

Course Syllabus

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BUS 300: Written Communication for the Business Professional

The objective of this course is to expand your perceptions about good writing beyond the absence of spelling, grammar, structural, and factual errors. It heavily emphasizes writing clarity, coherence, efficiency, and effectiveness, and you will focus on communication strategy in addition to composition and delivery. The writing process is integrated directly into the design of the course to help you learn to invest more effort into planning and revising messages and less into writing them. You will also learn to more readily identify faulty logic and biased, incomplete, or inaccurate information.

Instructor Information



- Name: Mary Jae Kleckner, Ph. D.
- Office Location: N/A
- Virtual Office Hours:
 - Mondays and Wednesdays, 12:30 – 2:30 pm via email or Zoom
 - Fridays by appt. only
- E-mail Address: mary.kleckner@uwsp.edu
[_\(mailto:mary.kleckner@uwsp.edu\)_](mailto:mary.kleckner@uwsp.edu)*
- Telephone Number: 715.346.2578

* If you need a response within 24 hours, make sure your email subject line 1) succinctly indicates your specific area of concern (assignment, event, etc.) and 2) includes BUS 301 and your specific section number (or meeting time).

Course Information

- Synchronous virtual meetings: Monday 11:00 - 11:50 a.m.
- Virtual Workdays: Wednesday and Friday

If you are unfamiliar or uncomfortable with Canvas, please register for this self-paced [Student Training / Canvas Orientation course](#) [_\(https://uws.instructure.com/enroll/FNRAL8\)_](https://uws.instructure.com/enroll/FNRAL8) to avoid becoming frustrated and confused.

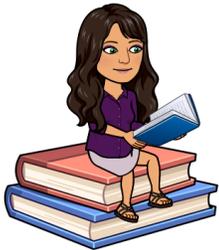
Course Outcomes

Students who successfully complete this course will progress in the following areas:

1. Plan business messages conscientiously and strategically.
2. Write, revise, and edit documents conscientiously through multiple drafts.
3. Respond to messages received according to audience interests and needs.
4. Interpret information, analyze problems, and base decisions on logic and evidence strength.*
5. Format professional-looking documents using word processing software.
6. Process/provide feedback clearly and comfortably.

*This course is part of a pilot program to integrate Critical Thinking across the Curriculum. Critical Thinking is purposeful, reflective reasoning about what conclusions to draw or actions to take. With diligent effort on their part, students will also attain this Critical Thinking Outcome this semester.

Course Text (Required)



Business Communication Today (14th Ed.), Courtland Bovée & John V. Thill. Prentice Hall, 2016. This text is available through the University Bookstore Text Rental program.

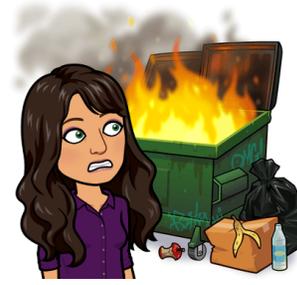
NOTE: If you are living outside the continental U.S. this semester, you might want to consider renting through [Amazon.com](https://www.amazon.com/New-Used-Textbooks-Books/b/?node=465600) (<https://www.amazon.com/New-Used-Textbooks-Books/b/?node=465600>) to avoid shipping costs and delays.

Course Grade

In this class, you must earn a cumulative grade of at least 74% to earn a C. If you meet assignment deadlines, you have an opportunity to revise for 74% on most final drafts. Your final grade in this course is based on the percentage of possible points you earn by the end of the semester:

Grade	Range	Grade	Range
A	100 %to 94.0%	C+	< 80.0 %to 77.0%
A-	< 94.0 %to 90.0%	C	< 77.0 %to 74.0%
B+	< 90.0 %to 87.0%	C-	< 74.0 %to 70.0%
B	< 87.0 %to 84.0%	D+	< 70.0 %to 67.0%
B-	< 84.0 %to 80.0%	D	< 67.0 %to 61.0%
		F	< 61.0 % to 0.0%

If you are concerned about your performance in the course, please talk to me – especially if you feel confused or overwhelmed. Effective communication works two ways, and I can't help if you don't ask. Don't let a small problem become a major crisis because we didn't talk.



Late Work

Assignment deadlines are closely coordinated with class content and the sequence of drafts for each project. Completing assignments properly and submitting them on time is critical to the relevance and overall pacing of the course. For the occasional case where life gets in the way, my policies and procedures for missed assignment deadlines are as follows:

Type of assignment	Maximum score
• First drafts or peer reviews submitted within one hour of deadline:	Up to 74%
• First drafts or peer reviews submitted more than one hour past deadline:	No credit or make-up opportunities
• Participation assignments for class:	No credit or make-up opportunities
• Final drafts submitted within 24 hours of deadline:	Up to 74%, one revision opportunity
• Final drafts submitted more than 24 hours past deadline:	-25% per 24 hours, no revision opportunity

You may receive a deadline extension on up to TWO assignments each semester, but *only* if you request the extension 24 hours in advance. If you realize you need more time less than 24 hours before an assignment is due, don't ask – just turn it in and expect to do a revision for up to 74%.

These policies are meant to help keep students on track... I prefer not to use them as punishment. If you decide you will need an extension, all you have to do to get one is talk to me at least 24 hours in advance. The policies outlined above will apply to your extended deadline.

Extra Credit

A few writing opportunities are posted to Canvas for 5 points of extra credit each. Also look closely for “Easter Eggs” in Canvas and on printed handouts. If you are the first student to locate a typo in my

course materials, discreetly notify me by sending the location and a brief description of the typo [via email \(mailto:mary.kleckner@uwsp.edu\)](mailto:mary.kleckner@uwsp.edu). Include "Easter Egg" in the subject line, along with BUS 300 and your section number, and you will receive 1 extra credit point per typo.

Course Expectations and Policies

1. Stay engaged and participate during class.

As a courtesy, you should let instructors know in advance if you must miss class. The occasional absence should not become an issue unless it starts to become a habit. If you miss more than two weeks' of class, we need to have a conversation about keeping your progress on track, or your course grade could be negatively affected. I'm usually pretty flexible with students who communicate regularly.

Physically (or virtually) showing up is sometimes enough to receive credit; however, mentally engaging in class material is always critical to *learning*. Many behaviors tell those around you whether you are actively engaged in what's going on. Central Wisconsin employers have identified several of them as critical to career success:

- Listen actively and attentively
- Consistently and comfortably ask for clarification or feedback
- Employ effective questioning techniques
- Accept constructive criticism without deflection or defensive behavior

To make sure you stay engaged and demonstrate these behaviors during class, please set your phone to vibrate and put it away* (i.e., keep it *off* the table) during class unless I specifically tell you otherwise. Students who intently stare at their lap during class or otherwise demonstrate they are not mentally present *will* be marked absent. If their disengagement becomes distracting to others, I will ask them to leave.

* If you use an electronic device to accommodate a disability, you must provide documentation from the [Disability and Assistive Technology Center \(DATC\)](https://www.uwsp.edu/datc/Pages/apply-for-accommodations.aspx) (<https://www.uwsp.edu/datc/Pages/apply-for-accommodations.aspx>). Scroll down to "Academic Support and Accommodations" for more information.

2. Do your own work.

In other words, don't try to cheat your way through this class. Just don't.

The minimum penalty for academic misconduct is an F on the assignment. You are responsible for knowing what constitutes academic misconduct. "I didn't know" will **not** be a valid excuse.

DON'T



If you aren't sure what plagiarism is or how to avoid it, please visit my [Course Guidelines on Avoiding Plagiarism](#). For more information, see Chapter UWS 14 of the Wisconsin Administrative Code, "[Student](#)



[Academic Disciplinary Procedures](#)

<https://www.uwsp.edu/dos/Documents/UWS%2014-1.pdf>.”

3. Monitor your Canvas courses and UW-SP email regularly.

Don't rely solely on class reminders – check your email messages and log into your Canvas account at least 2-3 times a week. If you encounter technical problems please let me know, but to resolve those issues you should also contact the resources below:

	UWSP Help Desk	Canvas Support
Phone:	<ul style="list-style-type: none">• 346.4357 (on campus)• 877.832.8977 (off campus)	<ul style="list-style-type: none">• 833.828.9804
Email/chat:	<ul style="list-style-type: none">• itsvdesk@uwsp.edu (mailto:itsvdesk@uwsp.edu)	<ul style="list-style-type: none">• Click "Help" on the
Web resources:	<ul style="list-style-type: none">• Information Technology home page (https://www.uwsp.edu/infotech/Pages/default.aspx)• IT Service Desk (https://www.uwsp.edu/infotech/Pages/ServiceDesk/default.aspx)	<ul style="list-style-type: none">• Canvas Student Guide (https://community.canvaslms.com/t5/Canvas-Student-Guide/Canvas-Student-Guide-10701)• Canvas Video Guide (https://community.canvaslms.com/t5/Canvas-Video-Guide/Canvas-Video-Guide-3891)

Visit my [Canvas Resources page](#) for more information about navigating Canvas.

4. Follow Instructions.

I provide specific instructions for each assignment. Read them carefully, as you will be accountable for the criteria described in each assignment's instructions (and this syllabus). I am happy to answer questions about grading criteria, to be sure to ask me if you need clarification on any written instructions.

5. Meet deadlines.

To keep things simple and organized, students must complete all assignments as instructed and submit them by the deadline in the Canvas calendar. If you need an exception or extension, you must make alternative arrangements with me at least 24 hours in advance to avoid a grade penalty. Review "Late Work" policies above for more specific information.

6. Talk to me.

My office hours are posted at the top of this syllabus -- if you have questions or concerns, you are welcome to call or stop by during those times and talk them over with me. If they pertain to a specific assignment, please talk to me *before* the assignment is due. You are always welcome to email me if you prefer, but you may wait longer to receive a response.



7. Document your sources properly.

All written assignments should follow the Publication manual of The American Psychological Association (6th ed.) guidelines for documentation. Expect to lose points for citations and references that do not meet APA formatting standards. See [Course Guidelines on Source Documentation](#) for more information and resources, and download my [APA Guidelines handout](#)  for specific formatting instructions and examples.

8. Proofread Carefully.

In addition to the specific content and formatting requirements provided for each assignment, all written work must observe basic grammar, spelling, and punctuation rules. Review these [Proofreading Guidelines](#) to see which errors will cost you points. Any written assignment, including first drafts, that contains a distracting amount of spelling and grammatical errors must be revised and resubmitted before it can receive a grade. Revisions can earn no higher than 74%.

For more information about university policies, review UW-Stevens Point's [Rights and Responsibilities](#) [_\(https://www.uwsp.edu/perkins/Pages/Rights-and-Responsibilities.aspx\)_](https://www.uwsp.edu/perkins/Pages/Rights-and-Responsibilities.aspx).

Academic Support and Accommodations

How can I help?



I am always eager to assist you if you are confused or have questions about course materials and assignments; however, if you feel you need additional help, below are some places to find it.

If you need assistance:

The [Mary K. Croft Tutoring-Learning Center](#) [_\(https://www.uwsp.edu/tlc/Pages/default.aspx\)_](https://www.uwsp.edu/tlc/Pages/default.aspx) located in room 018 of the Learning Resources Center offers a variety of academic support services, including:

- Writing and Reading Consultations if you are struggling with a tough writing or reading assignment
- Technology Tutoring Services if your computer skills aren't up to speed
- Academic Skills Specialists if you are struggling with study skills, time management, or other general academic challenges.

The Writing Lab consultants are successful UWSP students who can discuss any type of writing at any stage of the drafting process; including brainstorming, outlining, and research or citations. They work with experienced writers as well as struggling writers; we believe that everyone benefits from discussions about their writing.

- Writing Lab services are currently being provided virtually via Zoom
- Consultation sessions are by appointment. Some short notice times may be available
- Written work can be shared with consultants for feedback via [this online form](https://www.uwsp.edu/tlc/Pages/online-writing-lab-request.aspx) (<https://www.uwsp.edu/tlc/Pages/online-writing-lab-request.aspx>)
- All Writing Lab services are FREE

If you have questions or would like to make an appointment, please contact the TLC via email (tlctutor@uwsp.edu (<mailto:tlctutor@uwsp.edu>)) or phone (715-346-3568).

If you require accommodations:

Please speak with me the first day of class if you know or suspect that you have a recognized disability. Although course standards cannot be lowered, appropriate accommodations may be available to you under certain circumstances. **You must make an appointment with the [Disability and Assistive Technology Center](https://www.uwsp.edu/datc/Pages/apply-for-accommodations.aspx) (<https://www.uwsp.edu/datc/Pages/apply-for-accommodations.aspx>) (DATC) as soon as possible to be eligible for accommodations.**

Smiley Professional (Pro Pointer) Events

Several UWSP departments and programs, including the School of Business & Economics, sponsor **Smiley Professional Events** (or **Pro Events**).

Pro Events connect you to:

- *Campus* (e.g., academic coaching, student clubs);
- *Community* (e.g., Rotary, Business Council); and
- *Careers* (e.g., internships, networking).

As an SBE student, you will be able to choose from a wide variety of speakers, workshops and special events. With over 300 events per year on the Pro Events calendar, you will have significant flexibility in selecting your events. Whatever you choose, Pro Events will help you to make the most out of your time as a student and to prepare for transitioning into a successful career.

Visit the Pro Events web site (proevents.uwsp.edu) for announcements of upcoming events. You can also follow us on social media.

- Facebook: [UWSP School of Business & Economics](https://www.facebook.com/uwspbusiness) (<https://www.facebook.com/uwspbusiness>)
- Twitter: [@UWSPBusiness](https://twitter.com/uwspbusiness) (<https://twitter.com/uwspbusiness>)

For this course, you must attend **two** official Pro Events. One event must be before the mid-semester cut-off of **Oct. 23**; a second event must be before the end-of-semester cut-off (**Dec. 11**). If you go to extra events before the mid-semester cut-off, those credits will carry over into the second half of the semester. Attendance at each event will count for ___ points towards your final grade.

As we continue Pro Events during COVID, there will be a variety of ways to earn your credits:

- Attend virtual (Zoom) events in real time; receive attendance credit directly by signing in with your Point card.
- Watch recordings of past events; receive attendance credit after you submit report via Anderson Center Canvas page.
- Attend occasional live events on campus; receive attendance credit directly.
- Attend off-campus live events; take Events Attendance form and obtain signature.

Attendance at Pro Events will be confirmed with automatic emails to you and updated on the Pro Events web site. Please allow a week for confirmation of attendance at events held outside the SBE, such as Career Services events. If you have a question about Pro Events attendance, please email [proevents@uwsp.edu \(mailto:proevents@uwsp.edu\)](mailto:proevents@uwsp.edu).

IMPORTANT: If you have multiple courses or affiliations with Pro Events requirements, it is your responsibility to make sure you have attended enough events for each course/affiliation. If you have not attended enough events to cover all of your requirements, your attendance will be allocated to your courses in alpha-numeric order followed by any other affiliations.

After the mid-semester cut-off and the end of this semester's events, I will receive reports confirming your attendance. You do not need to do anything else.

Hint: if you are having trouble finding events that fit your schedule, check out the "Create Your Own Event" option (<https://www.uwsp.edu/busecon/Pages/Events/create.aspx> (<https://www.uwsp.edu/busecon/Pages/Events/create.aspx>)). You can meet with an expert from Career Advising, Financial Coaching or Academic Coaching. During "Kickstart Your Career," there's the special "Lunch with a Leader" program that allows you to set up a lunch with a local business expert to learn more about their industry, company and profession. Normally, the Anderson Center pays the cost of lunch for SBE students and their guests; during this COVID era, the lunches will be "virtual" (Zoom).

Changes to Course Policies/Calendar

Please note that I reserve the right to make changes to this course syllabus as we progress through the semester. Although I prefer to avoid altering our plan, sudden changes to plans happen in the workplace all of the time, so if circumstances arise that require me to adjust our work plan, consider it an opportunity to develop your agility -- that's something my contacts in industry say our graduates lack.

You will be notified during class of any changes that arise. I will announce any deadline adjustments at least one week in advance.

Permission to Use Your Work

PERMISSION TO USE YOUR WORK

I may wish to use a sample of your work in future teaching or research activities. No examples will reveal your identity. If you prefer not to have samples of your work shared, send me an e-mail opting out of this request. Otherwise, your participation in the class will be taken as consent to have portions of your work used anonymously for teaching or research purposes.



SBE Mission

The UW-Stevens Point School of Business and Economics creates career ready graduates and leaders through applied learning. We serve the businesses, economy, and people of the greater Central Wisconsin region. We specialize in preparing students for success by providing professional development experiences, access to employers, and in-demand skills.

The SBE achieves its mission by valuing:

- Talent development
- Lifelong learning
- Career preparation
- On the job experiences
- Community outreach
- Regional partnerships
- Continuous improvement

Accreditation Commitment

SBE is accredited by the Association to Advance Collegiate Schools of Business (AACSB), a designation earned by only 5 percent of world business schools. Accreditation instills a culture of continuously improving our programs through connections with local business leaders, alumni and the community.

Course Summary:

Date	Details
Fri Sep 4, 2020	 Practice Assignment (https://uwstp.instructure.com/courses/336239/assignments/2287598)

due by 11am

Date	Details	due by 11:59pm
Sun Sep 6, 2020	 Chapter 4 Quiz https://uwstp.instructure.com/courses/336239/assignments/2129704	due by 11:59pm
	 Plagiarism Quiz https://uwstp.instructure.com/courses/336239/assignments/2129696	due by 11:59pm
	 Situation Analysis Case Study https://uwstp.instructure.com/courses/336239/assignments/2129712	due by 11:59pm
Sun Sep 13, 2020	 EC1.1: Situation Analysis Quiz https://uwstp.instructure.com/courses/336239/assignments/2129725	due by 11:59pm
	 Research Project Situation Analysis - First Draft https://uwstp.instructure.com/courses/336239/assignments/2129739	due by 11:59pm
Wed Sep 16, 2020	 Research Project Situation Analysis - Peer Review 1 https://uwstp.instructure.com/courses/336239/assignments/2149602	due by 11:59pm
Sun Sep 20, 2020	 Chapter 5 Quiz https://uwstp.instructure.com/courses/336239/assignments/2129698	due by 11:59pm
	 Chapter 5 small group questions and suggestions forum https://uwstp.instructure.com/courses/336239/assignments/2180455	due by 11:59pm
Sun Sep 27, 2020	 Chapter 5 Worksheets https://uwstp.instructure.com/courses/336239/assignments/2129713	due by 11:59pm
	 Chapter 6 Quiz https://uwstp.instructure.com/courses/336239/assignments/2129697	due by 11:59pm
	 Research Project Situation Analysis - Second Draft https://uwstp.instructure.com/courses/336239/assignments/2171226	due by 11:59pm
Sun Oct 4, 2020	 Chapter 13 Quiz https://uwstp.instructure.com/courses/336239/assignments/2129695	due by 11:59pm

Date	Details	
	 Chapter 6 small group questions and suggestions forum (https://uwstp.instructure.com/courses/336239/assignments/2180457)	due by 11:59pm
	 HEADS UP: Begin working on your Research Project Situation Analysis	to do: 11:59pm
	 Chapter 6 Worksheets (https://uwstp.instructure.com/courses/336239/assignments/2129714)	due by 11:59pm
Wed Oct 7, 2020	 Research Project Situation Analysis - Peer Review 2 (https://uwstp.instructure.com/courses/336239/assignments/2150001)	due by 11:59pm
Sun Oct 11, 2020	 Critical Thinking Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129694)	due by 11:59pm
	 Information Literacy tutorial (https://uwstp.instructure.com/courses/336239/assignments/2129715)	due by 11:59pm
Wed Oct 14, 2020	 APA Documentation Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129687)	due by 11:59pm
	 Paraphrasing Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129701)	due by 11:59pm
Sun Oct 18, 2020	 EC2.1: Word Reference Manager exercise (https://uwstp.instructure.com/courses/336239/assignments/2129719)	due by 11:59pm
	 Research Notes (https://uwstp.instructure.com/courses/336239/assignments/2129733)	due by 11:59pm
Wed Oct 21, 2020	 Argumentation Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129690)	due by 11:59pm
Fri Oct 23, 2020	 ProPointer Event mid-term deadline (https://uwstp.instructure.com/courses/336239/assignments/2129722)	due by 5pm
Sun Oct 25, 2020	 Chapter 2 Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129688)	due by 11:59pm

Date	Details	due by 11:59pm
	 Research Notes - Argument Map (https://uwstp.instructure.com/courses/336239/assignments/2129732)	due by 11:59pm
Wed Oct 28, 2020	 Research Project Situation Analysis - Final Draft (https://uwstp.instructure.com/courses/336239/assignments/2129726)	due by 11:59pm
	 Team Charter (https://uwstp.instructure.com/courses/336239/assignments/2129740)	due by 11:59pm
Sun Nov 1, 2020	 Team Report Outline (https://uwstp.instructure.com/courses/336239/assignments/2129743)	due by 11:59pm
Sun Nov 8, 2020	 Team Report First Draft (https://uwstp.instructure.com/courses/336239/assignments/2129742)	due by 11:59pm
Sun Nov 15, 2020	 Chapter 10 Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129689)	due by 11:59pm
	 Team Report Final Draft (https://uwstp.instructure.com/courses/336239/assignments/2129741)	due by 11:59pm
Wed Nov 18, 2020	 Routine Email First Draft (https://uwstp.instructure.com/courses/336239/assignments/2129735)	due by 11:59pm
Sun Nov 22, 2020	 Chapter 11 Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129703)	due by 11:59pm
	 Routine Email Peer Review (https://uwstp.instructure.com/courses/336239/assignments/2172768)	due by 11:59pm
	 Team Performance Evaluation (https://uwstp.instructure.com/courses/336239/assignments/2129718)	due by 11:59pm
Wed Nov 25, 2020	 Indirect Business Letter First Draft (https://uwstp.instructure.com/courses/336239/assignments/2129730)	due by 11:59pm
Sun Nov 29, 2020	 Chapter 12 Quiz (https://uwstp.instructure.com/courses/336239/assignments/2129702)	due by 11:59pm

Date	Details	
	 Indirect Business Letter Peer Review (https://uwstp.instructure.com/courses/336239/assignments/2172770)	due by 11:59pm
	 Opportunity Posting (https://uwstp.instructure.com/courses/336239/assignments/2129707)	due by 11:59pm
Wed Dec 2, 2020	 Persuasive Business Letter First Draft (https://uwstp.instructure.com/courses/336239/assignments/2129709)	due by 11:59pm
Sun Dec 6, 2020	 Persuasive Business Letter Peer Review (https://uwstp.instructure.com/courses/336239/assignments/2172772)	due by 11:59pm
Wed Dec 9, 2020	 Schedule your finals week conference (https://uwstp.instructure.com/courses/336239/assignments/2129727)	due by 11:59pm
	 Meet the ProPointer Event final deadline (https://uwstp.instructure.com/courses/336239/assignments/2129721)	due by 5pm
Fri Dec 11, 2020	 Indirect Business Letter Final Draft (https://uwstp.instructure.com/courses/336239/assignments/2129729)	due by 11:59pm
	 Persuasive Business Letter Final Draft (https://uwstp.instructure.com/courses/336239/assignments/2129731)	due by 11:59pm
	 Routine Email Final Draft (https://uwstp.instructure.com/courses/336239/assignments/2129734)	due by 11:59pm
Sun Dec 13, 2020	 Final Course Portfolio (https://uwstp.instructure.com/courses/336239/assignments/2129723)	due by 11:59pm