



# Grande Prairie Regional College

Department of Office Administration

## COURSE OUTLINE

### OA 2040DE (0-0-5)- Business Communications (3) On-Line Section

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**Instructor:** Diane Kinderwater

**Telephone:** Toll-Free 1-877-832-7667 or 250 752-6656 (residence)

**E-Mail Addresses:** [dkinderwater@gprc.ab.ca](mailto:dkinderwater@gprc.ab.ca) or alternate [kinderdb@shaw.ca](mailto:kinderdb@shaw.ca)

**Contact Hours:** Please call or e-mail whenever you need assistance or have concerns. If I am away from the above contact points, I will have my Blackberry to check e-mails continually. If I plan to be away for a period of time (several days, I will advise you through Blackboard. Normally I can be reached within the hour. Please leave a message on my answering machine if I do not answer. Throughout the regular semester, I check my e-mails and phone messages several times a day.

**Prerequisite(s)/Corequisite(s):**

None

**Credit/Contact Hours:**

3 credits 75 hours

**Delivery Mode:**

Internet Delivery using Blackboard software, e-mail, telephone, Blackberry,

**Required Text/Resource Materials:**

- Smith, Leila R., English for Careers, 9th Edition, New Jersey: Prentice Hall, 2005 (this text includes a student resource CD ROM with Power Point presentations)
- Random House Webster's Dictionary

**Required Computer Hardware & Software:**

This course requires Microsoft Word (either Version 2003 or Version 2007) for document preparation, e-mail client software with attachment capabilities and storage, and an Internet connection. In the event that a document in Blackboard does not open for you, please contact your instructor immediately so an additional format may be uploaded for you.

**Description:**

This course will help you develop editing, proofreading, and writing skills for effective business communications. Topics include: dictionary use and understanding words, spelling and vocabulary development, grammar, and punctuation. Proofreading, creative writing and business letter-writing form the comprehensive final module. Upon completing this course you will write and speak according to Standard English usage including principles of word choice, spelling, sentence construction, grammar, punctuation, and pronunciation. You will be able to communicate in Standard English using a style that contributes to success and advancement in careers requiring excellent communication skills.

**Goals:**

- To communicate clearly and effectively in an office environment
- To use a dictionary as an effective resource
- To produce effective written communications

**Objectives:** students will:

- Enlarge their business vocabulary—spelling, pronunciation, and meaning, pronunciations, and word usage
- Use dictionaries efficiently to improve vocabulary
- Choose the dictionaries that best meet their needs
- Apply Standard English principles to form plurals of both regular and irregular nouns, write compound nouns correctly, and capitalize proper nouns
- Use bias-free language
- Apply knowledge of the parts of speech to understand the English principles that will help their career
- Use pronouns, adjectives and adverbs skillfully and according to Standard English principles
- Place apostrophes where they belong
- Identify and correct fragments, run-ons, and comma splices.
- Construct complete and correct sentences.
- Use commas and end-of-sentence punctuation according to principles established for business communication
- Use punctuation marks with precision: comma, period, question mark, exclamation mark, semicolon, colon, hyphen, dash, quotation mark, apostrophe, parentheses
- Use clear, correct, and logical language to correctly compose and format business letters, envelopes, memoranda and e-mail.

**Transferability:**

Transferability is negotiated on a case-by-case basis in consultation with the receiving institution.

**Grading Criteria:**

Chapter Tests	40%
Proofreading Assignments	10%
Writing Assignments	20%
Final Exam	30%

Grades will be assigned on the Letter Grading System used by Grande Prairie Regional College.

**Office Administration Department  
Grading Conversion Chart**

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A+	4	90 – 100	EXCELLENT
A	4	85 – 89	
A-	3.7	80 – 84	FIRST CLASS STANDING
B+	3.3	76 – 79	
B	3	73 – 75	GOOD
B-	2.7	70 – 72	
C+	2.3	67 – 69	SATISFACTORY
C	2	64 – 66	
C-	1.7	60 – 63	
D+	1.3	55 – 59	MINIMAL PASS
D	1	50 – 54	
F	0	0 – 49	FAIL

**Statement on Plagiarism:**

The instructor reserves the right to use electronic plagiarism detection services.