



**SCOTTSDALE
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE

SPRING 2022

Course Information

Course Title:	Workplace Communication Skills
Course Prefix & Number:	GBS 120
Section Number:	31733
Credit Hours:	3
Room Number:	Off Campus
Meeting Days:	Online
Meeting Times:	Online

Course Format

The course format for this course is online course through the Learning Management System Canvas. The official start date is August 22 and ends October 14.

Instructor Information

Instructor:	Doc Monika “Mo” Nathan or Dr. Mo
Email:	monika.nathan@scottsdalecc.edu
Phone:	623-703-0948
Office Location:	Off campus
Office Hours:	Wednesday, from 7-9 pm, Friday, 1-4 pm, Saturday, 11 am to 3 pm
Google Meets:	meet.google.com/fkm-fkmt-jvi

Course Description

Internal and external business communications, including verbal and nonverbal techniques. Characteristics and activities of current local, national, and international business. An overview of economics, marketing, management, and finance. Please refer to the following link for the official MCCCDC competencies for this course.

District Curriculum Site: <https://aztransmac2.asu.edu/cgi-bin/WebObjects/acres.woa/wa/freeForm2?id=52424>

Prerequisites

NONE

Course Objectives

MCCD Official Course Competencies [District Curriculum Site](#).

1. Identify and describe critical components of the communication process.
2. Identify and explain common communication barriers.
3. Provide constructive criticism of a variety of written and oral business communications.
4. Identify and demonstrate the characteristics necessary for effective interpersonal communication.
5. Identify and use the elements of a clear assertive statement.
6. Write a variety of business communications using proper grammar, punctuation, organization, and style.
7. Evaluate the effectiveness of various types of written communications.
8. Write memos and business letters appropriate to a variety of business situations.
9. Write an informational report.
10. Plan an oral presentation for a specified type of audience, Texts, Course Materials and Technologies

Course Policies

The following are policies specific to this course. Students are also responsible for the college policies included on the [Student Regulations](#) page of the Maricopa Community College District website.

- **Due dates:** Due dates are Thursday and Monday (see Canvas for details). Late assignments will be assessed a 5% penalty per day. If you foresee having a busy

week, you should plan and work in advance of the due dates. You can always submit assignments and quizzes earlier than the due date.

- **Academic misconduct:** Academic misconduct includes any form of cheating (copying the work of others, having others to do your work, giving, or receiving quiz or exam answers from other students, etc.) and plagiarism (copying ideas and/or words from others without correctly citing sources). Any academic misconduct will result in zero points for the assignment, and if egregious or repetitive, a failure from the course and an official report of misconduct.

If you foresee having a busy week, you should plan and work in advance of the due dates. You can always submit assignments and quizzes earlier than the due date.

Grading Standards & Practices

Each week starts on a Monday and covers one module.

Each week, you will:

- Watch the Video Lecture and take notes
- Take an open book **Grammar Quiz**; submit before 11:59 pm on Thursday
- Complete the **Discussion Post** before 11:59 pm on Thursday
- Complete the **Writing Exercises**; submit before 11:59 pm on Thursday
- Complete the **Discussion Replies** before 11:59 pm on Monday
- Complete the **Writing Assignment**; submit before 11:59 pm on Monday
(Exception: The Module 8 Assignment will be due on Thursday)

Grades: Each assignment will be graded according to the rubric provided. Be sure you review the expectations of the rubric in Canvas.

Grade Scale

Semester Grade	Percentage of Total
A	100% - 90%
B	89.9% - 80%
C	79.9% - 70%
D	69.9% - 60%
F	< 60%

W	More than one week without submitting any work
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Assignments

*Assignments: Following is a table of points associated with each assignment or quiz in the course

Module	Grammar Quizzes	Discussion	Writing Exercises	Writing Assignments	Total Points
1	20		20	50	90
2	20	20	20	50	110
3	20	20	20	50	110
4	20		20	50	90
5	20	20	20	50	110
6	20	20	20	50	110
7	20		20	60	100
8	20		20	50	90
TOTAL	160	80	160	410	810

Response Time

Students can expect a response time of 24 hours for the instructor to respond to messages sent via the Canvas Learning Management System or email. Students can expect assignments graded within 48 hours of the assignment's due date.

Attendance Policy

Attendance is based upon submitted assignments as this is an online 16-week course which is modified to an eight-week course.

Instructional Contact Hours (Seat Time)

This is a three (3) credit-hour course. Plan to spend at least three hours on course content or seat time (direct instruction) and six hours on homework weekly = 9 hours per week minimum. Accelerated courses will require additional time per week.

Participation Policy

All work must be submitted electronically from the Assignments area or posted on the appropriate communication tool (discussion board, blog, wiki, or voice board) on or before the due date. Non-participation or failing to submit 2 or more weekly assignments during the first week of the semester will cause you to be withdrawn from the class. Failing to submit 4 or more assignments by the required due date during the course semester will result in a failing grade.

If you find you cannot complete the course with a passing grade, be sure to file a withdrawal form to officially withdraw you from the course. If not, a failing grade will appear on your college record. *No extensions are granted in online courses.

Online Tutoring

Online and hybrid students now have access to 24/7 online tutoring via *Brainfuse*. You may utilize up to 6 hours of online tutoring per semester for free.

To access Brainfuse and begin working with a tutor:

1. Visit the [SCC Online Tutoring page](https://www.scottsdalecc.edu/students/tutoring/online-tutoring)
(<https://www.scottsdalecc.edu/students/tutoring/online-tutoring>)
2. Click the **Visit a tutor online** button
3. Enter your MEID and password
4. Choose your topic and subject

5. Click the **Connect** button

Please use your time effectively and be prepared with your questions before you connect to a tutor. Tutors and students communicate in real time through the Brainfuse Online Classroom. Whatever you type, draw, or share on the screen, the tutor sees, and vice versa. You may also want to have screenshots ready if applicable. All sessions are recorded for you to review later.

Withdrawal Policy

- Student may initiate an official withdrawal from any course by submitting a withdrawal form with required signatures to the A&R office within published deadlines.
- Failure to attend any classes is not a guarantee for a refund or an excuse of debt incurred through registration. See Refund Policy in the <https://www.scottsdalecc.edu/academics/catalog>.
- Official date of withdrawal is last date of attendance as determined by student's withdrawal or as reported by the instructor.
- The official date of withdrawal will determine degree of refund, if any.
- Failure to file official withdrawal from within published deadlines can result in a failing grade and may affect refund of course tuition and fees.

Additional information on Withdrawals can be found in the <https://www.scottsdalecc.edu/academics/catalog> .

Technology Statement(s)

For help with Canvas:

- Check out the [Canvas self-help site](#) or call 1-888-994-4433 for 24/7 support
- Visit the [Maricopa 24/7 help site](#) for a live chat with a support team member
- The [Start Here Link](#) has information on student and academic resources as well as videos on how to use Canvas

Note: It is essential that you set your notifications in Canvas before you get started with the course. [Here is a video](#) to help you set your notifications.

Streaming Media/Audio/Video Tools

This course uses webcasting, lecture capture systems, YouTube, and/or other streaming media services.

- YouTube

Student Assignment Tools

This course requires students to participate in or submit assignments using desktop or cloud-based applications.

- Google Products
- Microsoft Office 365
- Screencast-O-Matic

SCC Help Desk

- Contact the SCC Help Desk at (480) 423-6274. Hours are Monday – Friday 8a-8p and Saturday from 8a-4p. Summer Hours vary.

Technology Statement(s)

SCC utilizes a variety of software applications and web-based tools operated by third party vendors to support student learning. To allow student access to the application, site, or tool certain identifiable information may be required to establish a username or password, submit work and/or download information from these tools. Inherent with all internet-based tools, there is risk that individuals assume when electing to use the products and services made available by these tools, as they may place information at risk of disclosure.

In this course, we will use CANVAS Learning Management System (LMS) to complete or participate in assignments, activities and/or access course materials. [Accessibility Statements and Privacy Policies](#) for all tools used at SCC are available.

Technology

Technology and skills needed:

You should have regular access to a computer with an Internet connection. Additionally, you should be comfortable using the Internet and word processing tools. You should run

the course materials on either FireFox or Chrome browsers. To download these browsers, visit:

[FireFox Website](#)

[Chrome Website](#)

Computer Equipment / Access Needed

For this course, you will need a working e-mail address, a Canvas account, and access to the Internet. Internet access can be from school, home, or work.

- Maricopa Community Colleges provides all students with an email address. It is now the official way to receive communication from the college and district. Look up your email account at the [Maricopa Student Email Site](#).
- You will be able to log into the [Canvas Learning Management System](#) using your MEID and associated password.

To use the third-party tools responsibly, please observe all laws and the Maricopa Community College District [Student Conduct Code](#). Some specific aspects of law and conduct code to remember are prohibitions against copyright infringement, plagiarism, harassment, or interferences with the underlying technical code of the software. As a student using a third-party learning tool, you have certain rights. Any original work that you produce belongs to you as a matter of copyright law. You also have a right to the privacy of your educational records. Your contributions to the third-party learning tool constitute an educational record. By using the third-party tool, and not taking other options available to you in this course equivalent to this assignment that would not be posted publicly on the internet, you consent to the collaborative use of this material as well as to the disclosure of it in this course and potentially for the use of future courses.

Students are responsible for the information contained in the syllabus, the Syllabus page in your Canvas Course and the *College Policy & Student Services* page found in the First Steps module of your Canvas course. Students will be notified by the instructor of any changes in course requirements or policies.