

OSS 1550—BUSINESS CORRESPONDENCE

Fall Semester 2009

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Office Hours: Monday, Wednesday, and Friday 9:30 -10:20 a.m.
Others by appointment

Required Texts: *Business English 9th Edition*, Guffey
HOW 11: A Handbook for Office Workers, Clark & Clark

Completion of OSS 1550 with a grade of “B” (83 percent) or higher will waive the MIS 2200 prerequisite grammar test.

Course Objectives

At the completion of OSS 1550, Business Correspondence, you will be able to demonstrate the following:

1. Knowledge of the structure and style of language appropriate for business correspondence
2. Skill in spelling words that are used in business correspondence
3. Skill in vocabulary words that are used in business correspondence
4. Skill in using reference materials, especially a reference manual, to ensure the attainment of exemplary standards for business correspondence
5. Skill in implementing appropriate language mechanics in business correspondence

Course Content

The following comprise the major course components:

1. Study of business correspondence foundations and writing principles
2. Study of language mechanics
3. Study of spelling and vocabulary
4. Practice in using reference materials

Grading

Evaluation of student performance will be based on scores on exams, chapter quizzes, writing assignments, and in-class participation.

The following components and the indicated percentages will comprise the final grade:

Exams	40%
Comprehensive Final Exam	25%
Chapter Quizzes	20%
Writing Assignments	10%
In-Class Participation/Professionalism	<u>5%</u>
	100%

MIS Department Grading Scale

A	93	B-	80	D+	67
A-	90	C+	77	D	63
B+	87	C	73	D-	60
B	83	C-	70	F	Below 50

Exams

Exams will consist of true-false and multiple choice questions from the textbook chapters and multiple choice and matching questions from the spelling and vocabulary lists found in Appendixes A and B in the textbook (pages 361-378). The attached schedule shows which spelling and vocabulary lists will be included with each exam.

Only students with excused absences will be allowed to make up missed exams. Excused absences are those for which arrangements have been made **prior** to being absent from class.

Self-Help Exercises: Additional reinforcement exercises appear at the end of the textbook. Use these exercises for extra practice and to review before unit exams. At the time of unit exams, the self-help exercises for the unit will be checked for completion. If the exercises have been completed, the unit exam score will be increased 5 points.

Chapter Quizzes

You will be given chapter quizzes to complete after each chapter is discussed in class. These quizzes will be open book and should be completed outside of class. Please make sure to answer the questions on the scantron sheet that will be provided. Chapter quizzes are due the class period after the chapter is discussed.

Each student is expected to do his/her own work on all items turned in for a grade. Plagiarism or any other form of cheating (i.e., copying assignments from another student) will result in an "F" grade in this course.

Writing Assignments

The goal of the writing assignments is to provide an opportunity for students to develop writing skills while reviewing grammar and punctuation principles. The attached schedule shows the required assignments. Writing assignments are due the class period after they are discussed in class.

All class homework is due at the beginning of the class period. Anything turned in after that time will earn half credit. This includes all chapter quizzes, course packet worksheets, etc.

In-Class Participation/ Professionalism

Regular class attendance is essential if you are to develop business correspondence skills. Class attendance is also important to students' learning. Students who are often absent, tardy, or noisy learn less; moreover, they reduce the learning of their classmates. Therefore, class members should attend class regularly and punctually, bring completed assignments to class when they are due, share relevant comments and questions, and respect other class members' contributions.

Class attendance will not be counted as part of the final grade. However, random in-class participation assignments will be given. If you are in class the day an assignment is given, you will receive credit. **These in-class participation assignments cannot be made up.**

Professionalism implies positive participation in class discussions and an appropriate attitude for learning. It also involves being to class on time, turning off cell phones, and not text messaging. Students who are, in the opinion of the instructor, disruptive and creating a negative learning environment will be warned the first time and will be asked to leave the classroom the second time and administratively dropped from the course. The professionalism component of the grade is strictly subjective at the discretion of the instructor.

Extra-Credit Opportunity

Each chapter contains several "Spot the Blooper" problems. If you would like to earn extra credit, find the blooper in each statement, state why it is incorrect, and rewrite the statement correctly. You can receive $\frac{1}{2}$ of an extra-credit point for each correctly answered blooper. A maximum of 10 extra-credit points can be earned. **Bloopers are due the day of an exam, i.e., Bloopers for Chapters 1-3 will be due the day of the Unit 1 exam, Bloopers for Chapters 4-7 will be due the day of the Unit 2 exam, etc.**

A sample of how to answer each blooper is shown on the next page. **All of the information shown must be included to receive the extra credit.**

Blooper Sample

Name: Dana Swensen

Text Page #: 4

Original Blooper:

On resumes that crossed the desk of personnel expert Robert Half: "Instrumental in ruining entire operation for a Midwest chain of stores." "Here are my qualifications for you to overlook." "Hope to hear from you shortly."

Problem(s):

Incorrectly spelled or incorrectly used words

Corrected Blooper:

On resumes that crossed the desk of personnel expert Robert Half: "Instrumental in running entire operation for a Midwest chain of stores." "Here are my qualifications for you to look over." "Hope to hear from you shortly."

Incomplete Grades

Incomplete (I) grades will be given only in accordance with university policy. In some cases a student may not be able to complete all of the assignments and tests due to extenuating circumstances. These would include (a) incapacitating illness, (b) death in the immediate family, (c) financial responsibilities requiring a student to alter his or her course schedule to secure employment, (d) change in work schedule as required by an employer, or (e) other emergencies of this nature. Documentation of the circumstances cited to justify an incomplete grade is required. An incomplete grade will not be given because of poor performance and will not be given under any circumstances during the first few weeks of the quarter when other methods of exiting the class are available.

Comfortable Learning Environment

USU, the MIS Department, and your instructor are all committed to maintaining an inoffensive, non-threatening learning environment for every student. Class members (including the instructor) are to treat each other with respect. Offensive humor and aggressive personal advances are specifically forbidden. If you feel uncomfortable with a personal interaction in class, see your instructor for help in solving the problem. The MIS Department head, the Jon M. Huntsman School of Business dean, and USU's Affirmative Action Office are also willing to help as needed.

Accommodations for Disabilities

Students with ADA-documented physical, sensory, emotional, or medical impairments may be eligible for reasonable accommodations. Veterans may also be eligible for services. All accommodations are coordinated through the Disability Resource Center (DRC) in Room 101 of the University Inn, (435)797-2444 voice, (435)797-0740 TTY, or toll free at 1-800-259-2966. Please contact the DRC as early in the semester as possible. Alternate format materials (Braille, large print or digital) are available with advance notice.


Emergency Preparedness

Evacuation drills will be conducted in the Eccles Business Building at least annually. In the case of a drill or an emergency, classes will be notified of the need to evacuate by the building fire/emergency alarm system or by a CERT representative. In the event of a disaster that may interfere with either of these, evacuate as the situation dictates (i.e., in an earthquake when shaking ceases or immediately when a fire is discovered). When notified, turn off computers and take any personal items with you. The elevators should not be used; instead, use the closest stairs.


The designated assembly area for all school personnel and students in class at the time of evacuation is the northwest side of the Eccles Business Building in the grassy area directly north of the parking lot. Upon evacuation of the building, students should check in with their first-major department before leaving the premises. CERT members will be holding designated colored flags (according to major) and will be accounting for all students. Colored flags are assigned for majors as follows:

- Orange—Management Information Systems
- Yellow—Economics and Finance
- Green—School of Accountancy
- White—Management & Human Resources, Operations, and Marketing

Tentative Schedule Fall 2009

Date	Chapter	Assignment
Week 1 M Aug. 24 W Aug. 26 F Aug. 28	Orientation Chapter 1 Using <i>HOW 11</i>	Pretest Chapter 1 quiz <i>HOW 11</i> Familiarization quiz—(Do only the odd numbered questions.)
Week 2 M Aug. 31 W Sept. 2 F Sept. 4	Chapter 2 <i>HOW 11: Grammar and Usage</i> Chapter 3 <i>HOW 11: Grammar and Usage</i> Appendix A, pgs. 361-370 Appendix B, pgs. 371-378	Chapter 2 quiz Chapter 3 quiz
Week 3 M Sept. 7 W Sept. 9 F Sept. 11	No Class —Labor Day  Sentence Diagramming Writer's Workshop 1 Unit 1 Exam Chapters 1-3 Spelling Lists 1-4 Vocabulary Lists 1-4	Proofreading Worksheet (Course Packet)
Week 4 M Sept. 14 W Sept. 16 F Sept. 18	Chapter 4 <i>HOW 11: Grammar and Usage</i> Chapter 4 (continued) Chapter 5 <i>HOW 11: Grammar and Usage</i> Chapter 5 (continued) <i>HOW 11: Grammar and Usage</i>	Chapter 4 quiz Chapter 5 quiz Chapters 4 and 5 Worksheet (Course Packet)
Week 5 M Sept. 21 W Sept. 23 F Sept. 25	Chapter 6 <i>HOW 11: Grammar and Usage</i> Chapter 6 (continued) <i>HOW 11: Grammar and Usage</i> Chapter 7 <i>HOW 11: Grammar and Usage</i>	Chapter 6 quiz Personal Pronouns Worksheet (Course Packet)

Date	Chapter	Assignment
Week 6 M Sept. 28 W Sept. 30 F Oct. 2	Chapter 7 (continued) <i>HOW 11: Grammar and Usage</i> Review for exam Unit 2 Exam Chapters 4-7 Spelling Lists 5-8 Vocabulary Lists 5-8	Chapter 7 quiz
Week 7 M Oct. 5 W Oct. 7 F Oct. 9	Chapter 8 <i>HOW 11: Grammar and Usage</i> Chapter 8 (continued) <i>HOW 11: Grammar and Usage</i> Chapter 9 <i>HOW 11: Grammar and Usage</i>	Active/Passive Voice Worksheet (Course Packet) Chapter 8 quiz Dangling and Misplaced Modifiers Worksheet (Course Packet) Chapter 9 quiz Chapter 9 Worksheet (Course Packet)
Week 8 M Oct. 12 W Oct. 14 H Oct. 15 F Oct. 16	Chapter 10 <i>HOW 11: Grammar and Usage</i> Chapter 10 (continued) <i>HOW 11: Grammar and Usage</i> Review for Exam No Class —Fall Break—Friday's class will be held on Thursday.	Chapter 10 quiz Chapter 10 Worksheet (Course Packet)
Week 9 M Oct. 19 W Oct. 21 F Oct. 23	Unit 3 Exam Chapters 8-10 Spelling Lists 9-12 Vocabulary Lists 9-12 Chapter 11 <i>HOW 11: Grammar and Usage</i> Chapter 11 (continued) <i>HOW 11: Grammar and Usage</i>	Chapter 11 quiz
Week 10 M Oct. 26 W Oct. 28 F Oct. 30	Chapter 12 <i>HOW 11: Grammar and Usage</i> Chapter 13 <i>HOW 11: Grammar and Usage</i> Chapter 13 (continued) <i>HOW 11: Grammar and Usage</i>	Chapter 12 quiz Chapter 13 quiz

Date	Chapter	Assignment
Week 11 M Nov. 2 W Nov. 4 F Nov. 6	Review for Exam Unit 4 Exam Chapters 11-13 Spelling Lists 13-16 Vocabulary Lists 13-16 Chapter 14 <i>HOW 11</i> : Punctuation	Self-Help Exercises, Levels I and II, pgs. 441-442
Week 12 M Nov. 9 W Nov. 11 F Nov. 13	Chapter 14 (continued) Chapter 15 <i>HOW 11</i> : Punctuation Chapter 15 (continued) <i>HOW 11</i> : Punctuation	Chapter 14 quiz Chapter 15 quiz
Week 13 M Nov. 16 W Nov. 18 F Nov. 20	Chapter 16 <i>HOW 11</i> : Punctuation Chapter 16 (continued) <i>HOW 11</i> : Punctuation Review for Exam	Chapter 16 quiz
Week 14 M Nov. 23 W Nov. 25 and F Nov. 27	Unit 5 Exam Chapters 14-16 Spelling Lists 17-20 Vocabulary Lists 17-18 No Class —Thanksgiving Holiday	
Week 15 M Nov. 30 W Dec. 2 F Dec. 4	Chapter 17 <i>HOW 11</i> : Capitalization Chapter 17 (continued) Chapter 18 <i>HOW 11</i> : Numbers Chapter 18 (continued) <i>HOW 11</i> : Numbers Review for final exam	Chapter 17 quiz Last day to turn in late assignments or Spot the Bloopers problems.
W Dec. 9 7:30 a.m.	Final Exam for 8:30 a.m. section of OSS 1550	
F Dec. 11 7:30 a.m.	Final Exam for 7:30 a.m. section of OSS 1550	

Plan to take the final exam the date and time scheduled. *The final exam will not be given early to accommodate flight plans, etc.*