

# TELEPHONE TECHNIQUES

OFADM 320, Section 5896

Spring 2018

<b>Instructor</b>	Mrs. Nancy Backlund
<b>Day/Time</b>	Mon./Wed. 11:10 a.m.-12:35 p.m., Founders Hall 133
<b>Duration</b>	January 8 – February 14
<b>Office</b>	FH 120C
<b>Office Hours</b>	Monday through Thursday 8-9:15 a.m. and by appt.
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<b>Catalog Description</b>	Development of effective use of the telephone. Scenarios include appropriate greetings, placing callers on hold, dealing with difficult callers, and communication on the telephone. Telephone equipment and services are also covered.
<b>Student Learning Outcomes</b>	Upon completion of the course, the student will be able to: <ul style="list-style-type: none"><li>• Demonstrate and/or describe how to execute both a blind and an announced transfer of a call.</li><li>• Demonstrate positive communication while handling telephone calls.</li><li>• Describe an appropriate response to a customer when given a certain situation.</li></ul>
<b>Attendance and Expectations</b>	<p>Good attendance and promptness is vital. If the student misses one or more of the class meetings, your grade will be affected due to non-participation and/or missing quizzes or assignments. After an absence, it is the student's responsibility to contact the instructor regarding make-up work.</p> <p>If you choose to stop attending the course, it is <i>your</i> responsibility to drop the course.</p> <p>If you need special accommodations for the course, the Disability Services web page offers contact information that may be of help: <a href="http://www.mjc.edu/student-services/disability">www.mjc.edu/student-services/disability</a></p>
<b>Assignments</b>	<p>There will be in-class and homework assignments on the materials being learned. Lab simulations will be a part of the course. Late assignments (any 10-point assignments turned in after initial collection at the <u>start</u> of class) will be accepted within one class meeting of original due date for half credit and should have the word "Late" written at the top. One "courtesy" 10-point assignment will be accepted for full credit if submitted within one class meeting after the due date. Accurate note taking will enable you to better retain the material and use it on assignments and in the future.</p> <p>There will be regular quizzes on the class material that <u>cannot</u> be made up if the student is absent. The only exam will be the final on the last day of class.</p> <p><i>Keep in mind that this is a short-term course with very few assignments. One missing assignment, quiz, or lab day could lower your grade substantially.</i></p>

**Academic Integrity**

Cheating or plagiarism demonstrates a failure to complete the most basic requirement of any course. Thus, the instructor may administer academic consequences for violating the Academic Integrity Policy ranging from partial or no credit on an exam or assignment to an F in the course. The instructor may also consider that a student's violation of academic integrity should be a consideration for disciplinary measures, such as suspension or removal from the course or the College. Disciplinary action for violating academic integrity is administered through the office of the Vice President of Student Services under Board Policy 5007 (Student Code of Conduct).

You are expected to have read and understood the Student Rights and Responsibilities section of the *MJC 2017-2018 Catalog* on **pages 363-370**. This would include Standards of Student Conduct & Behavior as well as Maintaining Academic Integrity.

You must do your own work! As stated in the MJC Catalog:

***The grading of a student's work rests on the fundamental idea that an instructor is evaluating a student's own work, so cheating or plagiarism demonstrates a failure to complete this most basic requirement of any course. Thus a faculty member may administer academic consequences for violating the Academic Integrity Policy ranging from partial credit to an F on the assignment or exam.***

Attempting to submit an assignment that is not entirely your own work or one that has been altered to appear as your own will receive a failing grade and may face disciplinary measures such as being removed from the course or failing the course.

**Grading**

The course grade is based on the following:

In-Class Simulations	30%	A	90% - 100%
Quizzes	20%	B	80% - 89%
Homework	25%	C	70% - 79%
Final	25%	D	60% - 69%

**Textbook and Materials**

*No textbook is required.*  
Final requires one No. 882 Scantron

**Final**

Wednesday, February 14 (tentative)