

## ENGLISH 100WB Advanced Writing Workshop for Business Majors Spring 2018 Course Syllabus

Department of English and Comparative Literature | College of Humanities and the Arts | San Jose State University  
Section 01 | Wednesday 09:00-11:45 | Course ID 27272 | SEM, BBC 128  
Section 09 | Fridays 09:30-12:15 | Course ID 27295 | SEM, BBC 124

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**Instructor:** Laimin Lo  
**Office:** Faculty Office Building (FOB) 215  
**Office Hours:** Wednesday & Fridays 1:00-2:00 p.m. and by appointment  
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(Use “**Engl100WB:**” as the prefix in subject line.)  
**Virtual Office:** <https://sjsu.zoom.us/my/laiminlo>  
**GE Category:** Written Communication II (Z)

### Course Description

This hands-on course is designed to simulate actual business communication scenarios (oral and written) that are encountered by business professionals daily during the course of their careers. Assignments will enable students to **practice** and immediately **apply** both practical and theoretical aspects of organizational communication directly in real-life work situations. Communication mechanics and style (practical), and the appropriateness of messages and methods based on specific organizational situations (theoretical) will be emphasized.

### Prerequisites

A grade of C or better (C- not accepted) in Area A3 (Critical Thinking and Writing), passage of Writing Skills Test (WST) or ENGL/LLD 100A with C or better (C- not accepted), upper division standing (60 units), and completion of Core GE. Student must be a business, industrial arts, industrial technology, public relations, or hospitality management major.

### Course Goals

Course will give students the opportunity to develop advanced proficiency in college-level writing and appropriate contemporary research strategies and methodologies to communicate effectively to both specialized and general audiences. English 100WB (Written Communication II) will reinforce and advance the abilities developed in Written Communication I (A2) and Critical Thinking and Writing (A3) courses. Upon completion of this course, students are expected to:

- A. Apply the mechanics of effective communication by demonstrating the ability to**
1. Communicate to an individual or group in written and oral formats.
  2. Observe standard principles of grammar, punctuation and spelling, either by memorization and/or through the use of resources.
  3. Recognize and appreciate the importance of concise and timely communication in various organizational settings.
  4. Identify and articulate the “take-away” message in every communication.
  5. Recognize and utilize a variety of communication tools, techniques, and modes.
  6. Demonstrate an ability to format, compose, and revise a variety of written documents.
- B. Apply theoretical analysis to make communication decisions by demonstrating the ability to**
1. Understand the importance of “crafting” messages.
  2. Recognize a variety of organizational communication needs and constraints.
  3. Analyze an audience and compile appropriate communication options.
  4. Develop a communication strategy based upon organizational needs, constraints, and audience type or segment.
  5. Be effective at a variety of work situations: interviewing, impromptu speeches, meetings, structured presentations, instant messages, emails, articles, reports, etc.
  6. Evaluate and critique various communication behaviors for “effectiveness.”
  7. Make communication decisions using common sense logic and defend those decisions.

### C. Assumptions

1. Improving communication skills will benefit you in every aspect of your life. Every individual can improve his or her communication skills, and the ability to communicate well, increases with practice.
2. Effective communicators are attentive to both practical and theoretical elements of organizational situations and they appropriately “craft” their message, depending upon the audience, situation, and data.
3. Finally, students learn best when the topic is practical, and the learning environment is engaging, challenging, safe, and fun.

### Student Learning Objectives (SLOs)

Students shall:

1. **SLO 1:** Produce discipline-specific written work that demonstrates upper-division proficiency in language use, grammar, and clarity of expression
2. **SLO 2:** Explain, analyze, develop, and criticize ideas effectively, including ideas encountered in multiple readings and expressed in different forms of discourse
3. **SLO 3:** Organize and develop written assignments and business documents for both professional and general audiences
4. **SLO 4:** Organize and develop written assignments and business documents according to appropriate editorial and citation standards
5. **SLO 5:** Locate, organize, and synthesize information effectively to accomplish a specific purpose, and to communicate that purpose in writing

### Textbooks and Materials

- A. Mandatory (Required)
  1. Internet access. Course materials (handouts, assignment instructions, due dates, and additional resources) can be found on the [Canvas Learning Management System course login website](http://sjsu.instructure.com) at <http://sjsu.instructure.com>. You are responsible for regularly checking with the messaging system through [MySJSU](http://my.sjsu.edu) at <http://my.sjsu.edu> to stay informed of any updates.
  2. Textbook: *Excellence in Business Communication* by John V. Thill and Courtland L. Bovee, 12th edition, Prentice Hall, ISBN-13: 978-0134319056
  3. Two large yellow books (purchase at Spartan Bookstore; do NOT write your name)
  4. Handout packet (purchase at Maple Press on 330 S 10th St #200; do NOT write your name)
  5. Video recording device (such as a smartphone with 15 minutes of recording time)
  6. Printer access. A vast majority of assignments will be submitted in hardcopy form and presentation matters. Ensuring you have access to a decent printer is important.
- B. Highly Recommend (but Optional)
  1. Grammar usage reference (from English 1A/1B or *The Everyday Writer* by Andrea A. Lunsford, 5<sup>th</sup> edition, Bedford St. Martin’s, ISBN 978-1-4576-1266-4)
  2. Dictionary AND Thesaurus
  3. Reading selections from Recommended Reading List page in Canvas
  4. Join Spartan Toastmasters <http://2113833.toastmastersclubs.org>
  5. Join a professional career development and/or networking organization (Watermark is an excellent organization for young women seeking to enhance their leadership skills.)

### Course Format

Course involves simulated work communication scenarios taken from actual events. Class activities provide students with opportunities to practice communication skills necessary for success in industry and will require students to analyze communication scenarios and choose appropriate methods and messages. Students will learn about, and practice using, several communication tools which can improve the effectiveness of both their written and oral communication. Class time will be divided between in-class simulation activities, analyzing and editing assignments, and interactive lectures. **Success in this class requires perfect attendance and completion of ALL assignments with maximum effort.**

## Grading Policy

The Department of English reaffirms its commitment to the differential grading scale as defined by the SJSU Catalog (Grades-Letter Grading). Grades issued must represent a full range of student performance: A+/A/A- = excellent; B+/B/B- = above average; C+/C/C- = average; D+/D/D- = below average; F = failure. Within any of the letter grade ranges (e.g. B+/B/B-), the assignment of a + or - grade will reflect stronger (+) or weaker (-) completion of the goals of the assignment.

Instructors will comment on and grade the quality of student writing as well as the quality of ideas being conveyed. All student writing should be distinguished by correct grammar and punctuation, appropriate diction and syntax, and well-organized content (paragraphs). Thoughtful responses with an attention to detail exemplify excellence.

- The “**A**” assignment exemplifies the 7 Cs of communication and showcases creativity, out-of-boxing thinking, and the ability to view assignment instructions as *design constraints*. Content is fully developed with interesting details, lively vocabulary, syntactic complexity, graceful transitions, and a clear take-home message. Assignment appeals to the reader, looks professionally produced, and is virtually free of mechanical errors.
- The “**B**” assignment develops ideas and supports them with vivid, specific examples, but it may lack the sentence variety, graceful transitional phrases, a clear take-home message, or technically astute content characteristic of an “A” assignment. The “B” assignment may contain minor grammatical or mechanical flaws; however, it demonstrates overall business communication competence.
- The “**C**” assignment is logically organized, but usually general, bland, and unpolished. The content need controlling ideas and specific examples. The vocabulary and syntactical complexity is less mature, making the assignment less effective. The assignment may contain a distracting number of mechanical and grammatical flaws.
- The “**D**” assignment is poorly organized, developed, and executed. It is generally unclear and has inappropriate or inadequate examples, is noticeably superficial and simplistic, and/or it contains serious mechanical and grammatical problems.
- The “**F**” assignment is similar to the “D,” but is more consistent in mechanical errors and less logical. The assignment is generally unclear and shows little real effort.

## Grading Scale

Excellent	Above Average	Satisfactory	Below Average	Unsatisfactory
Above 97% A+	89-87% B+	79-77% C+	69-67% D+	59-0% F
96-93% A	86-83% B	76-73% C	66-63% D	
92-90% A-	82-80% B-	72-70% C-	62-60% D-	

**Exam Make-up Policy:** Make-ups will be dealt with on a case-by-case basis.

**Extra Credit:** Extra credit assignments may be offered during the semester. They must be completed as instructed and turn in on time to be accepted.

**WARNING #1:** Late assignments are **not** accepted unless excused by physician. **Attach original doctor’s note to assignment and turn it in at the next class period.** Failure to do so will result in a permanent zero grade for that assignment. (If you claim to be sick but didn’t seek care from a private physician or visit the SJSU Health Center, the assignment will remain a zero.)

**WARNING #2:** **Papers that repeat errors identified in a previous draft or lack in-depth revision work will receive an automatic F grade.** For example, if I write “*Revise: Use more action verbs and make all bullets parallel*” on your resume assignment and I see the same errors on the next revision, you will receive an automatic F on that paper. (NOTE: Repeating the same errors after it has been pointed out to you in an actual work setting will result in termination. Learning from failure is an important part of success.)

## Assignments

All assignment details and in-class activities are posted in Canvas (Schedule page). **Late assignments will not be accepted—NO EXCEPTIONS.** If you cannot attend class, you may 1) ask a classmate to turn in homework for you or 2) submit the assignment to the English Department office (FOB 102) **prior** to the due date. **Emailed assignments will NOT be accepted.** Incomplete, late, or missed assignments will result in a **zero** grade.

**Format:** Many assignments, such as blogs, resumes, reports, letters, and emails, will follow standard business writing format (as explained during lecture, posted on Canvas, and printed in Appendix A of your textbook). Format all other assignments in MLA style. (See Appendix B of your textbook for more details on MLA style.)

**Rewrites:** Certain writing assignments (designated with \* in the schedule) may be re-written for a higher grade. **The rewrite is the FINAL grade for that assignment. NOT** best out of two. A **substantial** improvement must be made in terms of communication effectiveness in order to receive a higher grade. “Spot corrections” and merely incorporating instructor and student feedback will **NOT** satisfy this requirement and may **reduce** your grade.

<b>Tentative Schedule</b>	
Subject to change with fair notice. Visit Canvas for latest details.	
<b>WEEK 1:</b>	Chapter 1 Achieving Success Through Effective Business Communication Impromptu Speech: Formal Business Introductions
<b>WEEK 2:</b>	Chapter 2 Mastering Team Skills and Interpersonal Communication Chapter 3 Communicating in a World of Diversity Oral Presentation: The Story of You (5 points) Biography (10 points) [SLO 1 and 3] Biography Reflection (2 points) [SLO 1] Mock Meetings: Video and Audio Conference Calls; Voice Messaging
<b>WEEK 3:</b>	Chapter 4 Planning Business Messages Chapter 5 Writing Business Messages Library Research Session Market Research Interview Schedule (2 points)
<b>WEEK 4:</b>	Chapter 6 Writing Business Messages Executive Brief (20 points) [SLO 1, 2, 3, 4, and 5] Executive Briefing: Intercultural Communication Preferences (10 points) Briefing Reflection (2 points) [SLO 1] Briefing Attendance (5 points per day)
<b>WEEK 5:</b>	Chapter 15 Building Careers and Writing Resumes Market Research (10 points) [SLO 1, 2, and 5] Resume* (10 points) [SLO 1, 2, 3, and 5] Cover Letter* (10 points) [SLO 1, 2, 3, and 5] Mock Interviews (5 points) Guest Speaker from Ericsson, Symantec, Cisco, Juniper, or Yahoo
<b>WEEK 6:</b>	Chapter 16 Applying and Interviewing for Employment Thank You Letter* (10 points) [SLO 1, 3, and 5] Self-Evaluation (10 points) [SLO 1, 2, 3, and 5] Peer-Evaluation (10 points) [SLO 1, 2, 3, and 5] Mock Performance Evaluation (5 points)
<b>WEEK 7:</b>	Chapter 11 Planning Reports and Proposals
<b>WEEK 8:</b>	Chapter 12 Writing Reports and Proposals Written Proposal (10 points) [SLO 1, 2, 3, 4, and 5] Impromptu Speech: Elevator Pitch (10 points)

<b>WEEK 9:</b> Chapter 13 Completing Reports and Proposals Mid-term (20 points)
<b>WEEK 10:</b> Midterm
<b>WEEK 11:</b> Chapter 14 Designing and Delivering Oral and Online Presentations Change Management Report (30 points) [SLO 1, 2, 3, 4, and 5] Oral Presentations: Change Management (20 points) Presentation Attendance (5 points per day)
<b>WEEK 12:</b> Chapter 8 Writing Routine and Positive Messages Recommendation Request Email (5 points) [SLO 1, 3, and 5] Draft Recommendation Letter (10 points) [SLO 1, 3, and 5] Press Release (10 points) [SLO 1, 3, and 5]
<b>WEEK 13:</b> Chapter 9 Writing Persuasive Messages Recommendation Refusal Email (10 points) [SLO 1, 3, and 5] Suggestion Rejection Email (10 points) [SLO 1, 3, and 5] Letter of Resignation (2 points) [SLO 1, 3, and 5] Negative Product Review (2 points) [SLO 1, 3, and 5]
<b>WEEK 14:</b> Chapter 10 Writing Persuasive Messages Persuasive Blog (10 points) [SLO 1, 2, 3, 4, and 5] Persuasive Email Analysis (10 points) [SLO 1, 2, 3, 4, and 5] Impromptu Speech: Salary Negotiation (5 points) Impromptu Speech: Interview Closer (5 points)
<b>WEEK 15:</b> Chapter 7 Crafting Messages for Electronic and Social Media Audio or Video Podcast or Blog (10 points) [SLO 1, 3, and 5] Podcast Analysis (2 points) [SLO 1, 2, 3, and 5] Impromptu Speech: Productivity Tool or App Pitch (5 points)
<b>WEEK 16:</b> Final Exam (40 points)
<b>QUIZZES</b> (3 points per chapter, appendix, and greensheet)
<b>EXTRA CREDIT</b> Ten Questions to Ask Interviewer (2 points before mock interviews) Career Center (2 points before resume and cover letter are due) Writing Center (3 points before spring break) Bonus (miscellaneous points awarded for exemplary effort, finished product, or contribution)
Written Assignments: 209 points Oral Presentations and Simulations: 70 points Attendance: 25 points Quizzes: 60 points Exams: 60 points <b>TOTAL: ~419 points</b>
(Point total WILL change if assignments are added or deleted.)

**Library Liaison:** Ms. Christa Bailey is your reference librarian. Her contact information is 408-808-2422 and [christa.bailey@sjsu.edu](mailto:christa.bailey@sjsu.edu). Ms. Bailey’s Libguide is located at <http://libguides.sjsu.edu/profile/christabailey>. Bookmark the King Library website (<http://library.sjsu.edu/>) and SJSU Research Guides (LibGuides located at <http://libguides.sjsu.edu/content.php?pid=59467&hs=a>) if you have not already. If Ms. Bailey is not available, use the Ask A Librarian feature (located at <http://library.sjsu.edu/ask-librarian-0>) to chat with an on-call reference librarian even when the library is *closed*. For immediate assistance with any research related question, call 1-408-808-2100 during business hours.

**Classroom Protocol:** Each class session is important. By attending every class session, you will maintain continuity from class to class. Furthermore, I often introduce new material, assign in-class or out-of-class assignments, or issue pop quizzes that do not appear on the syllabus. Perfect attendance will provide you the best opportunity to succeed in this course. Arrive *on time* (5 to 10 minutes early) to avoid missing any assignments or quizzes given at the beginning of class. Turn off and leave out of sight any computers, tablets, mobile phones, or other electronic devices. Nooks, Kindles, and other tablet reader devices require instructor approval prior to use during class.

**Recording Policies:** Common courtesy and professional behavior dictate that you notify someone when you are recording him/her. You must obtain the instructor's permission to take pictures or make audio or video recordings in class. Such permission allows the recordings to be used for your private, study purposes only. The recordings are the intellectual property of the instructor; you have not been given any rights to reproduce or distribute the material. Course material developed by the instructor is the intellectual property of the instructor and cannot be shared publicly without his/her approval. You may not publicly share or upload instructor-generated material from this course such as Canvas content, exam questions, lecture notes, or homework solutions without instructor consent.

**Peer Connections:** The Learning Assistance Resource Center (LARC) and the Peer Mentor Program have merged to become Peer Connections. Peer Connections is the new campus-wide resource for mentoring and tutoring. The staff inspires students to develop their potential as independent learners while they learn to successfully navigate through their university experience. Students are encouraged to take advantage of Peer Connection services which include course-content based tutoring, enhanced study and time management skills, more effective critical thinking strategies, decision making and problem-solving abilities, and campus resource referrals. In addition to offering small group, individual, and drop-in tutoring for a number of undergraduate courses, consultation with mentors is available on a drop-in or by appointment basis. Workshops are offered on a wide variety of topics including preparing for the WST, improving your learning and memory, alleviating procrastination, surviving your first semester at SJSU, and other related topics. Peer Connections is located in SSC 600 (10th Street Garage), at the first floor entrance of Clark Hall, and in the Living Learning Center (LLC) in Campus Village Housing Building B. Consult the Peer Connections website for more information ([peerconnections.sjsu.edu](http://peerconnections.sjsu.edu)) and be sure take advantage of this invaluable resource.

**SJSU Writing Center:** Located in Room 126 of Clark Hall, the Writing Center is staffed by knowledgeable Writing Specialists who have gone through a rigorous hiring process, and they are well trained to assist students at any levels within all disciplines to become better writers. In addition to one-on-one tutoring services, the Writing Center also offers workshops every semester on a variety of writing topics. To make an appointment or to refer to the numerous online resources offered through the Writing Center, visit the Writing Center website: <http://www.sjsu.edu/writingcenter>. For additional resources and updated information, follow the Writing Center on Twitter and become a fan of the SJSU Writing Center on Facebook.

**Estimation of Per-Unit Student Workload:** Success in this course is based on the expectation that students will spend for each unit of credit a minimum of forty-five hours over the length of the course (normally 3 hours per unit per week with 1 of the hours used for lecture) for instruction or preparation/studying or course related activities including but not limited to internships, labs, and clinical practica. **Students are expected to spend a *minimum* of 6.25 hours each week** studying for English 100WB [(3 hours x 3 units) - 2.75 hours lecture]. If it takes you twice as much time to produce the same level of results, then that is the time investment required.

## UNIVERSITY POLICIES

Per University Policy S16-9, university-wide policy information relevant to all courses, such as **academic integrity**, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs' [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>.

**Free Passes**

Note the expiration date and use the following coupons *wisely*. Do not duplicate. Nontransferable.

## DOG ATE MY HOMEWORK FREE PASS

Pass entitles student to turn in any **homework assignment** up to ONE week late. Simply attach pass to assignment and turn it in before the one-week grace period.

Do NOT duplicate. Nontransferable. **EXPIRES: March 31, 2018.**

Name: \_\_\_\_\_ Assignment: \_\_\_\_\_

## JOKER'S WILD! FREE PASS

Pass entitles student to turn in any **homework assignment** up to one week late **OR** revise an **F grade** assignment. Attach pass to assignment and submit before the one-week grace period ends. Do NOT duplicate. Nontransferable. **EXPIRES: March 31, 2018.**

Name: \_\_\_\_\_ Assignment: \_\_\_\_\_

## \*MAGIC ERASER\* REVISE MY F GRADE PASS

Pass entitles student to revise any **F grade assignment**. Attach pass to revised assignment and submit the following week. Do NOT duplicate. Nontransferable. **EXPIRES: March 31, 2018.**

Name: \_\_\_\_\_ Assignment: \_\_\_\_\_