

DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Fall 2024

BA1010 (EC): Business Communications – 3 (3-1-0) 60 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Amy Rawluk, CPA, **PHONE:** 780-539-2873
MBA
OFFICE: C413 **E-MAIL:** ARawluk@nwpolytech.ca
OFFICE HOURS: Wednesday 2:30 – 4:00pm and Thursday 10:00 – 11:30am

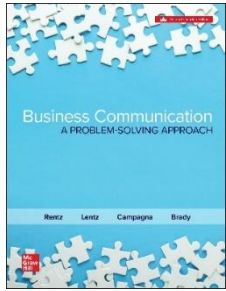
CALENDAR DESCRIPTION:

This course focuses on principles of effective business communications, both written and spoken, including mechanics, style, tone, organization and APA style referencing. Specific topics include composing business letters, memoranda and emails; writing formal reports; principles of graphic design; and conducting effective business meetings.

PREREQUISITE(S)/COREQUISITE:

None

Business Communication: A Problem-Solving Approach 2ce by Katheryn Rentz



All students must have access to Connect. You must have an access code to gain access to the online resources. McGraw-Hill Connect™ is a web-based assignment and assessment platform that gives students the means to better connect with their coursework, and with the important concepts that they will need to know for success now and in the future. If you have purchased a used book, you will have to purchase an access code separately. Instructions to do this are available in the Registration Module.

Students are responsible for all fees associated with ProctorU, a live proctoring service for online exams. Fees are paid when you schedule your exams through ProctorU.

Pricing per exam is as follows:

60 minutes or less - \$16 USD

61-120 minutes - \$25 USD

121 - 180 minutes - \$31 USD

DELIVERY MODE:

Asynchronous (online) - This type of course will be delivered online through NWP's learning management system. There are no set class times and students attend remotely and asynchronously.

This is a paced self-study course and is delivered entirely online using myClass (D2L) and Connect. You will be evaluated several times throughout the course so that you can assess how you are doing as you work through the material. The assignments, quizzes, and exercises have specific due dates to help you finish the course on time. However, you may complete and submit these evaluations before their due dates.

LEARNING OUTCOMES:

Upon successful completion of the course, students will be able to do the following:

- Apply the correct use of grammar, spelling, sentence structure and punctuation in writing.
- Research, plan, compose, edit, and document a formal academic paper.
- Research, plan, execute and evaluate an effective oral presentation.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

Short writing exercises & Power Charge Professionalism quizzes	10%
Academic Integrity Module	5%
Grammar quizzes (best 2/3 @ 5%)	10%
Self Reflections	5%
E-mail exercise	5%
Bad News Letter assignments in Connect	5%
Editing Exercise	10%
Final Research Paper – to be submitted in components	40%
Component A: Literature Review, Thesis (10%)	
Component B: Outline, Source Evaluation (10%)	
Component C: Final Composed Report (20%)	
Individual Presentation	10%
Total	100%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week Beginning	Topic	Required Reading	Assessments
Sept 3 (Tue)	Grammar and Mechanics	Appendix A	
Sept 9	Solving Communication Problems in the Workplace Getting Positive Responses to Your Communication	Chapters 1 & 2	Grammar Quiz 1
Sept 16	Designing the Right Type of Message: From Letters to Social Media	Chapter 4	
Sept 23	Crafting Effective Sentences and Paragraphs	Chapter 6	Grammar Quiz 2
Sept 30	Writing Good News and Neutral Messages	Chapter 7	Email Exercise
Oct 7	Writing Bad News Messages	Chapter 8	Bad News Letter Assignment

Oct 14	Researching and Writing Reports	Chapter 10	
Oct 21	A guide for documenting your sources APA	Appendix B	Academic Integrity Quiz Lit Review & Thesis
Oct 28	Communicating with Culturally Diverse Audiences Using Interpersonal Communication Skills in Conversation and Meeting	Chapters 3 & 13	Grammar Quiz 3
Nov 4	Communicating Your Message Visually Writing Persuasive Messages and Proposals	Chapters 5 & 9	Outline & Source Eval
Nov 11-15	Fall Break – No Classes		
Nov 18	Delivering Business Presentations and Speeches	Chapter 12	
Week Beginning	Topic	Required Reading	Assessments
Nov 25	Paraphrase, Summary, and Quotes Revisited	myClass Resources	Editing Exercise
Dec 2	Individual presentations based on research paper	Presentations	
Dec 9	Individual presentations based on research paper	Presentations	
Dec 12 - 19	Final Paper Due – date to be set by the Registrar's office		Final Research Paper

STUDENT RESPONSIBILITIES:

Student Conduct

As a student, it is your responsibility to read, understand and comply with the polytechnic's academic policies, which are reviewed regularly, updated and posted



on our polytechnic website. If you have any questions regarding these policies, please contact Student Services.

Time Management

The expectation for this course is that students read/review the text material according to the class schedule. Adopting and adhering to effective learning habits in this course will likely take up a great deal of time so plan your schedule accordingly. It is difficult to catch up once a student falls behind in the readings and exercises.

Email

Email correspondence to your instructor must be sent from your NWP student email account. Emails should be professionally formatted and include a subject, correct spelling and grammar, and a reference to course material and/or textbook pages, etc.

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.

Additional Information:

USING PROCTORU:

This course uses ProctorU Live for online exams. To utilize this service, you are required to complete the following steps:

- Create a ProctorU account by clicking the ProctorU link in the course.
- Download and install the Guardian Web Browser, Google Chrome, and the ProctorU extension.
- Schedule each exam at least 3 days (72 hours) in advance. If you miss this deadline, you cannot take the exam.
- Pay for the proctoring service. The fees are exclusively your responsibility and in no event shall be the responsibility of Northwestern Polytechnic.

For more detailed instructions [click here](#), and for video instructions [click here](#).



Before each exam, you must complete a room scan with your web camera, during which you will show your surroundings to a live proctor.

The invigilator will ask to view (but not collect or store) your student identification to verify your identity and will remotely access your computer to unlock the exam. When monitoring your actions via video streaming, the invigilator may possibly record your actions if they suspect academic integrity behavioural issues. You will be verbally notified if/when recording begins.

The collection of and access to the personal information listed above is permitted under subsection 33(c) of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25, which states, "No personal information may be collected by or for a public body unless that information relates directly to and is necessary for an operating program or activity of the public body." In addition, subsection 39(4) states, "A public body may use personal information only to the extent necessary to enable the public body to carry out its purpose in a reasonable manner."

Records Retention: Any video records of you created by ProctorU will be kept by ProctorU for a maximum of 7 days in order to make a decision about any possible academic integrity infraction, after which time it shall be permanently deleted. All other personal information collected and stored by ProctorU within your profile account will be permanently deleted if the account has not been used after one year.

Consent to Store Personal Information Outside Canada

ProctorU is an American company. An agreement is in place between ProctorU and Northwestern Polytechnic by which ProctorU will take reasonable steps to protect your personal information from unauthorized access and disclosure. Information about how ProctorU protects your privacy can be found in their [Privacy Policy](#).

By using the ProctorU service via Northwestern Polytechnic, you consent to the storage of and access to your personal information outside of Canada.

This consent is in effect from the day you register with ProctorU and expires one year after completion of your exam.

Additional privacy and liability information regarding the use of ProctorU is available on the NWP website.