

# SPCH1321-BUSINESS & PROFESSIONAL COMMUNICATION FALL 2022

## **Faculty Information**

**Instructor:** Hilary Nixon

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

**Location:** CM 139

### **Office Hours:**

Monday Plainview Campus: 11am-1:00pm

Tuesday Levelland Campus: 1pm-3:00pm

Wednesday: By appointment only

Thursday Levelland Campus: 8:30am-9:30am

Friday Levelland Campus: 9am-12pm

### **Communication Plan:**

- You can expect an email reply within 24 hours on weekdays, and within 48 hours (about 2 days) on weekends.
- Please use the SPC (South Plains College) email found at the top of the syllabus for sending e-mail messages to me.
- I DO NOT use blackboard messages. If you email within blackboard, you will not receive a response. Please email me from your SPC email address.
- I will be posting course related announcements on 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 several 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
- Teamwork - 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 various 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 several 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. (2019). From Entry Level to Executive: All Communication Counts. Fountainhead Press.

This textbook is all inclusive and you will find the link in the blackboard where you can access the textbook there.

## **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.

### **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 on 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 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 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 can 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 850 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 decide on 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**

|                           |            |
|---------------------------|------------|
| Cover Letter/Resume       | 100 points |
| Informative Speech        | 100 points |
| Persuasive Speech         | 100 points |
| Career Research Interview | 100 points |
| Group Project             | 100 points |
| Quizzes                   | 200 points |
| Activities                | 200 points |
| Impromptu Speech          | 50 points  |
| Final Exam (Post-Test)    | 50 points  |

### **Course Work**

1. Quizzes-There will be 10-12 quizzes during the semester. Each quiz covers the information preceding the quiz. You will find all chapter quizzes within each module in Blackboard. You **MUST** take the quiz by the deadline.
2. Speeches-Completion of the three presentations (speeches) is a requirement for passing this class. On your scheduled speech dates, you will be presenting several 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. Activities -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. Other Assignments: You will also complete a resume & cover letter along with a career research assignment.

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

- You will be expected to log into the Blackboard course **daily** to be aware of 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.

### **SPC TextBook Statement**

TextBook Program: This course is in the SPC TextBook program, so you do not need to purchase a textbook or access code for this course.

- What is TextBook? The required textbook/digital content for this course is available to you on Blackboard from the first day of class. The fee for the textbook/digital content is the lowest price available from the publisher and bookstore and is included in your tuition/fee payment.
- How do I access my TextBook? Your course material is in your Blackboard course from the first day of class. Access to your course material is provided either by Red Shelf or other links inside your Blackboard course. Red Shelf (and many publisher’s) eBook features include the ability to hear the text read aloud, highlight, take notes, create flash cards, see word definitions, build study guides, print select pages, and download up to 20% of the book for offline access.
- Help with TextBook issues and support: check with your professor and/or contact <https://solve.redshelf.com/hc/en-us/requests/new>
- Opting out of TextBook: Participating in TextBook is not mandatory, and you can choose to opt-out. However, by opting-out you will lose access to the course [textbook/digital content] and competitive pricing, and you will need to purchase the required course material on your own. If you drop the class or opt-out before the opt-out deadline, the TextBook charge will be automatically refunded to your SPC account. The opt-out deadline for Fall and Spring is the

twelfth-class day. The opt-out deadline for shorter terms varies between the second- and third-class day.

\*Please consult with your professor before deciding to opt-out.

If you still feel that you should purchase the course textbook/materials on your own, send an opt-out email to [tfewell4texasbookcompany@gmail.com](mailto:tfewell4texasbookcompany@gmail.com). Include your first name, last name, student ID number, and the course you are opting out of. Once you have been opted-out, you will receive a confirmation email. If you need assistance with the process, contact the SPC Bookstore:

Email: [tfewell@texasbook.com](mailto:tfewell@texasbook.com) / Phone: 806-716-2399

Email: [agamble@texasbook.com](mailto:agamble@texasbook.com) / Phone: 806-716-4610

### **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. I will try to respond to calls and e-mails within 24 hours during the week and 48 hours (about 2 days) over 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)

### **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.

### **Disabilities 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 Office) 806-716-2577, Lubbock Centers (located at the Lubbock Downtown Center) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

### **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.

### **Nondiscrimination Policy**

South Plains College does not discriminate based on race, color, national origin, sex, disability or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Vice President for Student Affairs, South Plains College, 1401 College Avenue, Box 5, Levelland, TX 79336. Phone number 806-716-2360.

### **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.

### **Title IX Pregnancy Accommodations Statement**

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To activate accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Health and Wellness Center. Once approved, notification will be sent to the student and instructors. It is the student's

responsibility to work with the instructor to arrange accommodations. Contact the Health and Wellness Center at 806-716-2529 or email [dburleson@southplainscollege.edu](mailto:dburleson@southplainscollege.edu) for assistance.

### **Covid-19 Policy Statement**

The following statement should be included in all course syllabi for face-to-face and hybrid instruction options:

If you are experiencing any of the following symptoms, please do not attend class and either seek medical attention or test for COVID-19.

- Cough, shortness of breath, difficulty breathing
- Fever or chills
- Muscles or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness, at [dedens@southplainscollege.edu](mailto:dedens@southplainscollege.edu) or 806-716-2376. Proof of a positive test is required. A home test is sufficient but students must submit a photo of the positive result. The date of test must be written on the test result and an ID included in the photo. If tested elsewhere (clinic, pharmacy, etc.), please submit a copy of the doctor's note or email notification. Results may be emailed to DeEtte Edens, BSN, RN at [dedens@southplainscollege.edu](mailto:dedens@southplainscollege.edu).

A student is clear to return to class without further assessment from DeEtte Edens, BSN, RN if they have completed the 5-day isolation period, symptoms have improved, and they are without fever for 24 hours without the use of fever-reducing medication.

Students must communicate with DeEtte Edens, BSN, RN prior to their return date if still symptomatic at the end of the 5-day isolation.