

Welcome to Business 310:

Business Discourse for the 21st Century Professional

Course Syllabus | Spring 2025*

*Syllabus subject to change per the instructor's discretion.

Course Section Details

Section: BUS 310

Meeting Location: Bell Tower 1688

Meeting Days: Tuesdays & Thursdays

Meeting Time: 10:30-11:45 am

Total units: 3

Mid-term Exam: 3/7/2025

Final Exam: 5/13/2025



MARTIN V. SMITH
SCHOOL of
BUSINESS &
ECONOMICS

Instructor Information

Instructor: Candice Carpenter, MD, MBA, MPH, EdM

Lecturer of Business

Email: candice.carpenter@csuci.edu

Office: MVS Hall 2122

Office Hours for Students:

- **Tuesdays** 9:15-10:15 am
- by appointment

Office hours are in MVS Hall 2122.

Zoom meetings are available by request.

Inclusive Learning Statement

In our study of business communication, I believe that inclusive learning is essential for developing business leaders who can navigate and shape an emotionally intelligent and compassionate world. My goal is to ensure that our learning experiences not only equip you with essential communication skills, but also empower you to become change agents within your future organizations and beyond. Through continuous learning, collaboration, and open dialogue, we can collectively build a future where everyone has the opportunity to succeed and make a meaningful impact.

Course Description

Advances in communications and information technologies in the 21st century have had an impact on how business conversations are carried on in the professional world. Contemporary business discourse makes written and oral communications a necessity on various platforms to carry out daily tasks and provide informative, analytic, and persuasive content to support business decision-making.

This course is designed to help you explore and practice face-to-face and various online communications to convey technical, analytical, and business-related information in written or oral formats that best fit the appropriate medium.

This section of BUS 310 meets in-person on campus. Please read course materials and study plans before class you will be prepared for in-class activities, assignments, and studio work time.

Prerequisites: BUS 110, BUS 111, and Junior or Senior standing

Course Learning Outcomes

With the successful completion of this course, you will be able to do the following:

- Distinguish and implement critical characteristics of advanced, effective business communication, including written and verbal.
- Plan and create impactful internal and external business documents, such as letters, emails, reports, and memos.
- Convey analytical results relevant to organizational decision-making in written and oral reports.
- Determine the appropriate voice and style for various professional communication.
- Differentiate purposes and audiences in business writing.
- Use correct writing mechanics in all written work.
- Effectively revise written work.
- Design and deliver professional oral presentations.

GWAR Learning Outcomes

This course satisfies the campus Graduate Writing Assessment Requirement (GWAR). In doing so, students in BUS 310 will

- Write effectively in various forms;
- Apply feedback during revision opportunities to improve the text;
- Identify expectations within the genre by analyzing models from student and/or professional writing examples;
- Develop knowledge and understanding of the form, content, context and effectiveness of written communication.

Course Communication

CSUCI Dolphin email will be the primary means of communicating in addition to Canvas. **I usually respond to all email within 24 to 48 hours, with the exceptions of weekends and holidays. I expect you to monitor your email account as well.** Please send email from your CSUCI email account and include a meaningful subject line, your course section, and your name in your message.

Use CSUCI Email for:	Use Office Hours for:
Class questions	Questions about grades
Requests for appointments	Class questions
Requests for assignment extensions (beyond 7 days)	Consultations about assignments

Required Course Materials

Textbooks – There are two required books for this class.

Business Communication Today, 15th edition by Courtland Bovée and John Thill, published by Pearson (ISBN 9780136713807). Please purchase access to the eText either through the [CI Campus Bookstore](#) (\$43.96 for the semester) directly from [Pearson](#) (\$10.99 per month).

HBR Guide to Better Business Writing by Bryan A. Garner (ISBN 978142218403).

This paperback book is available for sale in the university bookstore for purchase or rent. The Broome library has free access to *HBR Guide to Better Business Writing*. There are two copies on reserve at the main desk and a copy available for regular check out.

Optional: *The Art of Styling Sentences*. (ISBN-13 978-0812014488). Available on Amazon.

Additional readings and media will be posted to Canvas.

Technology Requirements

- Access to a reliable computer and internet connection
- A computer or cellphone camera and microphone
- Access to your CSUCI Google Drive, MS Word or Google Docs, and PowerPoint or Google Slides. Note: “Pages” files are not accepted.
- Laptops are available for rent through the Broome Library Circulation Desk. See [additional information about equipment rental](#), including semester-long laptop rentals.

Course Grades & Graded Components

Work for this class will generally be due on Mondays and Wednesdays. Check the course schedule on Canvas and assignment information sheets for details.

Grade Definition Policy - [Senate Policy 12-007](#). clarifies the level of performance that each letter grade represents, and all MVS School faculty are encouraged to ensure awarded grades match a student's given level of performance.

"A": Student performance is outstanding and indicates an **exceptional degree of academic achievement** in meeting learning outcomes and course requirements.

"B": Student performance is at a high level and indicates **solid academic achievement** in meeting learning outcomes and course requirements.

"C": Student performance is adequate and indicates **satisfactory academic achievement** in meeting learning outcomes and course requirements.

"D": Student performance is **less than adequate** and indicates deficiencies in meeting the learning outcomes and/or course requirements.

"F": Student performance is **unacceptable** and indicates a failure to meet the learning outcomes and/or course requirements.

A	100% - 93%	C+	79.9% – 77.0%
A–	92.9% - 90.0%	C	76.9% – 73.0%
B+	89.9% – 87.0%	C–	72.9% – 70.0%
B	86.9% – 83.0%	D	69.9%– 60.0%
B–	82.9% – 80.0%	F	59.9% – 0%

Graded Course Components & Assignment Categories

All graded components will receive a point value visible in the Canvas gradebook. Final letter grades will be based on the weighted percentages of the points earned for components in each category. The table below indicates the weighted percentage of each assignment category, with detailed descriptions of each category following.

Assignment Categories	Weighted Percentage
Unit Deliverables (Final Revised Drafts)	40%
First Drafts and Peer Response	30%
Reading Engagement (Quizzes)	10%
HBR Presentations and Discussion Board	10%
Attendance	10%
Total	100%

Unit Deliverables (Final Revised Drafts)

Unit Deliverables (final revised drafts) are written assignments revised from a first draft. Each set of unit deliverables will include an assignment information sheet posted in Canvas, an evaluation rubric, and an in-class description.

Mid-term Exam Session: Due 3/7/2025

The middle of this course will be a review of core business communication and effective business writing concepts for the first half of the course.

Final Exam Session (Exam): Due 5/13/2025

This course culminates with in a final exam of matching, true/false, multiple choice, and short essays

First Drafts and Peer Response (Discussion Boards)

We will use discussion boards in Canvas to submit first drafts for credit and comments. These discussion boards will also be the space where we hold peer response sessions. First Draft/Peer Response submissions require 2 parts: your submitted draft and your comments on peer drafts. Full credit is earned by completing both parts. Partial credit is earned if a draft is uploaded, but inadequate comments are provided for peers.

Late first draft submissions are only eligible for partial credit. Peer response comments written after the deadline do not count for credit. Deadline extensions do not apply to first drafts and peer response.

Reading Engagement Quizzes

Each assigned reading includes a quiz in Canvas. You will have two attempts to complete each quiz so you can submit your highest score. Your engagement with the reading and lectures will help you score well on the quizzes.

HBR Better Business Writing Presentations & Discussion Board

About 5-7 minutes of each class meeting will be dedicated to a student-led presentation or discussion of a chapter or appendix in the *HBR Guide to Better Business Writing*. Each student will have the opportunity to present twice during the semester. In addition to presenting, you can earn credit by actively listening to presentations and writing a response to them in the discussion board labeled “HBR Better Business Presentations.”

Attendance

Attendance in each class meeting will be recorded.

Extra Credit

There are several ways you can earn extra credit in this class. Extra credit must be completed by Friday, December, 10 2024.

- **Tutoring Appointments at WMC or LRC**
 - **5 points per visit (see instructions in Canvas), repeatable up to 3 times**
- **Attend any Event Hosted by MVS and write a 1 page synopsis**
 - **5 points per event (see instructions in Canvas), unlimited repeats**
- **Attend any class-related CSUCI Event and write a 1 page synopsis**
 - **5 points (see instructions in Canvas), repeatable up to 2 times**

Use Rubrics to Meet Assignment Goals

All assignments have a rubric attached. Please use the criteria in the rubrics to guide the quality of your work and the depth of your engagement in discussions, writing exercises, peer responses, and visual and oral presentations. If you have questions about how the rubric criteria apply to your work, please ask.

Course Policies

COVID-19 Safety

We will follow all university policies related to COVID-19 safety, the most current details are available on this [CSUCI COVID-19 FAQ page](#).

Academic Integrity

CSUCI's Honor Code states, "Academic integrity is the responsibility of all members of the CI community. All university community members should be familiar with the Honor Code." Please use this link to find more information about Academic Integrity and [CI's Student Conduct and Health Policies](#).

Use of Artificial Intelligence (AI) Tools

Use of AI tools, including ChatGPT, is permitted in this course for based on the guidelines set for each assignment. Please see the following tool for guidance. Using a higher level of AI use in an assignment may result in a professor-student conference and a need to re-do the assignment.

1	NO AI	The assessment is completed entirely without AI assistance. This level ensures that students rely solely on their knowledge, understanding, and skills. AI must not be used at any point during the assessment.
2	AI-ASSISTED IDEA GENERATION AND STRUCTURING	AI can be used in the assessment for brainstorming, creating structures, and generating ideas for improving work. No AI content is allowed in the final submission.
3	AI-ASSISTED EDITING	AI can be used to make improvements to the clarity or quality of student created work to improve the final output, but no new content can be created using AI. AI can be used, but your original work with no AI content must be provided in an appendix.
4	AI TASK COMPLETION, HUMAN EVALUATION	AI is used to complete certain elements of the task, with students providing discussion or commentary on the AI-generated content. This level requires critical engagement with AI generated content and evaluating its output. You will use AI to complete specified tasks in your assessment. Any AI created content must be cited.
5	FULL AI	AI should be used as a 'co-pilot' in order to meet the requirements of the assessment, allowing for a collaborative approach with AI and enhancing creativity. You may use AI throughout your assessment to support your own work and do not have to specify which content is AI generated.

Each assignment will have special AI permissions. Students will need to follow the AI permissions for each assignment.

Attendance Policy

Attendance counts toward your final course grade because it is critical to your success in this class.

If you miss a class session, you are still responsible for meeting scheduled deadlines and completing all in-class work. Excused absences will be accommodated according to the [CSUCI Policy on Class Attendance](#).

During class meetings, feel free to excuse yourself if you need to use the restroom or step out of the class for any other reason. You do not need to ask for permission.

Late Work and Deadline Extensions

The late work policy in this class allows you to submit some assignments late with a point deduction. The deadline extension form (see Canvas) allows the point deduction to be waived if you properly document your late work. Our Canvas grades page is programmed to allow late assignment submissions, with a **25% point deduction** that will be **applied every 24 hours** an assignment is late. No late work will be accepted beyond 1 week after the original due date.

Deadline extensions (excused late work) up to 7 days after the original due date are allowed for final drafts and quizzes if you make a request within 24 hours of the deadline.

Note: peer response and in-class presentations are not eligible for deadline extensions.

The deadline for all class work is Friday, May 9, 2025. Work submitted after this deadline is not eligible for credit.

Some strategies to avoid late work include:

- Reading the assignment instructions early in the week.
- Sketching out a reverse plan to ensure you hit the target date.
- Creating a schedule and working consistently.
- Working with a study partner or group.
- Scheduling tutoring appointments with the WMC or LRC for accountability.
- Working ahead if you anticipate a change in your schedule.

Participation

Your success in this course is linked to your engagement with the work and your willingness to share ideas. Engaging in online class discussions and peer reviews will advance your learning and give you opportunities to practice business communication. Just as in the business world, sharing your insights is crucial in creating meaningful dialogue with your peers and allows you to practice skills that are essential to your success in the business world.

Taping or Recording Class

If you need to make an audio or video recording of class, please let the professor know before you begin any recordings.

Bringing Children to Class

If you need to bring a child to class, please let the professor know in advance and minimize distractions for other learners in the classroom.

Campus Resources for Student Success

Title IX and Inclusion

Title IX & Inclusion manages the University's equal opportunity compliance, including the areas of affirmative action and Title IX. Title IX & Inclusion also oversees the campus' response to the University's nondiscrimination policies. CSUCI prohibits discrimination and harassment of any kind on the basis of a protected status (i.e., age, disability, gender, genetic information, gender identity, gender expression, marital status, medical condition, nationality, race or ethnicity, religion or religious creed, sexual orientation, and Veteran or Military Status). This prohibition on harassment includes sexual harassment, as well as sexual misconduct, dating, domestic violence, and stalking. For more information regarding CSUCI's commitment to diversity and inclusion or to report a potential violation, please contact Title IX & Inclusion at 805.437.2077 or visit the [Title IX webpage](#).

Writing & Multiliteracy Center

The Writing & Multiliteracy Center (WMC) provides all CSUCI students with free support services and programs that help them address the 21st Century challenges of creatively thinking about and composing in written, oral, visual, and digital forms of communication. Peer consultants help students at any stage of the composition process via one-to-one or group consultations, online consultations, and workshops. Students can make an appointment to work with a consultant or learn more by visiting the [WMC webpage](#).

Learning Resource Center

The Learning Resource Center (LRC) offers free one-on-one peer tutoring for all MVS School undergraduate courses. The LRC tutors will help students with study skills, fundamental concepts, comprehension, homework, test preparation, and much more. The Peer Tutor Schedule is available via the [LRC webpage](#).

Disability Services and Accommodations

Students with disabilities requesting accommodation should make requests to Disability Resource Programs, Bell Tower 1541, (805) 437-3331. All requests for accommodations require advance notice to avoid a delay in services. Please discuss approved accommodations with faculty. Disability services and accommodations are subject to change by the University.

Counseling and Psychological Services (CAPS)

CAPS is pleased to provide a wide range of services to assist students in achieving their academic and personal goals. Services include confidential short-term counseling, crisis intervention, psychiatric consultation, and 24/7 phone and text support. CAPS is located in Bell Tower East, 1867, and can be reached at 805-437-2088 (select option 2 on voicemail for 24/7 crisis support); students can also email CAPS at caps@csuci.edu or visit the CAPS [website](#).

Emergency Intervention and Basic Needs

If you or someone you know is experiencing unforeseen or catastrophic financial issues, skipping meals, or experiencing homelessness/housing insecurity (e.g., sleeping in a car, couch surfing, staying with friends), please know that you are not alone. There are resources on campus that may assist you during this time. The Dolphin Pantry is currently located in Arroyo Hall and offers free food, toiletries, and basic necessities for current CI students. For additional assistance, please contact the Dean of Students Office at (805) 437-8512 or visit Bell Tower 2565. Please visit the website for the most up-to-date information on the [Basic Needs Program](#).

Handshake

Handshake is a career services tool available to all CSUCI students through MyCI. It can help pair you with an employer or internship. Access the Handshake through the icon on the main MyCI page.

If you want to be successful in this class, it helps to...

- Be self-motivated and self-disciplined.
- Be willing to ask questions and speak up, especially if problems arise, or ask me questions privately.
- Do the reading and come to class prepared.
- If available, use class time to complete the work for the course.
- Respect your peers and your instructor. This means being open, generous, and actively attentive.
- Be willing to step out of your comfort zone and try something new.
- Accept critical thinking and decision making as part of the learning process.
- Commit to 5 to 10 hours per week per course.