Speech 1321: Business and Professional Communication  
CRN 90989– Spring 2016  
Distant Education-Online  
48 hours per semester/ 8 weeks

Instructor: Carolyn M. Cross M.Ed, M.A.

Instructor Contact Information: Carolyn.Cross@hccs.edu, Office #: 713-718-2452  
**The best way to contact me is by sending me an email. You can expect a response to your email within 24hrs M-F, and intermittently on weekends.**

Office location and hours

Please feel free to contact me concerning any problems that you are experiencing in this course. You do not need to wait until you have received a poor grade before asking for my assistance. Your performance in my class is very important to me. I am available to hear your concerns and just to discuss course topics. Feel free to make an appointment anytime.

My office hours: Thursdays 9am-11am, Mon/Wed: 8am-9:30am

Type of Instruction: Online

Course Description

A performance-based course which applies the techniques of oral communication to situations most common to business and professional people. The course covers discussion methods, conference techniques, committee reports, instructions, lectures, and public speeches. The course teaches both theory and practice, acquiring skills and knowledge, the study of a text, and making presentations. Credit: Three (3) semester hours (3 hour lecture).

SPCH 1321 is designed to assist the business and professional student to acquire skills necessary to function in speaking situations relative to the business community so that s/he can displace practical knowledge and skill in his/her business functions. The course attempts to get the student to think about his/her communication abilities and inadequacies and then to assist him/her in restructuring his/her habits so s/he displays effective job performance while improving these communication skills.

Prerequisites

Must be placed into college-level reading (or take GUST 0342 as a co-requisite) and be placed into college-level writing (or take ENGL 0310/0349 as a co-requisite).

Open to all students: Required for speech majors
Instructional Materials
- “Communicating for Results” 10th Edition, Cheryl Hamilton (Author)
- Textbook IS required for the course!
  - A way to film TWO speeches (reasonable quality audio & video)
  - Reliable computer WITH internet access.
  - Use of a Video Camera. You will need to know how to use your camera, choose correct file formats, & how to compress file size. You will have to be willing to do some self-directed learning if this falls out of your range of knowledge.
  - Viewing/listening to many audio and video files. This is a media-heavy course.

Academic Discipline:
The student will be able to:
1. Identify and explain the components of the communication process, as well as clarify how they relate to diverse communication models.
2. Demonstrate business etiquette.
3. Initiate conversations, and participate in conversations.
4. Use appropriate listening skills for various situations.
5. Display self-confidence.
6. Use theories of communication as a foundation to understand human interactions.
7. Identify and illustrate ways to handle conflict.
8. Coordinate professional events, and do so in a professional manner.

Mission:
Mission of Business & Professional Communication intends to acquaint students with aspects of various sub-areas of the program Communication, such as interpersonal, nonverbal, organizational, public speaking, and group communication. Additionally, its aim is to enhance self-confidence, develop conversations, oratorical skills, interviewing, critical thinking skills, and leadership skills, as well as improve the way students think and interact with others. The ability to read, write and speak clearly and complete college-level work is important to students’ learning and succeeding in this course.

Program Learning Outcomes
1. Analyze issues, and identify possible resolutions for problems.
2. Read aloud, using the appropriate vocal cues, verbal and nonverbal skills.
3. Organize and deliver speeches.
4. Coordinate various types of activities, such as symposia, discussions, and meetings.
5. Speak in a conversational tone and other appropriate tones, as applicable to the communication situation.
6. Initiate conversations, as well as participate in them with self-confidence.
7. Work with others in groups and on teams, and serve as an effective leader or follower.
8. Serve as interviewer and interviewee. Equally important is a student’s commitment to class attendance, relentless participation, and cooperation.

Learning Objectives
Students will:
1. Teach students how to think critically and to listen discriminatively, particularly when discussing issues and attempting to understand and describe behavior.
2. Train students to improve their vocal, aural, and nonverbal skills.
3. Provide opportunities for students to research and use different resources to obtain data for formal and informal discussions, presentations, and conversations.
4. Work with students individually and collectively to build self-confidence.
5. Direct students to initiate and engage in conversations.
6. Give assignments that promote team and group participation, as well as those that develop leadership skills.
7. Place students in roles of interviewer and interviewee to enhance their interviewing skills for employment and other aspirations.

Core Curriculum Statement
This course fulfills the Academic Core requirements: reading, writing, speaking/listening, critical thinking, and computer/information literacy. Additionally, it fulfills the six objectives as prescribed by the Texas Coordinating Board: critical thinking skills, communication skills, empirical and quantitative skills, teamwork, social responsibility, and personal responsibility.

**To succeed in this accelerated online course, students are expected to utilize extensive technology while enrolled. The specific requirements are listed below:
• Daily log in to Eagle Online course
• Standard office suite: PowerPoint, Word, Excel
• Video camera
• Use of YouTube
• Knowledge of how to produce a print screen/screenshot**
Course guidelines and policies:

Office Hours: I am happy to give you extra help with your assignments and papers. If you’d like to see me in person to discuss your progress in the course or simply to chat, we can make arrangements for video conferencing through Skype. Assignments: I understand that taking a course via a computer “feels” casual, this still an academic venue. I expect professional dress for presentations, & college-level work which means good grammar, proper spelling, full & complete sentence structure and strong, supported thinking with punctuation & capitalization please.

Please submit written work in Word or pdf

Late Policy: I DO NOT ACCEPT LATE WORK. Assignments for this class are due on Sundays at 11:59 pm. *PLEASE NOTE: the uploading of speeches may take some time. You should not wait until the last minute to do this. For the purpose of having a shared understanding, I consider “last minute” to be 4 hours or less before the deadline.

*One-Time Pass: Because I understand “things happen,” I will allow the late submission of one speech BUT with a penalty- 5 minutes to 24 hours will lose 20 points. Each 24 hours after will receive 20 pts. per day. *A second missed speech will result in a zero.

Communication: I respond to all emails. You can expect a response to your emails within 24 hours M-F, and intermittently on weekends. But, if you’re waiting for me, try the class question link or the online helpdesk (for technical issues). Finally, I expect you to correspond with me and your peers using your best manners. In turn you can expect me to return emails within 24 hours M-F, turn back assignments in a timely manner, give you feedback along with grades and reciprocate that same respect in my communication.

Technology: Be as prepared as you can be. You must have a computer in good working order with reliable internet and up to date software. You will need to be diligent about solving any technical issues you are having. That means, consulting the helpdesk, 24 hr support, your uncle the computer guy...do not simply “quit” when you encounter a roadblock. Try to solve the problem. Accelerated Course: This is an accelerated course. This term applies to any course that is completed in less
than 16 weeks. It is worth the same number of credits as the 16 week course, therefore it must cover the same content as a 16 week course. The only difference is that you have much less time. But… for those of you that are working to finish a degree on a schedule and can handle the pressure, it is a good option. I expect you to read ALL: weekly greetings, emails, announcements, files in the Critical Resources folder, the class syllabus/schedule, etc... you are responsible for ALL information contained therein.

**Drops:** I will drop students who do not complete any assignments in week 1 of class.

---

**Projects with an (*) will require you to deliver a speech, record the presentation and upload the UN-edited speech to a designated video sharing site. Each speech must include 3 audience members of legal age (18 years old) that are VIEWABLE in the frame for the duration. SPEECHES THAT DO NOT MEET THIS REQUIREMENT WILL NOT RECEIVE A GRADE! All speeches must be successfully uploaded by the due date.**

<table>
<thead>
<tr>
<th>Your grade will be determined by the following</th>
<th>Details</th>
<th>Percent of Final Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Bag Speech</td>
<td>A short introductory speech that helps me get to know you. <strong>(must be videotaped and uploaded)</strong></td>
<td>10%</td>
</tr>
<tr>
<td>*Persuasive Speech</td>
<td>Create a Persuasive Presentation using the Motivated Sequence. <strong>(must be videotaped and uploaded)</strong></td>
<td>15%</td>
</tr>
<tr>
<td>Interview Project</td>
<td>Written term paper of interview preparation &amp; experience. *must be accompanied by interviewer email</td>
<td>20%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>Chapter quizzes (also includes syllabus &amp; Enron quiz)</td>
<td>10%</td>
</tr>
<tr>
<td>Discussions</td>
<td>Weekly Water Cooler (WC) Discussions that address information communication concepts in the workplace</td>
<td>10%</td>
</tr>
<tr>
<td>Homework</td>
<td>Chapter homework &amp; activities that expand on course concepts</td>
<td>25%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>Cumulative final exam</td>
<td>10%</td>
</tr>
</tbody>
</table>

**A-90%, B-80%, C-70%, D-60% 59% & below F**

Total: 100%
Instructor Requirements
As your Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through class activities, discussions, and lectures
- Description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

To be successful in this class, it is the student’s responsibility to:

- Attend class and participate in class discussions and activities
- Read and comprehend the textbook
- Complete the required assignments and exams
- Ask for help when there is a question or problem
- Keep copies of all paperwork, including this syllabus, handouts and all assignments

HCC Grading Scale
A = 100 – 90: ........................................4 points per semester hour
B = 89 – 80: ........................................3 points per semester hour
C = 79 – 70: ........................................2 points per semester hour
D = 69 – 60: ........................................1 point per semester hour
59 and below = F .......................................0 points per semester hour
IP (In Progress) .......................................0 points per semester hour
W(Withdrawn) .........................................0 points per semester hour
I (Incomplete) .........................................0 points per semester hour
AUD (Audit) ......................................... 0 points per semester hour

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses. To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades “IP,” “COM” and “I” do not affect GPA.

Grading Criteria
Your instructor will conduct quizzes, exams, and assessments that you can use to determine how successful you are at achieving the course learning outcomes (mastery of course content and skills) outlined in the syllabus. If you find you are not mastering
the material and skills, you are encouraged to reflect on how you study and prepare for each class. Your instructor welcomes a dialogue on what you discover and may be able to assist you in finding resources on campus that will improve your performance.

HCC Policy Statements
Access Student Services Policies on their Web site: http://central.hccs.edu/students/student-handbook/

HCC Policy Statement: Americans with Disabilities Act (ADA)
Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at the respective college at the beginning of each semester. Faculty is authorized to provide only the accommodations requested by the Disability Support Services Office.
If you have any questions, please contact the Disability Counselor at your college or the District Disability Office at 713-718-5165 or the Southwest College Counselor: Dr. Becky Hauri at 713-718-7909.

HCC Policy Statement: Academic Honesty
You are expected to be familiar with the College’s Policy on Academic Honesty, found in the catalog and student handbook. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty.

“Scholastic dishonesty” includes, but is not limited to, cheating on a test, plagiarism, and collusion.

Cheating on a test includes:
• Copying from another student’s test paper;
• Using materials during a test that are not authorized by the person giving the test;
• Collaborating with another student during a test without authority;
• Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
• Bribing another person to obtain a test that is to be administered.
• Plagiarism means the appropriation of another’s work and the unacknowledged incorporation of that work in one’s own written work offered for credit.

Collusion means the unauthorized collaboration with another person in preparing written work offered for credit.

Violations: Possible punishments for academic dishonesty may include a grade of “0” or “F” on the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. A recommendation for suspension or
expulsion will be referred to the College Dean of Student Development for disciplinary disposition. Students who wish to appeal a grade penalty should notify the instructional supervisor within 30 working days of the incident. A standing committee appointed by the College Dean of Instruction (Academic or Workforce) will convene to sustain, reduce, or reverse the grade penalty. The committee will be composed of two students, two faculty members, and one instructional administrator. A majority vote will decide the grade appeal and is final.

Access DE Policies on their Web site: 
All students are responsible for reading and understanding the DE Student Handbook, which contains policies, information about conduct, and other important information. For the DE Student Handbook click on the link below or go to the DE page on the HCC website.

The Distance Education Student Handbook contains policies and procedures unique to the DE student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information, answers, and resources, such as DE contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars. Refer to the DE Student Handbook by visiting this link: http://de.hccs.edu/media/houston-community-college/distance-education/student-services/DE-Student-Handbook.pdf

Access CE Policies on their Web site: http://www.hccs.edu/continuing-education/

Course Withdrawals:
Be sure you understand HCC policies about dropping a course. It is the student's responsibility to withdraw officially from a course and prevent an “F” from appearing on the transcript. If you feel that you cannot complete this course, you will need to withdraw from the course prior to the final date of withdrawal. Before, you withdraw from your course; please take the time to meet with the instructor to discuss why you feel it is necessary to do so. The instructor may be able to provide you with suggestions that would enable you to complete the course. Your success is very important.

If you plan on withdrawing from your class, you MUST contact a HCC counselor or your professor prior to withdrawing (dropping) the class for approval and this must be done PRIOR to the withdrawal deadline to receive a “W” on your transcript. **Final withdrawal deadlines vary each semester and/or depending on class length, please visit the online registration calendars, HCC schedule of classes and catalog, any HCC Registration Office, or any HCC counselor to determine class withdrawal deadlines. Remember to allow a 24-hour response time when communicating via email and/or telephone with a professor and/or counselor. Do not submit a request to
discuss withdrawal options less than a day before the deadline. If you do not withdraw before the deadline, you will receive the grade that you are making in the class as your final grade.

Early Alert Program:
To help students avoid having to drop/withdraw from any class, HCC has instituted an Early Alert process by which your professor may “alert” you and HCC counselors that you might fail a class because of excessive absences and/or poor academic performance. It is your responsibility to visit with your professor or a counselor to learn about what, if any, HCC interventions might be available to assist you – online tutoring, child care, financial aid, job placement, etc. – to stay in class and improve your academic performance.

Course Withdrawals-First Time Freshmen Students-Fall 2007 and Later:
Effective 2007, section 51.907 of the Texas Education Code applies to first-time in college freshman students who enroll in a Texas public institution of higher education in the fall semester of 2007 or thereafter. High school students currently enrolled in HCC Dual Credit and Early College are waived from this requirement until they graduate from high school.

Based on this law, **HCC or any other Texas Public institution of higher education may not permit students to drop after the official day of record more than six college level credit courses for unacceptable reasons during their entire undergraduate career.**

Official HCC Attendance Policy:

Students are expected to attend classes regularly. Students are responsible for material covered during their absences, and it is the student’s responsibility to consult with instructors for makeup assignments. Class attendance is checked daily by instructors.

Although it is the responsibility of the student to drop a course for non-attendance, the instructor has the authority to drop a student for excessive absences.

A student may be dropped from a course for absenteeism after the student has accumulated absences in excess of 12.5 percent of the hours of instruction (including lecture and laboratory time).

For example:

For a three credit-hour lecture class meeting three hours per week (48 hours of instruction), a student may be dropped after six hours of absences.

Administrative drops are at the discretion of the instructor. If you are doing poorly in the class, but you have not contacted your professor to ask for help, and
you have not withdrawn by the official withdrawal date, it will result in you receiving a grade of “F” in the course.

**NOTE:** LAST DAY FOR STUDENT/ADMINISTRATIVE DROP THIS SEMESTER: April 22th, 2016

**If you decide to stop attending class it is your responsibility to drop the course, if you do not drop the course you will be in extreme danger of receiving an F**

**Repeat Course Fee:**
The State of Texas encourages students to complete college without having to repeat failed classes. To increase student success, students who repeat the same course more than twice, are required to pay extra tuition. The purpose of this extra tuition fee is to encourage students to pass their courses and to graduate. Effective fall 2006, HCC will charge a higher tuition rate to students registering the third or subsequent time for a course. If you are considering course withdrawal because you are not earning passing grades, confer with your instructor/counselor as early as possible about your study habits, reading and writing homework, test taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.

**Individual Instructor’s Requirements Statement**
As your Instructor, it is my responsibility to:
- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through class activities, discussions, and critiques
- Provide a clear description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

**HCC Grading Information:**

Grading percentile: the official HCC grading rubric is as follows:

- 90–100 percent A Exceptionally fine work; superior in presentation, visual observation, comprehension and participation
- 80–89 percent B Above average work; superior in one or two areas
- 70–79 percent C Average work; good, unexceptional participation
- 60–69 percent D Below average work; noticeably weak with minimal participation
- Below 60 percent F Clearly deficient in presentation, style and content with a lack of participation
The grade of "I" (Incomplete) is conditional. It will only be assigned if at least 80% of the course work is complete. Students receiving an "I," must make an arrangement with the instructor in writing to complete the course work within six months. After the deadline, the "I" becomes an "F." All "I" designations must be changed to grades prior to graduation. Changed grades will appear on student record as "I"/Grade (example: "I/A").

The grade of "W" (Withdrawal) appears on grade reports when students withdraw from a class by the drop deadline. Instructors have the option of dropping students up to the deadline. After the deadline, instructors do not have that option — not even when entering final grades.

**Instructor Grading Criteria:**

Homework, assignments and projects will be evaluated according to the following criteria:

- Adherence to all specific assignment guidelines/content requirements
- Adherence to deadlines
- Speeches are graded on content, organization, language, delivery, and use of visual aids

**EGLS3 (Evaluation for Greater Learning Student Survey System)**

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Go to www.hccs.edu/egls3 for more information.

**Title IX**

HCC is committed to provide learning and working environment that is free from discrimination on the basis of sex which includes all forms of sexual misconduct. Title IX of the Education Amendments of 1972 requires that when a complaint is filed, a prompt and thorough investigation is initiated. Complaints may be filed with the HCC Title IX Coordinator, available at 713-718-8271 or email at oie@hccs.edu.

**Open Carry**

Since 1995, handgun license holders in Texas have been able to carry a handgun as long as the handgun is concealed. Effective January 1, 2016, handgun license holders may lawfully carry their handguns in an open manner throughout the state of Texas as long as the handgun is secured in a shoulder or belt holster. A license holder also has the option of carrying a handgun in a concealed manner; however, the law does not permit concealed handgun carry on college campuses like HCC until August 2017. Notwithstanding the ability to openly carry, the law on this subject remains relatively the same; specifically, **it is still prohibited under the law to openly carry a handgun on any college campus and on any public or private driveway, street, sidewalk or walkway, parking lot, parking garage or other parking area of the college.**
### Tentative Schedule: Subject to change.....

<table>
<thead>
<tr>
<th>Date</th>
<th>Assignment</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>--Take the syllabus quiz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--WC1: Who are we?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Watch student demonstration speech</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--HMWK: Grade this Speech (GTS)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Read Ch.1 &amp; 2 take quiz (The Comm Process &amp; Comm in the Workplace)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Read Bag Speech Assignment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Read Interview Assignment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Read through Critical Resources Folder *particularly the camera doc</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All due by Sunday at 11:59pm</td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td>--Read Ch. 5 &amp; take quiz (Nonverbal Comm.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Ch. 5 NVC Homework</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--WC2: Power Posing HMK: Bag Speech Outline</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Submit Bag Speech</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Read the Interview Assignment &amp; start making arrangements.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All due by Sunday at 11:59pm</td>
<td></td>
</tr>
<tr>
<td>Week 3</td>
<td>--Read Ch.4 (Effective Listening) &amp; Take Quiz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--Ch.4 HMK: Are you a good listener?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>--WC3: What would you do?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All due by Sunday at 11:59pm</td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>--Read Ch.3 (Conflict, Culture, and Relationships) and take quiz.</td>
<td></td>
</tr>
<tr>
<td>Week</td>
<td>Tasks</td>
<td>Due Date</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Week 5</td>
<td>--Read Ch.9 &amp;10 and Take the quiz&lt;br&gt;--Watch the Enron film &lt;br&gt;--WC5-Enron&lt;br&gt;--HMWK: ERPG method</td>
<td>All due by Sunday at 11:59pm</td>
</tr>
<tr>
<td>Week 6</td>
<td>--Read Ch. 11&amp;12&lt;br&gt;--Take Quiz&lt;br&gt;--Submit Persuasive Speech Outline&lt;br&gt;WC6: They’re Great!&lt;br&gt;--Watch Delivery lecture&lt;br&gt;--HMWK: Deliver Me!&lt;br&gt;--Submit Interview Term Paper</td>
<td>All due by Sunday at 11:59pm</td>
</tr>
<tr>
<td>Week 7</td>
<td>--Read Ch. 13&amp;14&lt;br&gt;--Take Quiz&lt;br&gt;--WC7: Email Etiquette&lt;br&gt;--Submit Persuasive Speech</td>
<td>All due by Sunday at 11:59pm</td>
</tr>
<tr>
<td>Week 8</td>
<td>--Read Ch.6 &amp; take quiz&lt;br&gt;--Final Exam</td>
<td>All due by Friday at 11:59pm</td>
</tr>
</tbody>
</table>