



Syllabus for INCO 3025

Title	Conversational English for Secretaries I
Course Code	INCO 3025
Contact Hours	Two (2) hours per week. One (1) credit
Prerequisites	INGL 3101 – 3102 or equivalent

Course Description

This course is designed for students who are working towards completing an Associate Degree in the Office Systems Program. This course emphasizes the acquisition of vocabulary with practice in situations relevant to the office as a workplace.

Learning Objectives

A. General Objectives:

To further develop the listening and speaking skills of the students, thus enabling them to communicate orally at a satisfactory level.

B. Specific Objectives:

Upon completion of the course the students will perform satisfactorily in the following areas:

Listening/Speaking:

1. Comprehend and respond correctly to simple conversational situations.
2. Engage in simple job-related conversational situations.
3. Give oral presentations / reports.
4. Demonstrate a satisfactory level of communicative competence.

Structure

1. Use the parts of speech in order to produce understandable oral responses.

Reading:

1. Read and participate in the discussion of job-related situations found in current articles or professional journals.
2. Read and use the new job-related vocabulary.
3. Perform basic library research skills.

Course Outline and Distribution

Unit	Topic	Hours
1.	Introduction to the Course – The Secretarial Role Ethics and Etiquette	(10)
2.	Communicative Techniques in the Office Telephone Techniques in the Office Verbal and Non-Verbal Communication in the Office Personal Appearance, Care, and Clothing in the Office	(12)
3.	Oral Presentations Information / Persuasive (suggested)	(08)

Instructional Techniques

1. Lecture
2. Collaborative activities
3. Group and/or individual writing
4. Group and/or individual presentation
5. Use of electronic communication to hand-in work
6. Group an/or individual oral reports

Learning Resource and Minimum Required Installation and Facilities

In addition to assigned textbook student will use library and multimedia resources, the Internet, audiovisual material and any other additional material prepared by the professor.

Reasonable Accommodation

Students who are sheltered under Law 51 or receive vocational rehabilitation services that require reasonable accommodations must inform the professor at the beginning of the semester by bringing an official letter that is sent from the office that deals with the matters of persons with impediments at the university in order to offer the necessary accommodations in accordance to the specifications that are delineated in said document.

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 12-2009-2010) 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's 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 Scale

1. Oral Reports	60%
2. Class Work	20%
3. Oral Final Examination	10%
4. Participation and Attendance	10% ¹

NOTE: The specific needs of students sheltered under Law 51 will be taken into consideration.

Basic Grading Scale

100% – 90%	A
89% – 80%	B
79% – 70%	C
69% – 60%	D
59% and lower	F

Bibliography

Numrich, Carol. *Tuning In*. White Plains, NY : Pearson Education, c2006

Trueswell, John C and Michael K. Tanenhaus .eds. *Approaches to Studying World-Situated Language Use : Bridging the Language-As-Product and Language-as-Action Traditions*. Cambridge, Mass. : MIT Press, 2005.

Sole, Diana. Producer. *Common mistakes people make in interviews and how a to avoid them*. Cambridge Educational ; producer, director/editor, Eric Lilly ; host/writer, Andrea Kay. Montmouth, N.J.: Cambridge Educational, 2004 (VIDEO)

¹ If not considered, this percentage will be allotted to the Oral Final Examination.

Torres, L.M. *Impedimentos Visuales: Naturalezas y Necesidades*. San Juan: Editorial Isla Negra. 1998.

Torres, L.M. *Movilidad: Necesidad Básica de Personas con Impedimentos*. San Juan: Editorial Isla Negra. 1999.

<http://www.eslcafe.com/>

XIII. LAW 51

Students that receive vocational rehabilitation services should get in contact with the professor at the beginning of the semester to make sure that all academic and technical needs are addressed in accordance with the “Oficina de Asuntos para Personas con Impedimento”. Other students that require special accommodations should also notify the professor in charge.

Revised on January 2006²
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² NOTE: Changes in the syllabus should be consulted with the Chair of the Department.