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Senado Académico
Secretaría

CERTIFICACIÓN NÚM. 15-2015-2016

Yo, Arnaldo Rodríguez Rivera, secretario ejecutivo del Senado Académico de la Universidad de Puerto Rico en Bayamón, **CERTIFICO QUE**:

> El Senado Académico, en reunión ordinaria celebrada el 24 de septiembre de 2015, encomendó al *Comité de evaluación de cursos* evaluar los prontuarios de los nuevos cursos propuestos por el Departamento de Sistemas de Oficina como parte de la revisión de cambios menores en la secuencia curricular del bachillerato. Se circuló el prontuario *INCO 3055 – Conversational English for the Administrative Assistant*; los demás prontuarios se entregarán próximamente.

Y PARA QUE ASÍ CONSTE, expido la presente certificación en Bayamón, Puerto Rico, hoy 1 de octubre de 2015.

Arnaldo Rodríguez Rivera
Secretario Ejecutivo

Vo.Bo. Margarita Fernández Zavala
Rectora

UNIVERSITY OF PUERTO RICO AT BAYAMON
170 Rd. 174, Minillas Industrial Park
Bayamón, Puerto Rico 00959-1919

ENGLISH DEPARTMENT

SYLLABUS

COURSE TITLE:	Conversational English for the Administrative Assistant
CODIFICATION:	INCO 3055
CREDITS:	Three credits (3)
CONTACT HOURS:	Three hours per week
REQUIREMENTS:	INGL 3102, INGL 3104, or 3012 permission from the English Department Chair
COURSE DESCRIPTION:	This course is designed for students in the Office Systems Program. Students are given training in communicative language skills with emphasis and daily practice in situations relevant to the office scenario. Special attention is given to the development of pronunciation and vocabulary.
TEXTBOOK AND MATERIALS:	This course will be taught with personalized teacher-designed lessons based on office-related contexts. Materials include: current articles from newspapers, magazines, professional journals, the Internet and other reference materials provided by the professor.
GENERAL OBJECTIVES:	Upon completion of the course, students should be able to:

- Minimize fear towards speaking English by becoming aware of the factors that influence language anxiety.
- Communicate orally in English during situations relevant to office routines.
- Acquire and develop vocabulary needed for effective office-related communication.
- Produce spontaneous conversation within the realm of office situations.

SPECIFIC OBJECTIVES:

Upon completion of the course, the students should be able to:

- Learn fear reduction techniques
- Improve listening skills to minimize misunderstandings within the business scenario
- Strengthen business English vocabulary
- Produce formal and informal business conversations
- Create and practice proper telephone etiquette situations for office-related tasks
- Interact orally in small group and whole class discussions
- Improvise a variety of office-related simulations
- Participate effectively in a job interview simulation

COURSE CONTENT AND SCHEDULE:

HOURS	TOPIC
3.0 hrs.	Course Introduction Personal Introductions Formal and informal greetings
4.0 hrs.	Fear reduction activities – anxiety assessment activity, anxiety reduction games, role-play, tongue twisters, songs, among others
10 hrs.	Strengthen functional business English vocabulary through formal and informal office-related dialogues that will include: naming office equipment, using prepositions of time and place, giving directions, following instructions, and practicing correct business etiquette, among others
3 hrs.	Listening drills to avoid misunderstandings
10 hrs.	Create and use proper telephone techniques and etiquette simulations including national and international calls
6 hrs.	Small group and whole class discussion to promote office-related conversations
3 hrs.	Improvisations based on given prompts
6 hrs.	Handling a simulated job interview - describe what to do before, during and after a job interview
Total 45 hrs.	

EVALUATION CRITERIA*:

- Classwork
- Quizzes/exams
- Oral presentations
- Assignments/special projects
- Phone conversation simulations
- Job Interview

* All oral activities will be evaluated by specific assessment rubrics

REASONABLE ACCOMMODATION

Any student who feels s/he may need an accommodation based on the impact of a disability should contact the Office of Disability Services, located on the first floor of the Students Center, next to the cafeteria, to discuss your specific needs and provide written documentation. At the request of the student, the Office of Disability Services will prepare a letter individualized for each professor. This letter certifies that the student has a disability and provides reasonable accommodations required by the student to obtain an adequate academic achievement. If you are not yet registered as a student with a disability, please contact the Office of Disability Services.

ACADEMIC INTEGRITY

The University of Puerto Rico promotes the highest standards of academic and scientific integrity. Article 6.2 of the UPR Students General Bylaws (Board of Trustees Certification 13, 2009-2010) states that academic dishonesty includes, but is not limited to: fraudulent actions; obtaining grades or academic degrees by false or fraudulent simulations; copying the whole or part of the academic work of another person; plagiarizing totally or partially the work of another person; copying all or part of another person answers to the questions of an oral or written exam by taking or getting someone else to take the exam on his/her behalf; as well as enabling and facilitating another person to perform the aforementioned behavior. Any of these behaviors will be subject to disciplinary action in accordance with the disciplinary procedure laid down in the UPR Students General Bylaws.

GRADING SYSTEM: 100-90 A 89-80 B 79-70 C 69-60 D 59-0 F

INSTRUCTIONAL STRATEGIES:

An eclectic methodology is used incorporating the following:

Collaborative activities	Individual tasks	Lectures
Group work - dialogues, oral presentations, vocabulary exercises, role playing, among others	Improvisations, oral presentations, research, interview, among others	By professor and/or guest speaker
Pair work		

RESOURCES:

Reference textbooks
Tape player/recorder
Smartboard
TV/DVD
Overhead projector
Laptops/computers/ipads

Bibliography:

Bovee, C. & Thill, J. (2012). Business Communication Essentials. 5th Edition. New Jersey: Prentice-Hall.

Cheesebro, T., O'connor, L. & Rios, F. (2010). Communicating in the Workplace. New Jersey: Pearson Education, Inc.

Engleberg,I. & Daly, J. (2009). Presentation in Everyday Life. 3rd Edition. Boston: Pearson Education , Inc.

Engleberg, I. & Daly, J. (2013). Think Public Speaking. 1st Edition. Boston: Pearson Education, Inc.

MacKay, S.; Vargo, M.; Vitorrio, P.; Forstrom, J.; Pitt, M.; Velasco,S. (2008). Excellent English 4: Language Skills for Success. New York: McGraw-Hill.

Internet references:

How to answer the phone
http://www.onlinetutorforenglish.com/conversation-lessons/answer-phone.php

Listening Exercise: Telephone Call to a Business
http://www.5minuteenglish.com/feb19.htm

http://www.english-test.net/toefl/listening/A_conversation_between_a_student_and_a_university_advisor.html

www.carrerdoctor.org/career-doctor-blog

http://www.mentari.biz/english-conversation-for-secretary.html

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