



**Business Communications  
CAOA 227 CRN 30930 – Spring 2012**

**A MANDATORY on-campus orientation for this class is scheduled on Saturday,  
January 21, 2012 from 3:00 - 4:00 p.m. in Room 4111, SLO campus.  
You MUST ATTEND THIS MEETING in order to RETAIN YOUR SEAT in the online course.**

Welcome to distance education at Cuesta College!

**Instructor:** Leila Chambers      **Office:** SLO Campus, Room 4302, Bus Ed Bldg.  
**Email:** [LCHAMBER@CUESTA.EDU](mailto:LCHAMBER@CUESTA.EDU) M - F      **Office Hours:** Listed on current syllabus  
**Telephone:** (805) 546-3100, ext. 2728 Monday through Friday

**Course Overview:** Presents a study of the principles and techniques applicable to all forms of effective business communication. Emphasis is on memorandums, e-mail, routine request letters, positive response letters, negative response correspondence, persuasive communication, formal reports, and goodwill and special messages. Transfer: CSU

Please be prepared to spend **8 - 12 hours per week** on coursework for this class. Are you wondering how successful you may be at a distance education course? Take the Self-Assessment Survey at <http://library.cuesta.edu/distance/survey.htm>

This course is taught using Blackboard CE8. **Students will have access to the online class the Friday before the semester begins.** This is a Web-based tool used to facilitate teaching an online class. This platform provides the framework for the CAO A 227 class including PowerPoint presentations, student data files, the tools to receive and send course materials, and a grade book. Using the communication tools, you can communicate using e-mail, and you can share materials and ideas with other course participants via the discussion board or in chat rooms.

The required software for this course includes **Microsoft Windows 7, Vista, XP, Me, OR 2000; Microsoft Word 2010, 2007, 2003, OR XP; Microsoft Internet Explorer 6 or higher; an email account.**

**Minimum Computer Requirements:**

- Intel® Pentium® III / 500 MHz processor (or equivalent AMD processor) • 512 MB RAM
- Sound Card • Reliable DSL or Cable (not dial-up modem) Internet Connection • Speakers or headset

You must have access to a computer, an email account, and a reliable Internet connection. You will also need to have a backup plan in case your internet provider or computer goes down. All of your assignments and tests will be sent to me via Blackboard. It is **essential** that you understand the basic concepts of email; web navigation; computer security including firewalls, cookies, trusted sites; and online communication to succeed in this course.

**Text & Materials:**

*ESSENTIALS OF BUSINESS COMMUNICATION 8th* edition by Mary Ellen

Guffey, Thomson/SouthWestern Publisher 2010, ISBN 978-0-324-58800-2

Optional Textbook (very useful with this course) *HOW 10, 11, or 12 Handbook for Office Professionals*, by Clark & Clark, ISBN 0-324-39993-6 Flash or Thumb Drive (bring to the Mandatory Orientation)

You may download Chapter One of the textbook for free at [www.cengagebrain.com](http://www.cengagebrain.com) in case your book purchase is delayed.

Textbook Purchasing--Electronic versions of textbooks, rental textbooks, and used textbooks may be found at the following sites:

[www.cengagebrain.com](http://www.cengagebrain.com), [www.cheapbooks.com](http://www.cheapbooks.com), [www.ichapters.com](http://www.ichapters.com), or [www.coursesmart.com](http://www.coursesmart.com) as well as [www.amazon.com](http://www.amazon.com).

Software—Microsoft Windows and Microsoft Word (or the entire Office 2010 Professional Suite) may be purchased at a discount at [www.ultimatesteal.com](http://www.ultimatesteal.com), [www.journeyed.com](http://www.journeyed.com), or <http://collegesoftware.org>

**First week assignment and instructions:** Please check your MyCuesta email account the Friday before the semester begins for **important class information before the mandatory orientation**. Purchase the course materials and bring them with you to the **MANDATORY on-campus orientation**. In addition, **READ CHAPTER ONE AND SEND ME AN EMAIL WITH YOUR ANSWERS TO THE CRITICAL THINKING QUESTIONS #3 AND #4 ON PAGE 23**. The first week assignment is due by Saturday, January 21, 2012 by 11:55 p.m.

**Exam Dates -- On-campus (SLO) Proctored Exams MANDATORY**

**This class has two (2) exams (not including the final formal report project), and they are on-campus proctored exams. The dates of these exams are the following:**

**Tuesday, February 21, 5:00 - 6:50 p.m., Room 4111, SLO Campus**

**Tuesday, March 20, 5:00 - 6:50 p.m., Room 4111, SLO Campus**

A proctored exam is an exam that is administered by an individual who supervises the student while he or she is taking the exam. The proctor's function is to ensure the integrity and security of the exam in a secure environment. (SCSU)

**If traveling to the Cuesta College San Luis Obispo location for the exams is not feasible (you live more than 60 miles away), you will need to locate a community college that has a testing center for you to take your exams.** Please contact me before the semester begins if you have questions about the proctored exams. It is the student's responsibility to coordinate with the testing center and provide your instructor with all requested information about the testing center.

Please confirm that the information you provided to Cuesta College when you registered is current, especially your phone number, address, and an up-to-date email address. Most of you should have received a Cuesta email address. If you have not, please contact Admissions and Records.

The course syllabus contains the schedule for all homework chapter assignments and test dates. The syllabus will be available on the online class site and MyCuesta (My Courses) at the beginning of the semester. The online class address to access the CAO 227 class and login instructions will be provided at the beginning of the semester (**login to Blackboard not available until the Sunday before the semester starts**) and at the mandatory class session.

Business Communications

**School Policy:** Each student is required to follow all school guidelines and comply with all school deadlines including **personal responsibility for adding and/or dropping this class.** Each student is responsible for obtaining updates or changes to the syllabus and/or assignments for the course.

If you have any additional questions prior to the first day of class, please feel free to e-mail me. I look forward to meeting and working with you!

Leila Chambers

