Welcome to GBU310 spring 2020 edition. This syllabus is in the Arial 14 point font with 1.0 spacing to improve readability for students that have visual disabilities. The font size accounts for the length of the syllabus. The PDF syllabus is searchable, and you can click on a table of contents item to be taken to that topic.

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## Syllabus Revision History

<table>
<thead>
<tr>
<th>NUM</th>
<th>DATE</th>
<th>WHAT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>January 7th, 2020</td>
<td>Created</td>
<td>Created based on MGT272, BCM247, and Dr. Hall’s GBU310 fall 2019</td>
</tr>
<tr>
<td>002</td>
<td>January 7th, 2020</td>
<td>Modified</td>
<td>Changed location, class time, and calendar.</td>
</tr>
<tr>
<td>003</td>
<td>January 7th, 2020</td>
<td>Provost</td>
<td>Added Provost items</td>
</tr>
<tr>
<td>004</td>
<td>January 9th, 2019</td>
<td>Lindsey</td>
<td>Learning Outcomes updated</td>
</tr>
<tr>
<td>005</td>
<td>January 14th, 2020</td>
<td>Created</td>
<td>Changed items for the online course and added WSJ and NYT access</td>
</tr>
<tr>
<td>005</td>
<td>January 15th, 2020</td>
<td>Published</td>
<td>Published to Brightspace</td>
</tr>
<tr>
<td>006</td>
<td>January 15th, 2020</td>
<td>Calendar</td>
<td>Corrected the heading in the course calendar and republished.</td>
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Contact & Course Information

Class: GBU310 Section 501
Course Title: Business Communication
Location: Online
Time: Online
Instructor: Mr. Michael Shane Allen
    Professor Allen, Shane Allen, Mr. Allen, Dr. Allen
Email: The email within Brightspace will be used. allenmicha@d2l.sfasu.edu

The class will practice effective business communications. All emails, phone calls, chats, Zoom sessions, etc. will be business professional in writing, format, and demeanor. Spelling and grammar are essential. Your email will be rejected if it is not business professional. When participating in Zoom sessions you need to be cognizant of your webcam background, your dress, and the environment.

University Business Only: allenmicha@sfasu.edu

Department: Business Communication and Legal Studies
Office: 229A McGee Business Building
Phone: 936-468-1727 (Only Answered/Checked During Office Hours)
Brightspace email is the primary method of contact.

Office Hours

<table>
<thead>
<tr>
<th>DAY</th>
<th>TIME</th>
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<tbody>
<tr>
<td>MONDAY</td>
<td>09:00 am – 11:00 am</td>
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<tr>
<td></td>
<td>01:00 pm – 02:00 pm</td>
</tr>
<tr>
<td>TUESDAY</td>
<td>02:00 pm – 04:00 pm</td>
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<tr>
<td>WEDNESDAY</td>
<td>09:00 am – 11:00 am</td>
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<td>04:00 pm – 05:00 pm</td>
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<tr>
<td>THURSDAY</td>
<td>02:00 pm – 04:00 pm</td>
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<tr>
<td>FRIDAY</td>
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Other Hours by Appointment
Class Hours

<table>
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<tr>
<th>CLASS</th>
<th>ROOM</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCM247.005</td>
<td>McGee 167</td>
<td>MON-WED</td>
<td>02:30 pm – 03:45 pm</td>
</tr>
<tr>
<td>BCM247.006</td>
<td>McGee 237</td>
<td>TUE-THUR</td>
<td>08:00 am – 09:15 am</td>
</tr>
<tr>
<td>MGT272.004</td>
<td>McGee 124</td>
<td>TUE-THUR</td>
<td>11:00 am – 12:15 pm</td>
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<tr>
<td>BCM247.501</td>
<td>ONLINE</td>
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<td>GBU310.501</td>
<td>ONLINE</td>
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Disclaimer
The syllabus and course information are subject to change.

Mission Statement of the Professor
By the end of the semester, the student will know the essentials of business communication best practices and an understanding of emerging trends.

This course will benefit the student during their academic years by providing a foundation for the student to utilize modern business communications and Microsoft applications.

Upon graduation, a future employer will recognize the student’s ability to communicate appropriately and professionally within the business environment, utilize leading software programs, demonstrate an understanding of how different communication channels differ, and a comprehension of future trends.

I will do my very best to guide the student through business communications and will be at all times honest, fair, beyond reproach, and due diligent.

Professors Personal Mission Crest
Course Description
Comprehensive study of word-processing equipment, systems and procedures. Emphasis on word-processing applications, work measurement and comparative product evaluation.
http://catalog.sfasu.edu/preview_course_nopop.php?catoid=9&coid=16375

Prerequisites
Junior Standing

Additional Hours Per Week Required
Students should anticipate spending twelve hours per week for this three-hour course. During this extra time you will be:
(01). Reading articles.
(02). Completing online quizzes, projects, and exams.
(03). Working on assignments
(04). Working in a group environment.
(05). Participating in online discussions.
Twelve hours is only a guide, and the actual hours required will differ between students and the course load of a particular week.

Required Textbook and Materials
Cengage
Cengage Unlimited is required. Cengage Unlimited provides access to any textbooks that will be utilized as well as SAM, Skills Assessment Manager. A specific textbook from Cengage will not be utilized. Individual portions and chapters will be required reading from the available textbooks.

This is a link to the publisher’s site:
https://www.cengage.com/unlimited/subscribe

NYT and WSJ
The University provides access to The New York Times and the Wall Street Journal at no cost. Please see Addendum 04 or Brightspace - Content – Student Documents
Required Software
(01). MS Office 365 or MS Office 2016-2019
(02). Word, Excel, PowerPoint, Outlook
(03). The university provides all students access to MS Office 365, which includes MS Word, Excel, etc. NOTE: These are not full desktop versions of the software. 1TB of online storage is provided on OneDrive.
(04). The university provides all students the ability to download full versions of MS Office to the desktop. From MYSFA:

(05). Apple IOS products for Microsoft Office programs are not the same as Windows-based programs. There are differences between the versions. You are encouraged to use Microsoft Windows-based computers. See also: http://www.sfasu.edu/mysfa/o365/student/productivity-apps/

SAM Registration
SAM has been set up so that it interfaces with and is accessed from within Brightspace. Do not register for SAM at this time.
Additional Course Requirements

**Brightspace**

(01). Brightspace and D2L are interchangeable wordings for the same software package.

(02). Brightspace is used in this course. You must know how to use Brightspace. The library provides information and support on the 2nd floor.

SEE:  [https://www.sfactl.com/](https://www.sfactl.com/)

A. Grades, attendance, some quizzes, Dropbox, news items, chats, and email will be used within Brightspace.

B. Saving all documents for grading to the correct Dropbox

C. Posting of grades

D. Assignments

E. Course Calendar

F. Syllabus

G. Emails (All email communications must be through Brightspace)

H. Chats through Brightspace

I. A webcam is necessary for your group assignments and discussions.

J. A good internet connection. Do not rely on hotspots or public WIFI.

**SAM**

(01). SAM will be used for the following:

A. Trainings, Projects, and Exams will be within SAM.

**Online Learning Environment**

GBU310.501 is an online course. There will be no face-to-face meetings. Online courses differ from traditional face-to-face classes in essential ways.

(01). No face-to-face interaction.

(02). Online learning provides flexibility in scheduling.

(03). Self-motivation is required.

(04). Reasons that students do poorly in this online GBU310 course:

a. Not reading the syllabus

b. Not being familiar with Brightspace

c. Not paying attention to deadlines

d. Getting behind

e. Procrastination

f. Not reading and understanding the assignment
g. Not viewing the videos
h. Not reading the textbook passages or articles.
i. Not budgeting time and allowing enough time for completing the task
j. Not reading the Brightspace news items that are frequently posted.
k. The lack of communication with the professor as I can not read your mind and my crystal ball has a crack in it. If you have problems, issues, questions, or concerns, it is your responsibility to reach out to me.

**Expectations**
The ability to read, understand, comprehend, and follow written and verbal instructions or directions is essential.

(01). Basic MS Word skills. This course will build upon your existing skillset.
(02). Attend a Zoom virtual meeting with your group.
(03). Read the news in Brightspace twice daily. Brightspace news is the primary vehicle of communication with the class.
(04). Check your Brightspace email often for private messages.
(05). All course work will be completed within Brightspace and SAM.

**Groups**
(01). Groups have been established randomly within Brightspace.
(02). Reach out to your group members

**Presentation(s)**
(01). Individual and group presentations will be made.

**Written Communications**
(01). Documents must be saved to the correct Brightspace Dropbox folder corresponding to the lab assignment.
(02). Microsoft Word format only. **All other formats will result in a zero.**
(03). Spelling and grammar will be graded using Grammarly.
   [www.grammarly.com](http://www.grammarly.com)
(04). You may find it advantageous to purchase a copy of Grammarly or find a similar product. Microsoft Word only provides basic grammar functions.
(05). Spelling and grammar are paramount in business communications.
(06). HINT: There is nothing wrong with simple business sentences. Brevity and avoiding being verbose are encouraged. Business communications are direct and to the point; clear and concise.

(07). Open or closed/ending punctuation is acceptable as long as it is consistent.

(08). All assignments have a due date and time. The Dropbox will seal at the appointed time and will not be reopened.

(09). All documents must be saved to the correct Dropbox folder corresponding to the LAB##. All documents will be saved as follows:
If the person is named Wyatt Earp, Wyatt being the first name and Earp being the last name, then the file would be saved as follows.
A. LAB##-First Name Last Name.docx
B. Example: LAB96-Wyatt Earp.docx

MS Word Documents Formatting
(01). Arial 14 point font
(02). 1” margins
(03). 1.0 spacing
(04). Blank space between paragraphs
(05). Dates in the format of MMMM DD, YYYY or MMMM DD\textsuperscript{th} YYYY.
(06). Example: January 14, 2019, or January 14\textsuperscript{th}, 2019
(07). Numbers from zero to one-hundred will be spelled out.
   (01). There are thirty-four students in this class.
   (02). There are 101 students in the fall semester class.
   (03). If a number begins a sentence, it is spelled out.
      i. Seventeen seventy-six was the year America became a nation.

Grading
(01). This class is points-based.
(02). The race is on to 1,000 points.
(03). Each exam, quiz, lab, etc. has an assigned value of points.
(04). Do not leave points on the table. Every point counts.
Grading Scale

<table>
<thead>
<tr>
<th>POINTS</th>
<th>LETTER GRADE</th>
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<tbody>
<tr>
<td>900-1,000+</td>
<td>A</td>
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<tr>
<td>800-899</td>
<td>B</td>
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<td>700-799</td>
<td>C</td>
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<td>600-699</td>
<td>D</td>
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<tr>
<td>000-599</td>
<td>F</td>
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</tbody>
</table>

(05). All grades and points can be viewed at any time within Brightspace.
(06). You are required to check your grade and points often and notify me of any discrepancies.
(07). I do not curve the final semester grade. There are ample opportunities for earning bonus points during the semester.

Point Analysis
The following is an explanation of how your semester grade will be computed and the point total for each assignment. Brightspace will include all of your grades.

<table>
<thead>
<tr>
<th>Category</th>
<th>Estimated Points</th>
<th>Percent of Total</th>
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</thead>
<tbody>
<tr>
<td>SAM Training, Projects, and Exams</td>
<td>420</td>
<td>42%</td>
</tr>
<tr>
<td>Brightspace Exams</td>
<td>225</td>
<td>23%</td>
</tr>
<tr>
<td>Discussions</td>
<td>65</td>
<td>7%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Quizzes and Other Assignments</td>
<td>190</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>1,000</strong></td>
<td><strong>100%</strong></td>
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Late Policy
A university *non-scheduled* outage exceeding twelve hours is a bona fide reason for missing a deadline.

All assignments have an extended time window for completion. Late assignments are not accepted without exigent circumstances.
Research-Based Assignments
(01). Students are expected to know how to conduct primary and secondary research and communicate this in some form.

Examinations
(01). Exams through Brightspace and SAM with an extended window of time.
(02). The final is comprehensive and is required.
(03). No extensions nor make-ups.
(04). There are no second chances to “repeat” the exam.
(05). One attempt allowed.
(06). Timed limit depending on the exam.
(07). The SAM comprehensive final will be proctored through ProctorU. Local students will have the option of having the exam proctored through the College of Business proctoring center.

SAM Trainings
(01). There are multiple trainings from within SAM for Word, Excel, PowerPoint, and Outlook.

Quizzes
(01). Each quiz has a due date.
(02). No extensions or makeups.
(03). There is a time limit.

Group Projects
(01). At least one group-based assignment.
(02). The group can fire group members for lack of participation, work ethic, missed meetings, and assignments. The group must advise me if they wish to fire a group member.
(03). Fired group members receive a zero on the assignment.
(04). Failure to participate without a University-approved excuse will result in failure of the course.
Bonus Points
There will be opportunities during the semester to earn bonus points for such items as posting a profile picture, providing an elevator pitch, etc.

Makeup Policy (University Excused)
Makeup exams will only be allowed if arranged before the date of the test. The student must provide documentation for the excused absence. It is the responsibility of any student-athletes, performers, etc. to give me a list of university excused absences. Notes from any health clinic or provider will not be accepted as excused absences unless the letter specifically states that the student is unable to attend class. Please see the SFASU policies and procedures for information regarding excused absences.
http://www.sfasu.edu/policies/class-attendance-6.7.pdf
Course Calendar

January 2020

January 2020

- **29**: Sunday
- **30**: Monday
- **31**: Tuesday
- **1**: Wednesday
- **2**: Thursday
- **3**: Friday
- **4**: Saturday

- **5**: Sunday
- **6**: Monday
- **7**: Tuesday
- **8**: Wednesday
- **9**: Thursday
- **10**: Friday
- **11**: Saturday

- **12**: Sunday
- **13**: Monday
- **14**: Tuesday
- **15**: Wednesday
  - (01). Review syllabus.
  - (02). Watch introduction video.
  - (03). Review SAM registration information.
  - (04). Register SAM software.
  - (05). GBU01-Syllabus Quiz in Brightspace.
- **16**: Thursday
- **17**: Friday
- **18**: Saturday

- **19**: Sunday
  - QBU01 Due 11pm
- **20**: Monday
  - MLK Holiday
- **21**: Tuesday
  - WK01
- **22**: Wednesday
- **23**: Thursday
- **24**: Friday
- **25**: Saturday

- **26**: Sunday
  - SAM01
  - SAM02
  - Voicemail Due 11pm
- **27**: Monday
  - WK03
- **28**: Tuesday
- **29**: Wednesday
- **30**: Thursday
- **31**: Friday
  - 12th Class Day

- **1**: Saturday
February 2020

<table>
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<tr>
<th>Sunday</th>
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<td>SAM05</td>
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<tr>
<td>SAM07</td>
<td>SAM08</td>
<td>EXAM01</td>
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<td>WK08</td>
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(01) Read Chapter 5 "Connecting People" in Web 2.0 book (02). Brightspace Lessons on Social Media (03). Sam Word 05 (04). Sam Word 06 (05). Practice Presentation

(01) Brightspace Lesson Live Streaming (02). Sam Word 07 (03). Sam Word 08 (04). Brightspace Exam01

(01) Read Chapter 6 "Linking Data" in Web 2.0 (02). Brightspace Lesson: Cloud Storage (03). Sam Word Project (04). Research Presentation

(01) Brightspace Lesson: Email Management (02). Sam Outlook (03). Presentation Peer Review (04) Discussion
March 2020

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
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<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
</table>
|        | Email Mgmt SAM Outlook Peer Review Due 11pm
         | (01). Brightspace Lesson Teleworking and Work Platforms (02). SAM EXCEL01 (03). SAM EXCEL02 (04). Zoom pre-meeting survey. NOTE: The due date is the Sunday at the end of Spring Break. You should complete this by Friday March 6th 2020 so you do not have to remember it after Spring Break. |        | MID-SEMESTER |        |        |        |
| 1      | 2      | 3       | 4         | 5        | 6      | 7        |
|        | 8      | 9       | 10        | 11       | 12     | 13       |
|        | SPREEK | SPREEK  | SPREEK    | SPREEK   | SPREEK | SPREEK   |
|        |        | 15      | 16        | 17       | 18     | 19       |
|        |        |         | Teleworking EXCEL01 EXCEL02 DUE 11pm
         | (01). Brightspace Lesson Virtual Meetings & Teleconferencing (02). SAM EXCEL03 (03). SAM EXCEL04 (04). Brightspace EXAM02 (05). Sign up for a Zoom meeting time with your group, determine a meeting leader, decide who will create the Zoom link, and designate a scribe. |        |        |        |        |        |
|        |        | 20     | 21        | 22       | 23     | 24       |
|        |        |        |           | Sam EXCEL03/04 Brightspace EXAM02 Zoom Info Due 11pm
         | (01). Brightspace Communicating Information Visually (02). SAM EXCEL05 (03). SAM EXCEL06 (04). Zoom Meeting Guide |        |        |        |        |        |
|        |        |        | 25       | 26       | 27     | 28       |
|        |        |        | LAST DROP | 29       |        |          |
|        |        |        | Sam EXCELS Sam EXCELS Zoom Meeting Guide Due 11pm
         | (01). Brightspace Artificial Intelligence (02). SAM EXCEL Project (03). Zoom Post Meeting Survey (04) Discussion |        |        |        |        |
| 5      | 6      | 7      | 8         | 9        | 10     | 11       |
April 2020

- **Brightspace AI**
- **SAM EXCEL PJT**
- **Zoom Survey**
  Due 11pm

1. **6**  
   **WK12**  
   (01). Brightspace Lesson: IOT (02). SAM PowerPoint01 (03). SAM PowerPoint02

2. **12**  
   **EASTER BREAK**

3. **19**  
   **Brightspace**
   **SAM PPT03**
   **SAM PPT04**
   **Due 11pm**

4. **26**  
   **Brightspace**
   **SAM PPT PRJ**
   **Take Away PRJ**
   **Due 11pm**

5. **27**  
   **WK15**
   (01). Brightspace lessons (02). Prepare for final Exam. (03). SAM Final Exam (must be Proctored)
May 2020

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**Addendums**

**Addendum 01: Written Submission Checklist**

____ 01. Read, understood, and followed assignment directions?

____ 02. Microsoft Word Document?

____ 03. Arial 14pt font

____ 04. 1.0 spacing

____ 05. Blank space between paragraphs.

____ 06. 1" margins with 1" header and footer?

____ 07. Date as MMMMM DD, YYYY or MMMM DD\textsuperscript{th} YYYY?

____ 08. Numbers spelled out accordingly zero to one-hundred?

____ 09. No contractions such as don’t – use do not instead.

____ 010. Spell check?

____ 011. Grammar check?

____ 012. Consistency between open or closed/ending punctuation.

____ 013. Header and footer, if required?

____ 014. Proper salutations and closing?

____ 015. Word count if there is a requirement?

____ 016. Does the word count exclude the header, footer, and references?

____ 017. Brevity, business direct, non-creative writing?

____ 018. Is the file saved to the correct Brightspace Dropbox?

____ 019. Proper file naming convention? LAB##-First Last.docx

____ 020. If past deadline, saved to the Brightspace Dropbox Penalty Box and emailed professor?
Addendum 02: Microsoft Word Proofing Options
From FILE → OPTIONS → PROOFING
By default, Microsoft Word does not check spelling for words in upper case or words that contain numbers. You should change the options for proofing as follows.

Uncheck these options
Be sure to click OK
Addendum 03: Microsoft Word File Autosave
From FILE → OPTIONS → SAVE
Depending on your version of Microsoft Word, it may only autosave after five or ten minutes. You should change the autosave to one minute so that you never lose more than a minute's worth of work.
Addendum 04: Accessing the NYT and WSJ


R.W. Steen Library
Stephen F. Austin State University

New York Times
1. Go to http://libguides.sfasu.edu/nyt
2. Click on “Create Account”; Use your SFA e-mail address. That is how the NYT knows that you are part of the SFA subscription.
3. Go to this page: https://www.nytimes.com/newsletters and login into (top right hand corner) with your account information.
4. Then you can subscribe to the various e-mail newsletters.
5. The main website if you just want to browse is: http://www.nytimes.com

Chronicle of Higher Education
1. Go to: http://libguides.sfasu.edu/che
2. If you are off-campus, it will ask for your SFA Login.
3. Once you get to the main page of the Chronicle, go all the way to the bottom, and click on “Newsletters.”
4. Then choose the type of e-mail subscription that you want.
5. Use the form to subscribe to the e-mail.
6. You are going to verify the e-mail, and then create an account with the Chronicle to manage the newsletters.
7. Go to: http://libguides.sfasu.edu/che if you just want to browse the issue, etc.

Wall Street Journal
1. Go to http://wsj.com/SFASU
2. Create your account and use your SFA e-mail address. That is how the Wall Street Journal knows that you are part of the SFA subscription.
3. Then you will verify your subscription through an e-mail that was sent to your SFA account.
4. Once you have the account created and verified, then you can go to: http://wsj.com
5. To get the e-mail messages, go all the way to the bottom of the page (http://wsj.com) and click on E-mails and Alerts (under Tools & Features).
6. Then you can subscribe to various types of e-mail subscriptions.

Need Help?
Jonathan Helmke
936-468-1537
helmkej@sfasu.edu
Addendum 05: Notes

01.

02.

03.

04.

05.
SFASU Policies and Procedures
The following items must be included in the syllabus per the direction of the Provost of SFASU.

Academic Integrity (A-9.1)
Academic integrity is a responsibility of all university faculty and students. Faculty members promote academic integrity in multiple ways including instruction on the components of academic honesty, as well as abiding by university policy on penalties for cheating and plagiarism.

Definition of Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism. Cheating includes but is not limited to (1) using or attempting to use unauthorized materials to aid in achieving a better grade on a component of a class; (2) the falsification or invention of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were your own. Examples of plagiarism are (1) submitting an assignment as if it were one's own work when, in fact, it is at least partly the work of another; (2) submitting a work that has been purchased or otherwise obtained from an Internet source or another source; and (3) incorporating the words or ideas of an author into one's paper without giving the author due credit. Please read the complete policy at http://www.sfasu.edu/policies/4.1-student-academic-dishonesty.pdf

Withheld Grades Semester Grades Policy (5.5)
Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average. For additional information, go to http://www.sfasu.edu/policies/course-grades-5.5.pdf
Students with Disabilities
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices

Required Information by SFASU and the State of Texas
Program Learning Outcomes
Program learning outcomes define the knowledge, skills, and abilities students are expected to demonstrate upon completion of an academic program. These learning outcomes are regularly assessed to determine student learning and to evaluate overall program effectiveness. You may access the program learning outcomes for your major and particular courses in the Curriculum Management Handbook at http://www.sfasu.edu/academics/colleges/business/welcome/faculty-resources

Student Learning Outcomes
With today's technology, business communication occurs in a variety of ways. In this course, you will be learning about various technologies used for effective business communication as well as developing proficiency in creating appropriate electronic business messages. Upon successful completion of this course, the student should be able to:

• Understand and utilize features of traditional office productivity software for creating business documents.
• Proofread and use correct word choice, spelling, and grammar in composing and designing documents.
• Describe social networks and how this communication tool can be an effective part of an online business communication strategy.
• Demonstrate proficiency in using scheduling and communication management systems such as Microsoft Outlook.
• Examine and utilize application software for communicating through business presentations based on good practice and design.
• Identify types of open source software for business communication use.
• Explore mobile communication and other communication tools to discover their business communication potential.

*** END OF SYLLABUS – LAST PAGE ***