SYLLABUS

DIVISION: Business and Engineering Technology   **REVISED:** January 9, 2015

CURRICULA IN WHICH COURSE IS TAUGHT: Administrative Support Technology/Office
                                           Information Systems

COURSE NUMBER AND TITLE: AST 205—Business Communications

CREDIT HOURS: 3 **HOURS/WK LEC:** 3 **HOURS/WK LAB:** 0 **LEC/LAB COMB:** N/A

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I.   **CATALOG DESCRIPTION:** Teaches techniques of oral and written communications. Emphasizes writing and presenting business-related materials including instruction in PowerPoint. Includes brief instruction in voice recognition software use. (Dragon Naturally Speaking)

II.   **RELATIONSHIP OF THE COURSE TO CURRICULA OBJECTIVES:**
   - Demonstrate knowledge of various administrative support functions to perform satisfactorily in an office environment
   - Demonstrate proficiency in using word processing software to accurately format a variety of business correspondence.

III.   **REQUIRED BACKGROUND/PREREQUISTIES:** Touch Typing Skills (Ability to type 20 words per minute) AST 102, ENG 135, and BUS 235, or departmental approval.

IV.   **COURSE CONTENT:**

   - Grammar reviews and proofreading practices
   - Review of punctuation, capitalization, and use of numbers
   - Persuasive writing and proposals
   - Recognition and development of effective non-verbal communication
   - Preparing/delivering oral presentations
   - Preparing/presenting written communications through teamwork
   - Preparing visuals to support oral and written communication
   - Using PowerPoint software and other software to prepare formal presentations.
   - Communicating effectively in meetings and conversations
   - Exploring the role of communication in business
   - Exploring the growing importance of cross-cultural communication
   - Exploring the dimensions of cultural differences
   - Problems of Language and advice on communicating across cultures
   - Exploring the use of Dragon Naturally Speaking to enhance written communication.

V.   THE FOLLOWING GENERAL EDUCATION OBJECTIVES WILL BE ADDRESSED IN THIS COURSE   (Place X by all that apply)

__X__	Communications	__X__	Computational and Computer Skills
__X__	Learning Skills	__X__	Understanding Culture and Society
__X__	Critical Thinking	__X__	Understanding Science and Technology
__X__	Interpersonal Skills and Human Relations	__X__	Wellness

VI.   LEARNER OUTCOMES   **VII.   EVALUATION**

Learner outcome	Evaluation method
• Understand and correctly spell vocabulary words commonly used in business transactions and relationships. (Spelling Quizzes and Assigned Writings)	Lab exercises Projects
• Proofread documents and make necessary corrections. (Assigned Writings)	Lab exercises Projects
• Understand and effectively use non-verbal and verbal communication. (Oral Presentations)	Lab exercises Chapter Tests Presentations
• Understand common examples of misunderstandings in culturally diverse communication exchange	Lab exercises Research Report Presentation Chapter Test
• Use Microsoft PowerPoint and other applications to create professional informal and formal presentations. (MOS Certification Test, Oral Presentation, Unit Tests)	Lab exercises SNAP (Online Training and Assessment—Simplified)—Concept, Performance Evaluations) Unit PowerPoint Tests
• Demonstrate voice recognition skills by using Dragon Naturally Speaking software.	Teacher Evaluations Lab exercises Command Quizzes