Instructor: Dr. Kendra Ingram
E-Mail: Kendra.Ingram@tamuc.edu
Phone: 903-886-5701   **Fax:**   903-886-5702
Office: BA 335A   **Office Hrs:**   TR 1:45pm-3pm & by appointment as needed

IMPORTANT CONTACT INFORMATION
E-mail is the best method of contact for me. I check e-mail regularly. Each time you send an e-mail the subject line should read MGT 303.03W to ensure that I receive the message. If you follow these directions exactly I will respond to emails within a 48 hour time period. If you do not follow these instructions exactly, I cannot assure you that I will respond as quickly because your e-mail will be lost in a sea of other e-mail messages. If, for any reason, you don't receive a response from me within 48 hours, please send another message. I can assure you that I will not intentionally ignore a message from you.

Textbook:
Thill & Bovee. Excellence in Business Communication. 11th Edition.   ISBN 13: 978-0-13-354417-6

Course Prerequisite: Junior Standing   **Course Classification:** Core Business Course

Course Description: A study of the fundamentals of writing both formal and informal reports, utilizing primary and secondary research. A team approach is used for problem solving and process improvement. Included is the study of life-long learning skills as related to interpersonal communication and intercultural business communication.

Course Objectives:
- Students will understand how businesses communicate through formal and informal communication networks.
- Students will be able to recognize communication meanings that are rooted in cultural experience.
- Students will demonstrate techniques to graphically communicate information for written and oral communication.
- Students will understand the ethical goals of business communication and tools for communicating ethically in business.

Online Course: This course is ONLINE, which means that assignment details, schedule changes, and other important announcements will be posted online, so it is VITAL that you check your eCollege course several times during the week. Contact me and/or technical support if you are not able to log onto eCollege the first week of classes. Students are required to complete designated assignments online. Unless otherwise indicated, assignments should be submitted in the DropBox in eCollege.

Please make sure that your email address is kept current in both eCollege and myLeo. When I need to contact you, I will use your myLeo email address (the email address provided on myLeo). If you do not know how to access you myLeo account, are having issues with your myLeo account, please get them resolved as soon as possible.

Attendance and Online Discussions: Participating in the Online Discussions is considered your attendance. See *University Procedure 13.99.99.R0.01* for questions regarding the attendance policy. As designated on the schedule, students will be required to post discussions to topics posed online. Questions are to be answered fully and discussions are to be professional, courteous, intelligent, and well-thought-out. Part of the online discussion grade is posting original responses and a minimum of two (2) replies to your classmates, as requested in the discussion instructions. Points will be deducted if response requirements are not met. Additionally, late discussions will NOT be accepted. Any questions about the online discussions should be directed to the instructor.

Keep in mind that <u>failure to post at all will result in student not receiving any participation points</u>. In order to achieve the highest possible score for discussion participation, students should post at least the minimum replies to show active engagement in the discussion. Once the discussions have been closed, they will not be re-opened. Grades awarded for each discussion reflect an average of the three components (i.e., participation, timeliness, and content/subject knowledge/critical thinking). It is critical that students read ALL the postings for each topic. This will ensure that you not only respond to the topic questions but to your colleagues' comments as well. Also, it will help in ensuring against anyone plagiarizing your work.

<u>IMPORTANT POSTING RULES:</u>

1) Postings may be a few sentences or a couple of paragraphs in length. The key to a quality post is that it provides clear analysis and insight into the topic or questions. Your postings will be carefully read.
2) Note that long-winded postings are not necessary. The idea is for quality rather than quantity.
3) Plagiarism among students (copying others' postings) will **NOT** be tolerated. Please note that TAMU-C has explicit rules regarding plagiarism and will be subject to penalties. Students are advised to carefully read everyone's postings to ensure that no one has plagiarized your answer.
4) Students with very FEW or NO SUBSTANTIVE postings will not receive the highest credit.
5) Proof your postings and eliminate any offensive references, poor sentence syntax, misspelled words, etc. Keep errors to a minimum.

Exams: Exams are scheduled on the course schedule and are available under each corresponding week. For both tests, you must take it when you log in, and you will only have a limited amount of time to complete each one.

Students with Disabilities: The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

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Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library, Room 132
Phone (903) 886-5150 or (903) 886-5835, Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

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Academic Honesty: Plagiarism and other forms of academic dishonesty will not be tolerated. Instructors "are expected to uphold and support student integrity and honesty by maintaining conditions that encourage and enforce academic honesty. Conduct that violates generally accepted standards of academic honesty is defined as academic dishonesty. "Academic dishonesty" includes, but is not limited to, plagiarism (the appropriation or stealing of the ideas or words of another and passing them off as one's own), cheating on quizzes and exams or other course assignments, collusion (the unauthorized collaboration with others in preparing course assignments), and abuse (destruction, defacing, or removal) of resource material." See 13.99.99.R0.10 Academic Honesty at
http://www.tamuc.edu/administration/Rules%26Procedures/rules_procedures.asp?RID=97

Some seem to believe that anything found on the Internet is free to use as they please. The "cut and paste" option also makes it easy to plagiarize. The following web site provides valuable insight relating to what constitutes plagiarism and how it may be avoided: http://www.indiana.edu/~wts/wts/plagiarism.html/. To avoid plagiarism and individual must give credit wherever he or she uses:
- another individual's idea, opinion, or theory
- facts, statistics, graphs, and drawings that are not common knowledge
- quotations of another individual's spoken or written words
- paraphrase another individual's spoken or written words

Any deviation from the guidelines concerning quotes and citations constitutes plagiarism, as it suggests that you are trying to submit someone else's work and creativity as your own. In accordance with the Texas A&M University-Commerce Code of Student Conduct Section 5.b [1, 2, 3], the penalties for students guilty of academic dishonesty

include disciplinary probation, suspension, and expulsion. If you have any questions, please let me know. Anyone caught plagiarizing will receive an "F" for the course and could be referred to the Dean of the College of Business and Technology and/or the Dean of Students.

First time eCollege users: eCollege is generally very user friendly; however, should you have any questions or concerns about it, you may want to complete an eCollege orientation. You can access the online eCollege Orientation by clicking on the following link: http://online.tamuc.org/ The home page will give you directions on how to proceed from there. Your login is your Campus-wide ID # and your password is the same as you use for Webtrax, which is now your MyLeo password.

Technical Support: If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the eCollege Help Desk, available 24 hours a day, seven days a week. The Help Desk can be reached by sending an email to helpdesk@online.tamuc.org or by calling 1-866-656-5511. Additionally, you can click on the "Help" button located at the top of each page for more information.

Grading:

Discussions	5%	Report/Questionnaire	15%
3 Letters	10%	Employment Communication	15%
3 Memos	10%	Questionable Communication	15%
Midterm Exam	15%	Final Exam	15%
	TOTAL	**100%**	

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

Assignments: Assignments are due according to the schedule, unless otherwise altered by the instructor. Late assignments will be ONLY be accepted if they are excused absences. Please try to have everything in the dropbox by the due date. Grammar, sentence structure, and the general flow of the document will be assessed.

Assignments are as follows:
- Letters and Memos
  - 3 Memos (horizontal, upward, and downward communication)
  - 3 Letters (persuasive, negative, and positive)
- Employment Communication
  - Cover Letter, Resume, Resignation Letter
- Report/Questionnaire
  - Informal Business Report, Questionnaire
- Questionable Communication
  - Online Video Presentation of Questionable Communication PowerPoint

The bulleted documents (above) will be uploaded together as one file. You will have a total of 5 Dropboxes for the required assignments. If you do not understand these instructions, please let me know right away. See instructions:

You will have each of your 3 Memos on separate pages, but you will save all 3 of them into ONE document with the file named with your last name and the word "memo" (e.g., "IngramMEMO") before uploading.

You will have each of your 3 Letters on separate pages, but you will save all 3 of them into ONE document with the file named with your last name and the word "letter" (e.g., IngramLETTER) before uploading.

You will have each of your Employment Communication items on separate pages, but you will save all 3 of them into ONE document with the file named with your last name and the word "EC" (e.g., IngramEC) before uploading.

You will have your Report/Questionnaire documents on separate pages, but you will save both of them into ONE document with the file named with your last name and the word "RQ" (e.g., IngramRQ).

You will have one Dropbox for you Questionable Communication. You may choose to upload your PowerPoint document separate from your Video file, or you may choose to place a link to your video within your PowerPoint and upload as one file.

Assignment Grading Rubrics

Report Grading Rubric

Sufficient Number of Pages	15 points	_____
Use at least 1 graphic	10 points	_____
Organization and Flow (i.e. readability)	20 points	_____
Grammar/Spelling	15 points	_____
Look (spacing, graphic highlighting, etc.)	20 points	_____
APA Style	15 points	_____
Reference Section	5 points	_____
	100 points TOTAL	_____

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Questionnaire Grading Rubric

At least 10 questions	10 points	_____
Introductory paragraph	10 points	_____
At least 2 questions of each type	20 points	_____
Does the questionnaire meet the research objective	20 points	_____
Question "flow" (are the questions flowing, making it easy to read)	20 points	_____
Grammar/Spelling	10 points	_____
Look	5 points	_____
Are questions spaced out, easy to read		
APA Style	5 points	_____
	100 points TOTAL	_____

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Letter/Memo Rubric

Proper Heading and Proper Salutation (if applicable)	20 points	_____
Length Requirements	20 points	_____
Direction	20 points	_____
Is this written to the appropriate target in the appropriate way (i.e. written UP to a supervisor, or DOWN to a subordinate)		
Use of Graphic Highlighting	15 points	_____
Audience Evaluation	10 points	_____
Is the communication Direct or Indirect, as needed?		
Has the audience been written TO?		
Grammar/Spelling	10 points	_____
APA Style	5 points	_____
	100 points TOTAL	_____

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Resume

Proper Title	20 points	_____
Objectives Statement	10 points	_____
Length Requirements	20 points	_____
Proper organization	20 points	_____
(i.e. chronological, subject, etc.)		
Use of Graphic Highlighting	10 points	_____

| Grammar/Spelling | 20 points | _____ |
| | 100 points TOTAL | _____ |

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Discussion Grading Rubric

Did you follow the topic/answer the questions?	70 points	_____
Posts are respectful and professional	20 points	_____
Grammar/Spelling and References (if applicable)	10 points	_____
	100 points TOTAL	_____

Number of responses	% for original post
Original only	34%
Original + 1	33%
Original +2	33%

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MGT 303 - Tentative Schedule – Spring 2016

Week:	Chapter:	Assignment:
Week 1: Jan 19 - 24	Chapter 1: Achieving Success through Effective Business Communication	• **Introductions** • **Online Discussion Posts** (Sun, Jan 24, 11:59pm)
Week 2: Jan 25 – 31	Chapter 2: Mastering Team Skills and Interpersonal Communication	• **Online Discussion Posts** (Sun, Jan 31, 11:59pm)
Week 3: Feb 1 – 7	Chapter 3: Communicating in a World of Diversity	• **3 Memos Due** (Sun, Feb 7, 11:59pm)
Week 4: Feb 8 – 14	Chapter 4: Planning Business Messages Chapter 5: Writing Business Messages	• **Online Discussion Posts** (Sun, Feb 14, 11:59pm)
Week 5: Feb 15 – 21	Chapter 6: Completing Business Messages Chapter 7: Crafting Messages for Electronic and Social Media	• **Online Discussion Posts** (Sun, Feb 21, 11:59pm)
Week 6: Feb 22 – 28	Chapter 8: Writing Routine and Positive Messages	• **Study for Midterm Exam**
Week 7: Feb 29 – Mar 6		• **ONLINE MIDTERM** (Opens Sun, Feb 28, 12:00am Closes Wed, Mar 2)
Week 8: Mar 7 - 13	Chapter 9: Writing Negative Messages Chapter 10: Writing Persuasive Messages	• **3 Letters Due** • **Online Discussion Post** (Sun, Mar 13, 11:59pm)
Week 9: Mar 14 – 20	**~ SPRING BREAK ~**	
Week 10: Mar 21 - 27	Chapter 11: Planning Reports and Proposals Chapter 12: Writing Reports and Proposals	
Week 11: Mar 28 – Apr 3	Chapter 13: Completing Reports and Proposals	• **Report/Questionnaire Due** (Sun, Apr 3, 11:59pm)
Week 12: Apr 4 - 10	Chapter 14: Developing and Delivering Oral and Online Presentations	
Week 13: Apr 11 – 17		• **Questionable Communication Due** (Sun, Mar 27, 11:59pm)
Week 14:	Chapter 15: Building Careers and Writing	• **Online Discussion Post**

Apr 18 - 24	Résumés	(Sun, Apr 24, 11:59pm)
Week 15: Apr 25 – May 1	Chapter 16: Applying and Interviewing for Employment	• **Employment Communication Due** (Sun, May 1, 11:59pm)
Week 16: May 2 – 8		• **Study for Final Exam** • **Online Discussion Post** (Sun, May 8, 11:59pm)
Week 17: May 9 – 13		• **ONLINE MIDTERM** (Opens Sun, May 8, 12:00am Closes Wed, May 11, 11:59pm)

"All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment." (See Student's Guide Handbook, Policies and Procedures, Conduct)