

University of Arkansas – Fort Smith

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General Syllabus

WFL 1703 Basic Business Communication Using Microsoft Office

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Effective Catalog: 2015 - 16

I. Course Information

A. Catalog Description

Focuses on the use of computer business applications to complete standard written and oral business communications such as letters, checklists, academic papers, business presentation visual aids, presentation handouts, spreadsheets, charts, and process flow charts.

B. Additional Course Information

This course is a requirement for Workforce Leadership technical certificate and Associate of Applied Science. It may also be taken as an elective by students in other majors.

II. Student Learning Outcomes

A. Subject Matter

Upon completion of this course, the student will demonstrate the ability to:

1. Create standard business letters.
2. Create work instructions.
3. Create recording check sheets and checklists.
4. Create academic papers using MLA format.
5. Create and present a business presentation using slides as a visual aid.
6. Document a process flow.
7. Create and format a standard business spreadsheet.
8. Calculate descriptive statistics.
9. Create standard business charts including pie, line, histogram, scatter, and Pareto charts.

B. University Learning Outcomes

Communication Skills

Students will extensively practice written and oral communication skills by creating a series of standard business documents and oral presentations.

Technological Skills

Students will use standard business computer applications—specifically Microsoft Office—to enhance both written and oral business communication.

Quantitative Reasoning

Students will work with basic statistical measures and create spreadsheets that track standard business quantitative measures.

Global and Cultural Perspectives

Students create documents and visual aids that appeal to a global business audience with a focus on choosing the most appropriate tool for each potential customer.

III. Major Course Topics

- A. Entering and editing data in Microsoft Office
- B. Bulleted and Numbered Lists
- C. Tables
- D. Paragraph and Document formatting
- E. Creating and editing slides
- F. Formatting presentations
- G. Creating slide handouts
- H. Creating simple spreadsheets
- I. Creating and editing charts
- J. Using SmartArt and Shapes
- K. Choosing appropriate tools and formatting for each audience