University of Hawaii Community Colleges
Proposal to Initiate, Modify or Delete a Course

1. Type of Action
   - A. Addition
   - B. Deletion
   - C. Modification:
     - in credits
     - in title
     - in prerequisites or co-requisites
     - in number or alpha

2. New Alpha, Number and Title: BUSN 160 Telephone Techniques and Communication

3. Credits: 1 credit

4. Old Alpha, Number and Title

5. Credits:

6. New Catalog Description:
   Develop customer-oriented telephone communication skills through professional relationships and knowledge of communications technology, including facsimile and mailing options. Emphasis will be on telephone handling, customer service attitude, and effective message taking.

7. Select box and type specific information in text box.
   - Prerequisites
   - Corequisites or Recommended Preparation
   - Placement into Eng 100

8. Student Contact Hours Per Week
   - Lecture 1
   - Lecture/Lab
   - Lab
   - Other (click to specify)

9. Proposed Date of First Offering
   - Semester: Fall
   - Year: 2009

10. This course: □ is proposed for the Cert. of Competence in Clerical Employment Success Program.
     □ can fulfill AA Elective. If Other, specify.

11. This course: Makes No Difference in the number of credits required for the AA degree.

12. Equivalent or similar courses offered in the UH System:

   +-------------+-----------------------------------+-------------+-----------------------------------+
   | Campus      | Alpha, Number, Title              | Campus      | Alpha, Number, Title              |
   | HawaiiCC    | BUSN 160 Telephone Techniques and Communication | *           | BUSN 160 Telephone Techniques and Communication |
   | KauaiCC     | BUSN 160 Telephone Techniques and Communication | *           | BUSN 160 Telephone Techniques and Communication |

13. This course is (check one and click in appropriate textbox and provide details):
   - □ Already articulated with
   - □ Appropriate for Articulation with
   - □ Not yet appropriate for Articulation.

14. Reason for Initiating, Modifying or Deleting Courses or Other Pertinent Comment:
    Provides a necessary component for a Certificate of Competence for Clerical Employment Success.

Requested by: [Signature] 11/14/08
Approved by: [Signature] 01/15/09
[Signature] 01/21/09
[Signature] 01/22/09
[Signature] 01/27/09

CCCM #6100 (Amended for WCC use October 2002)
### Levels of Review of Course Proposal at Windward Community College

#### Course Alpha, Number, and Title:
**BUSN 160 Telephone Techniques and Communication**

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1. **Department Area** (more than one departmental instructor's signature required)

   - [Signature]
   - [Signature]
   - [Signature]
   - [Signature]

2. **Department**

   - [Signature] 11/14/08
   - Department Chairperson

   - [Signature] 11/21/08

3. **Division**

   - [Signature] 11/24/08

4. **Curriculum Committee Review**

   - Approved ☑
   - Disapproved ☐

   - Reason:

   - [Signature] 01/13/09

   - Curriculum Committee Chairperson

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CCCM #6100 (Amended for WCC use October 2002)
1. How is this course related to the education needs and goals of the College/Department/Community as reflected in the EDP/ADP?

   It relates to item 2.8 in the Strategic Plan: "Increase the diversity and number of programs offered to or in underserved regions by increasing the number and types of programs offered by at least one per two-year period." By combining this course with BUSN 121 and BUSN 160, we will be able to offer a Certificate of Competence.

2. Provide details of any additional staff, equipment, facilities, library/media material, faculty preparation and other financial support that would be required to implement this course. (Include an estimate of the actual cost of supplies and equipment.) What has been done to provide for these additional costs for the proposed date of offering? Who will teach the course?

   No new costs are anticipated. The course will be taught by Business Technology faculty employed at Windward Community College.

3. Is a similar course taught elsewhere in the UH system? Yes. If yes, provide details of how this course differs from existing similar courses. This course is similar to both versions of BUSN 160 taught at Kauai and Hawaii community colleges. At Kauai Community College, only the telephone portion is covered. At Hawaii Community College, postal services and e-mail are covered in addition to the telephone. All community colleges already include e-mail in BUSN 121, so less emphasis is placed on e-mail in the Windward Community College BUSN 160 course proposal.

4. Is this course experimental and/or unique to Windward Community College? No. If yes, provide rationale and details of its impact on the College Curriculum

5. Is a similar course taught in the upper division level by a 4-year UH college? No. If yes, explain why this course is appropriate at the lower division or how it differs from its upper division counterpart.

6. Please attach a complete course outline. Your course outline should address all the items listed in the Guidelines for Course Outlines.

7. If this course is numbered 100 or above or appropriate for transfer to a 4-year college, complete and attach WCC Form for Transfer Courses (blue). See criteria for transfer courses. NA

SUBMIT TO: UCA Clearinghouse, Attn: John Muth
Chancellor's Office for CC, 2327 Dole Street
Revised 1/19/01
WINDWARD COMMUNITY COLLEGE MISSION STATEMENT

Windward Community College is committed to excellence in the liberal arts and career development; we support and challenge individuals to develop skills, fulfill their potential, enrich their lives, and become contributing, culturally aware members of our community.

CATALOG DESCRIPTION

Develop customer-oriented telephone communication skills through professional relationships and knowledge of communications technology, including facsimile and mailing options. Emphasis will be on telephone handling, customer service attitude, and effective message taking.

ACTIVITIES REQUIRED AT SCHEDULED TIMES OTHER THAN CLASS TIMES

Activities may include obtaining work experience and conducting field research.

STUDENT LEARNING OUTCOMES

1. Handle incoming and outgoing telephone calls with courtesy and professionalism.
2. Learn to select from several methods of communication, including facsimile (Fax), e-mail, text, and voice messaging to fit the need.
3. Develop awareness of basic postal and shipping alternatives, including express mail and other delivery systems.

COURSE CONTENT

1. Challenges of Telephone Communication (5 weeks)
   a. Problems related to the sender
   b. Problems related to the message
   c. Problems related to the channel
   d. Problems related to the receiver

2. Telephone techniques (5 weeks)
   a. Identify basic telephone services and equipment
   b. Demonstrate efficient and courteous use of the telephone
   c. Demonstrate pleasing telephone voice and personality
   d. Take accurate telephone messages
3. Using Telephone Technology (2 weeks)
   a. Teleconferencing
   b. Cellular Phones
   c. Facsimile
   d. More Options

4. Postal services and equipment (2 weeks)
   a. Identify and define typical mail services and equipment
   b. Identify appropriate mail services for office efficiency

5. Other Services (1 week)

COURSE TASKS

Upon successful completion of this course, the student will be able to

1. Identify communication barriers and steps for overcoming them
2. Refine/develop factors that influence the speaking voice (volume, rate, tone, pronunciation and enunciation)
3. Develop/refine a positive attitude toward customers; practice common courtesy
4. Use positive and professional language in handling telephone orders to reflect yourself and your company
5. Confirm and record orders and messages accurately and courteously; employ effective questioning techniques in business calls
6. Utilize office telephone systems professionally and effectively
7. Identify typical mail services and equipment
8. Use current technologies to communicate error-free messages
9. Work as a member of a team to achieve group objectives

ASSESSMENT TASKS AND GRADING

1. Grading System

   % of Total Grade

   Quizzes ................................................................. 40 points .......... 14%
   Class assignments .................................................... 50 points .......... 17%
   Attendance/Participation/Attitude .................................. 50 points .......... 17%
   Telephone Performance/Critique .................................. 100 points .......... 35%
   Final exam .................................................................. 50 points .......... 17%
   Total: ....................................................................... 290 points .......... 100%

2. Attendance/Attitude

   a. Attendance/Punctuality

      i. Attendance and punctuality are important traits and affect your grade in subtle ways. You may earn up to 1 point per class for on-time attendance.
ii. If you are unable to attend class, please let your instructor know before class starts. Your grade will not be reduced for the first two (2) absences. One point will be deducted for calls after the second absence. This means that if you are inclined to repeated illness, let's take a preventive approach to deal with the problem.

b. Class Participation/Attitude

i. Your effort to engage in consistent, positive intragroup interaction is integral to healthy attitude formation and overall satisfaction in adult society. You may earn up to two points per day for classroom participation.

ii. Classroom participation will involve answering questions, being ready with homework answers, and overall "attending" during class, which add value to the individual and group experience. This means no text messaging and phone calls during class.

LEARNING RESOURCES


Other materials will include selected readings and handouts from instructor.

DISABILITIES ACCOMMODATION STATEMENT

If you have a physical, sensory, health, cognitive, or mental health disability that could limit your ability to fully participate in this class, you are encouraged to contact the Disability Specialist Counselor to discuss reasonable accommodations that will help you succeed in this class. Ann Lemke can be reached at 235-7448, lemke@hawaii.edu, or you may stop by Hale 'Akoakoa 213 for more information.

Revised May 10, 2007