **Technical Skill Requirements**

Be comfortable with the following

- Microsoft Word or word processor that can save Word compatible files (.doc)

- Using email for communication, attaching documents
- Internet search engines and browsers
- The ability to download video files, or to stream files.

### **Academic Honesty**

It is my expectation and the institution's that appropriate citation and documentation be given for materials and information obtained from other sources. Cases of plagiarism will be treated as will any case of academic dishonesty, with at least a failing grade for the assignment/examination. In addition, the student may be dropped from the course with a failing grade. See the *SPC Student Handbook* for more information.

### **ADA Statement**

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland Student Health & Wellness Center 806-716-2577, Reese Center (also covers ATC) Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

### **Diversity Statement**

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be. If anyone is openly rude in class, s/he will be asked to leave class. If s/he is repeatedly rude, s/he will be dropped from the class.

### **Campus Concealed Carry**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations.

### **Grading**

You can access your grades on the Blackboard Course Menu (My Grades). Grades will be posted after the due date and after all assignments have been graded. Speech Grading Rubrics will be made available to you when speeches are assigned so that you can prepare for my assessment methods.

Your final grade will be determined as follows:

- To earn an A, you need 895 points
- To earn a B, you need 795 points
- To earn a C, you need 695 points
- To earn a D, you need 595 points
- If your point total is 594 points or less, you will earn an F

If you have questions about or are concerned about a specific grade you earned, you will need to email me or visit me in virtual office hours to discuss the grade. If you want to appeal a grade you earned on a specific assignment, you have one week after the grade has been posted in Blackboard to approach your instructor about your questions or concerns. After one week, I will consider the matter closed. When you approach me after viewing your grade, you are expected to have revisited the assignment or speech description, the grading rubric, and the feedback provided to you by me.

### **Assignment Submissions**

You will submit all assignments through their designated submission link in Blackboard. You are required to title your assignment files in the following format: “lastname\_firstname\_assignmentname.doc”.

### **Attendance and Tardy Policy**

Students are expected to attend all classes in order to be successful in a course. All students enrolled for this course are expected to attend class regularly, be on time, and remain until dismissed. Roll will be taken at each class meeting. If a student is tardy, he/she must see the instructor after class to have the absence mark removed. The student may be administratively dropped from the course when a student has more than 4 absences.

When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the instructor may permit the student to make up work missed. It is the student’s responsibility to complete work missed within a reasonable period of time as determined by the instructor.

Students who enroll in a course but have “Never Attended” by the official census date, as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of “X” or “F” as determined by the instructor. Instructors are responsible for clearly stating their administrative drop policy in the course syllabus, and it is the student’s responsibility to be aware of that policy.

It is the student’s responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

### **Specific Attendance Policy Restated**

1. All students enrolled for this course are expected to attend class regularly, be on time, and remain until dismissed.
2. Roll will be taken at each class meeting.
3. If a student is tardy, he/she should speak with the instructor after class to avoid having tardies count toward absences.
4. Two (2) tardies will constitute an absence.
5. If a student leaves class prior to dismissal of the class, he/she will be counted absent.
6. Whenever absences become excessive and minimum course objectives cannot be met, the student should initiate withdrawal from the course.
7. "Excessive absences" can be defined as more than FOUR (4) unexcused absences through the course of the semester.
8. The only absences labeled as "excused" are those absences due to participation in school functions, or documentable absences due to illness (doctor's note required in the next class period), or a death in the family requires the student to be in attendance of a funeral (proof required).
9. The instructor will administratively drop a student due to excessive absences.
10. Students are responsible for all classwork covered during absences from class even in cases in which they are able to satisfy the instructor that the absence was unavoidable.
11. Absences one day over your allotment may lower your final course total by 10 points.
12. Each subsequent absence may lower your final course total by 5 points.
13. If minimum objectives cannot be met, the student should withdraw from the course.

The department abides by this policy and enforces the following guidelines established for SPCH 1321:

For online/hybrid sections, you MUST attend face-to-face meetings and complete online coursework. If you have more than 1 unexcused absence or miss more than 2 major assignments, you may be dropped from the course.

**\*\*You may be exempt from the final exam if you have perfect attendance or have 800 points at the end of the semester. (When all assignments are completed). \*\***

### **Make-Up Policy**

Make-up work is NOT guaranteed. When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the instructor **may** permit the student to make up work missed. If a student must be absent to represent the college, she/he should advise the instructor beforehand and should have a signed permit from his/her coach or sponsor. In such cases, it is the student's responsibility to complete work missed within a reasonable amount of time as determined by the instructor. Each student must make an appointment with the instructor to make arrangements for make-up work. **Late work may not receive full credit.** An absence on the day that you are scheduled for oral presentations or examinations will result in a grade of zero for the assignment. **If, according to the instructor's discretion, the student is allowed to make up such a presentation or exam, the student will automatically receive a grade drop for the assignment (25 point grade reduction).**

### **Learning Assessments**

Exam 1	100 points
Cover Letter/Resume	100 points
Informative Presentation	100 points
Group Presentation	100 points
Persuasive Presentation	100 points
Quizzes	100 points
Activities & Attendance	100 points
Career Research Interview	100 points
Exam 2	100 points
Final Exam: Impromptu Speech	100 points

### **Course Work:**

1. Exams-There will be 2 major exams during the semester. Each exam covers the information preceding the exam. There are no cumulative exams.
2. Presentations-Completion of the three presentations (speeches) is a requirement for passing this class. On your scheduled speech dates, you will be presenting various types of presentations. You must be an attentive audience member for other presentations given during your scheduled group time, and you must complete all speeches to pass this course. Points will be deducted from your presentation if you are late, and not an attentive and respectful audience member. The two individual speech assignments are explained in the Assignments section of Blackboard. Additional information can be found within the Module sections for the correct chapters.
3. Participation-You will be asked to engage in discussions and to do learning activities throughout the semester. These assignments and discussion boards count as participation grades.
4. You will find all chapter quizzes within each module in Blackboard. You **MUST** take the quiz by the deadline.

### **Instructors Expectations of the Student**

- You will be expected to log into the Blackboard course **daily** to be aware of possible announcements/reminders and to pace your progress in the course.
- Students are expected to maintain an environment conducive to learning, which includes “netiquette” (Internet etiquette). More importantly ensure that your verbal communication, e-mail messages, discussion board postings, and other electronic communications are thoughtful. We will welcome diverse opinions in this course, and you are expected to demonstrate an open mind and courtesy when responding to the thoughts and ideas of others. Civility in the Online Classroom (**the following are prohibited**):
  - making offensive remarks in e-mail or the discussion board,
  - using inappropriate language or discussing inappropriate topics online,
  - spamming,
  - hacking,
  - using SPC or Blackboard e-mail or discussion board for commercial purposes,
  - using all caps (considered shouting in online communications), or
  - cyber-bullying or online harassment of any type.

- Inappropriate behavior shall result in consequences ranging from a request to correct the problem, to removal from the course or even the university, depending on the severity of the behavior. Disciplinary actions will be taken according to the SPC Student Handbook.
- Note that students from other institutions are still bound by SPC policies in the course.

### **Course and Technical Help**

Do not hesitate to call or e-mail me if you have course-related questions. I am here to guide you through the course. Generally, I will try to respond to calls and e-mails within 24 hours during the week and 48 hours on the weekend.

Be aware that the Instructional Technology office and Blackboard both recommend using a browser other than Internet Explorer when using Blackboard.

Please realize that this is not a computer class, so our content is business and professional communication, not Windows or Word processing. I can answer any questions about the course content or assignments, but I will be no help with technical problems.

### **Blackboard Support**

For Blackboard support you may refer to the following resources:

1. When you log into Blackboard (BB), at the very top of the page, you will see a question mark icon with the word help next to it. Click on that icon.
2. You may also contact  
Secretary to the Director of Instructional Technology  
Ext. 2180  
Direct: 806-716-2180  
[blackboard@southplainscollege.edu](mailto:blackboard@southplainscollege.edu)

	Weekly Readings	Tuesday	Thursday	Online Work DUE Tuesday 11:59 pm
<b>Week 1</b> 08/26/2019	Chapter 1	Syllabus/ Course Introduction	Chapter 1: Communication Principles	<b>09/03/2019</b>
<b>Week 2</b> 09/02/2019	Chapter 1 & 2	Communication Apprehension	Chapter 2: Listening	<b>09/10/2019</b>
<b>Week 3</b> 09/09/2019	Chapter 9	Chapter 9: Resumes & Cover Letters (p.79-81)	Chapter 9: Interviewing	<b>09/17/2019</b>
<b>Week 4</b> 09/16/2019	Chapter 9	Chapter 9: Interviewing	Cover Letter/ Resume /Career Interview Workshop	<b>09/24/2019</b>
<b>Week 5</b> 09/23/2019	Chapter 3,4, & 5	Chapter 3: Speech Development  <i>Assign Informative Speech</i>	Chapter 4: Types of Speeches (p. 37-38) Chapter 5: Organizational Patterns (p.45-47)  <b>CL/Resume Due</b>	<b>10/01/2019</b>
<b>Week 6</b> 09/30/2019	Chapter 6 & 7	Chapter 6: Oral & Written Communication	Chapter 7: Research & Citations	<b>10/08/2019</b>
<b>Week 7</b> 10/07/2019		Informative Speech Workshop	<b>Informative Speech Day 1</b>	<b>10/15/2019</b>
<b>Week 8</b> 10/14/2019		<b>Informative Speech Day 2</b> Info Peer/Self Evals Due in Acclaim by 10/17/19	<b>Exam 1</b>	<b>10/22/2019</b>
<b>Week 9</b> 10/21/2019	Chapter 4 & 5	<b>Career Interview Due</b> <i>Assign Persuasive Speech</i>	Persuasion: Chapter 4: Types of Speeches (p. 37-38) Chapter 5: Organizational Patterns (p.45-47)	<b>10/29/2019</b>
<b>Week 10</b> 10/28/2019	Chapter 8	Chapter 8: Presentational Aids	Persuasive Speech workshop	<b>11/05/2019</b>
<b>Week 11</b> 11/04/2019		<b>Persuasive Speech Day 1</b>	<b>Persuasive Speech Day 2</b>	<b>11/12/2019</b>
<b>Week 12</b> 11/11/2019	Chapter 11	Chapter 11: Special Topics (p99-104) <i>Assign Group Speech</i> Pers. Peer/Self Evals Due in Acclaim 11/19/2019	NO CLASS	<b>11/19/2019</b>
<b>Week 13</b> 11/18/2019	Chapter 10	Chapter 10: Collaborating in Teams	Group Workday	<b>11/26/2019</b>
<b>Week 14</b> 11/25/2019		<b>Exam 2</b>	Thanksgiving	<b>12/03/2019</b>
<b>Week 15</b> 12/02/2019		<b>Group Speech Day 1</b>	Grade check/Impromptu practice	<b>12/10/2019</b>
<b>FINAL EXAMS</b> 12/09/2019-12/12/2019		Section 007: 11:00am	Section 006: 8:00am	

\*\*\*This schedule is subject to change\*\*\*