Piedmont Technical College Course Syllabus

COURSE INFORMATION

Course Prefix/Number: AOT134

Title: Office Communications

Responsible Division: Business, Information Technologies, and Public Service

Last Day to Withdraw from this Course: For the last date to withdraw from this course, consult the current *Student Calendar*.

Course Description:

For course, credit hour, pre-requisite(s) and co-requisite(s) information, visit the Detailed Course Information page: www.ptc.edu/courses/AOT134.

Textbook and Other Materials:

For textbook information and additional required and/or supplemental materials, visit the college bookstore (www.ptc.edu/bookstore).

Proctored Examinations:

Proctored examinations for distance learning courses taken at non-PTC campuses may require a proctoring fee for each exam taken.

COURSE POLICIES

Course policies are available online through the *Academic Catalog* and *Student Handbook*. Visit the Course Policies page (www.ptc.edu/syllabus/policies) for a detailed list of important policies and more information.

GRADE POLICY

Detailed grading policy information can be found on the Grading Policy webpage (http://www.ptc.edu/grading-policy). Final grade appeal information is available in the *Academic Catalog* (http://www.ptc.edu/catalog/).

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ACCOMMODATIONS

Accommodations for ADA:

Information is available on the [Student Disability Services webpage](http://www.ptc.edu/ada) (http://www.ptc.edu/ada).

TITLE IX HARASSMENT AND SEXUAL ASSAULT INFORMATION

In accordance with Title IX of the Education Amendments of 1972, Piedmont Technical College does not discriminate on the basis of sex in its education programs or activities. Title IX protects students, employees, and applicants from sex discrimination in admissions and employment to include discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. More information regarding Title IX, including contact information for the Title IX coordinators, is available at [Title IX Harassment and Sexual Assault Information](https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information) (https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information).

RATIONALE

Why do I need this course?

Basic communication skills are essential in order to communicate confidently in the style of English that leads to success in a business, professional, or technical career.

PROGRAM INFORMATION

For program information including required courses, program learning outcomes, gainful employment information and advisement information, refer to the Academic Program webpage. Go to [Academics](http://www.ptc.edu/academics) (http://www.ptc.edu/academics), select your program, and then select Credentials Offered.

COURSE STUDENT LEARNING OUTCOMES

Upon successful completion of this course and/or clinical, each student will be able to:

- Identify strengths and weaknesses in communication, as well as the elements that can prohibit effective communication.

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- Demonstrate how teams work together, how team members can get to know each other, and ways team members at different locations can work effectively.
- Identify ways to create communication that is intended to persuade.
- Identify appropriate methods for delivering negative news.
- Identify methods for preparing effective and properly formatted reports and proposals.
- Use the principles of effective visual aids in presentations to create a PowerPoint presentation.
- Use the principles of effective resumes to create a professional resume.

GENERAL EDUCATION COMPETENCIES

Piedmont Technical College General Education Competencies for All Graduates:

This course may address one or more of the following General Education Competencies (assessment will be stated when applicable):

Communicate effectively.

Assessment:

Students will create various types of business letters, memos, email messages, presentations, and other types of office communication with correct format, grammar, and spelling. Students also must interact with the instructor and others in class via email and through discussion questions.

Apply mathematical skills appropriate to an occupation.

Assessment:

N/A.

Employ effective processes for resolving problems and making decisions.

Assessment:

Students will make decisions on how to create various types of business correspondence and how to handle various situations in order to effectively communicate correct messages to others.

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Demonstrate the basic computer skills necessary to function in a technological world.

Assessment:

Students must prepare all documents using Microsoft Word and PowerPoint.

To validate proficiency in the general education competencies, students in some programs will be tested using Work Keys.

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