

## Course Specification

<b>University</b>	Suan Dusit University
<b>Campus/Faculty/Program</b>	Faculty of Humanities and Social Sciences English Program

### 1. General Information

#### 1.1 Course code and title

Course code: 1552121      Course title: การเขียนโต้ตอบภาษาอังกฤษ  
English Correspondence

#### 1.2 Number of Credits

3 (3-0-6) credits

#### 1.3 Program and Course Type

- 1) Program : English Program
- 2) Course type : Compulsory course

#### 1.4 Course Coordinator and Course Lecturers

- 1) Course coordinator: Olivia Patricia Laurena
- 2) Course lecturers: Olivia Patricia Laurena

#### 1.5 Semester and Student Year Level

Semester 2 Academic Year 2560 / Year 2

#### 1.6 Prerequisite Courses (if any)

- None -

#### 1.7 Co-requisite Courses (if any)

- None -

#### 1.8 Location (Campus, building and room number)

- TBD -

#### 1.9 Date of Course Modification

1<sup>st</sup> November 2017

## 2. Aims and Objectives

### 2.1 Course Objectives

#### 1) Morals and Ethics

Develop problem-solving skills in order to apply the knowledge learned in a moral and ethical approach and to show understanding of other people and the world in order to become well-rounded members of the society

#### 2) Knowledge

Acquire the knowledge on various concepts, theories and principles of the English language relevant to the academic discipline and specialized field of study

#### 3) Cognitive Skills

Develop logical, rational and critical thinking skills to be able to understand and apply the knowledge learned for academic and professional growth

#### 4) Interpersonal Skills and Responsibilities

Have the initiative to help others, work effectively as a team and exhibit a sense of responsibility in learning to achieve personal and professional development

#### 5) Analytical, Communicative and IT Skills

Develop problem-solving skills and be able to utilize information technology in acquiring and gathering accurate information and to communicate both in English and Thai and both in written and spoken forms

### 2.2 Purpose for course development and modification

To modify and improve the course through the addition of teaching methods that promote active learning. These methods will help ensure that the aims and objectives of the course will be achieved.

## 3. Course Management

### 3.1 Course Description

(ภาษาไทย) ฝึกการเรียนรู้โต้ตอบรูปแบบต่างๆ จดหมายโต้ตอบทางธุรกิจและสังคม การเขียนจดหมายอิเล็กทรอนิกส์ ศึกษาการใช้ภาษาในการเขียนคำขึ้นต้น ในเนื้อความจดหมายและคำลงท้ายตามวัตถุประสงค์ของจดหมาย

(English) Practice corresponding through various forms of writing regarding social and business correspondences including emails. Study the language used in salutation, body and closing for different purposes of correspondence.

### 3.2 Teaching hours per semester

Lecture Hours	Additional Teaching Hours	Training and Fieldwork	Self- study Hours
45 hours	-	-	90 hours

### 3.3 Consultation hours

- 1) Group and/or individual consultations may be arranged for 3 hours per week.
- 2) Consultations may also be done through email and social media messaging for convenience.

## 4. Student Learning Development

### Teaching and Assessment

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p><u>Morals and Ethics</u></p> <ol style="list-style-type: none"> <li>1. Develop problem solving skills with great consideration of moral, ethical and social values.</li> <li>2. Exhibit a sense of responsibility towards learning and accomplishing assigned tasks.</li> <li>3. Be open-minded and have a holistic understanding of the society and the world.</li> <li>4. Be able to acquire and apply the knowledge morally and ethically</li> <li>5. Be able to show honesty, integrity and selflessness</li> </ol>	<p>Promote <b>cooperative learning</b> that can help develop problem-solving skills by prioritizing activities that are done by groups to let students learn to share equal responsibility in accomplishing tasks.</p>	<p>Students will be observed for their work behavior by the lecturer and will also be evaluated by their peers</p>	2 – 15	10%
<p><u>Knowledge</u></p> <ol style="list-style-type: none"> <li>1. Have the general and systematic knowledge of the various concepts of the English language and fields of study such as translation, teaching English, literature and linguistics.</li> <li>2. Have the awareness of the principles and theories involving the English language and fields of study such as translation, teaching English, literature and linguistics.</li> </ol>	<p>Employ <b>simulation</b> and <b>interactive demonstrations</b> in presenting theories and principles of correspondence and the practical application of these concepts</p>	<p>Written formative and summative assessments (writing exercises, short tests, midterms and final exam) will be given to the students</p>	2 – 16	60%

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>3. Understand the progress and advancements of knowledge specifically in learning the English language and the different fields of study.</p> <p>4. Be well-informed of the various studies and research on relevant issues</p> <p>5. Acquire the knowledge and understanding of the culture of the ASEAN countries, the western culture and most importantly of one's own culture</p>				
<p><u>Cognitive Skills</u></p> <p>1. Have the ability to search for, evaluate, analyze and synthesize information to arrive at logical conclusions that can help in solving problems.</p> <p>2. Have the ability to integrate the English language skills and understand academic and professional concepts of the English language.</p> <p>3. Be able to apply the principles and theories learned on training other appropriate situations</p> <p>4. Be able to apply the concepts and innovate to aid in continuously developing academic and professional skills.</p>	<p>Organize activities that use the <b>problem-based learning</b> method to allow students to think logically and learn in a more constructive approach</p>	<p>Students will be observed for their work behaviour by the lecturer as well as their peers and will also be assessed through written tests and exercises</p>	<p>2 – 16</p>	<p>60%</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>5. Have the ability to apply the knowledge learned to be able to adapt to the society and in a multicultural environment.</p>				
<p><u>Interpersonal Skills and Responsibility</u></p> <ol style="list-style-type: none"> <li>1. Have the initiative to help others to solve problems.</li> <li>2. Possess leadership and cooperative skills appropriate for the situation</li> <li>3. Be able to think logically in analyzing and solving issues by employing their knowledge of the English language and technological innovations.</li> <li>4. Show responsibility in learning to achieve personal and professional development</li> <li>5. Be able to prepare oneself in adapting to societal and cultural changes.</li> </ol>	<p>Organize activities that employ <b>cooperative learning</b> and <b>problem-based learning</b> to encourage students to work collaboratively</p>	<p>Behavioural observation and peer evaluation for group work or group assignments</p>	<p>2 - 15</p>	<p>40%</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>Analytical, Communicative and IT Skills</p> <ol style="list-style-type: none"> <li>1. Be able to learn and acquire problem-solving skills</li> <li>2. Be able to select and apply various techniques in using the language correctly</li> <li>3. Be able to use technology in acquiring, gather and recommend accurate and correct information</li> <li>4. Be able to communicate in written and verbal form in both the Thai and the English language</li> </ol>	<p>Assign tasks that involve the <b>use of technology</b> in searching for information and encourage students to utilize a variety of <b>technological resources</b> in accomplishing and presenting tasks.</p>	<p>Students will be evaluated through written assignments, group presentations and projects</p>	<p>2 – 15</p>	<p>50%</p>

## 5. Lesson Plan and Evaluation

### 5.1 Lesson Plan

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
1 (3 Hrs.)	Course Introduction	<p><b>Teaching Strategies:</b></p> <ul style="list-style-type: none"> <li>- Explain course syllabus and course requirements</li> <li>- Give a brief introduction of topics that will be covered in the course</li> </ul> <p><b>Activity / Exercise:</b> Writing Pre-test</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> </ul>	N/A	Olivia Patricia Laurena
2 (3 Hrs.)	Unit 1: Introductions	<p><b>Teaching Strategies:</b> <b>Interactive presentation of the following:</b></p> <ul style="list-style-type: none"> <li>- example introduction letters</li> <li>- parts of a letter</li> </ul> <p><b>Activity / Exercise:</b> Writing the introduction letter</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena



Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
3 (3 Hrs.)	Unit 2: Invitations	<p><b>Teaching Strategies:</b>  <b>Interactive presentation of the following:</b></p> <ul style="list-style-type: none"> <li>- example informal and informal invitations</li> <li>- parts of an email</li> <li>- contents of formal invitation letters</li> </ul> <p><b>Activity / Exercise:</b></p> <ul style="list-style-type: none"> <li>- Collaborative writing activity</li> <li>- Assignment: Formal wedding invitation writing</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena
4 (1 Hr.)	Short Test #1 (Unit 1 and Unit 2)			<p>Attendance and Participation – 10%</p> <p>Group Presentation and Short Test – 15%</p>	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
4 (2 Hrs.)	Unit 3: Thanks	<p><b>Teaching Strategies:</b>  <b>Interactive presentation and discussion of the following:</b></p> <ul style="list-style-type: none"> <li>- example thank you letters</li> <li>- reasons for writing thank you letters</li> </ul> <p><b>Activity / Exercise:</b></p> <ul style="list-style-type: none"> <li>- Collaborative writing activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena
5 (3 Hrs.)	Unit 4: Congratulations	<p><b>Teaching Strategies:</b>  <b>Interactive presentation and discussion of the following:</b></p> <ul style="list-style-type: none"> <li>- example greeting cards</li> <li>- parts of a greeting card</li> <li>- different occasions for sending greeting cards</li> </ul> <p><b>Activity / Exercise:</b>  Group activity: Designing and writing on greeting cards</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
6 (3 Hrs.)	Unit 5: Postcards	<p><b>Teaching Strategies:</b> Interactive presentation and discussion of the following:</p> <ul style="list-style-type: none"> <li>- example postcards</li> <li>- reasons for writing postcards</li> <li>- parts of a postcard</li> <li>- sentence construction on postcards</li> </ul> <p><b>Activity / Exercise:</b> Group activity: designing and writing on postcards Assignment: Writing on postcards</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena
7 (3 Hrs.)	Group Presentation	<p><b>Presentation Details:</b> Groups will present about each type of social correspondence (Unit 1 to Unit 5) as part of their midterm review</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Group Presentation and Short Test – 15%</p>	Olivia Patricia Laurena
8 (1 Hr. 30 mins.)	Midterm Examination			Midterm Examination – 20%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
9 (3 Hrs.)	Unit 6: Applications	<p><b>Teaching Strategies:</b>  <b>Interactive presentation and discussion of the following:</b></p> <ul style="list-style-type: none"> <li>- examples application letters</li> <li>- letter format used in business letters</li> <li>- writing styles used in business letters</li> </ul> <p><b>Activity / Exercise:</b>  Collaborative writing activity: writing application letters</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	Attendance and Participation – 10% Writing Assignments and Exercises – 20%	Olivia Patricia Laurena
10 (3 Hrs.)	Unit 7: Inquiries	<p><b>Teaching Strategies:</b>  <b>Interactive presentation and discussion of the following:</b></p> <ul style="list-style-type: none"> <li>- example inquiry letters/emails and replies</li> <li>- different inquiries made by businesses</li> <li>- purpose of writing inquiry letters/emails</li> </ul> <p><b>Activity / Exercise:</b>  Writing activity – sending and replying to email inquiries</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	Attendance and Participation – 10% Writing Assignments and Exercises – 20%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
11 (1 Hr.)	Short Test #2 (Unit 6 and Unit 7)			Attendance and Participation – 10% Group Presentation and Short Test – 15%	Olivia Patricia Laurena
11 (2 Hrs.)	Unit 8: Purchases	<b>Teaching Strategies:</b> <b>Interactive presentation and discussion of the following:</b> <ul style="list-style-type: none"> <li>- example letters/emails of purchase</li> <li>- important details included in order letters and emails</li> </ul> <b>Activity / Exercise:</b> Writing activity: sending orders of purchase via email	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	Attendance and Participation – 10% Writing Assignments and Exercises – 20%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
12 (3 Hrs.)	Unit 9: Complaints	<p><b>Teaching Strategies:</b>  <b>Interactive presentation and discussion of the following:</b></p> <ul style="list-style-type: none"> <li>- example letters of complaint and replies</li> <li>- different reasons for complaining about products and services</li> <li>- important information included in complaints and replies</li> </ul> <p><b>Activity / Exercise:</b>  Group writing activity: Complaint letter writing</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	Attendance and Participation – 10% Writing Assignments and Exercises – 20%	Olivia Patricia Laurena
13 (1 Hr.)	Short Test #3 (Unit 8 and Unit 9)			Attendance and Participation – 10% Group Presentation and Short Test – 15%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
13 (2 Hrs.)	Unit 10: Interoffice Memos	<p><b>Teaching Strategies:</b> Interactive presentation and discussion of the following:</p> <ul style="list-style-type: none"> <li>- different purposes for writing interoffice memos</li> <li>- parts of a memorandum</li> </ul> <p><b>Activity / Exercise:</b> Writing activity: Writing and sending interoffice memos via email</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena
14 (3 Hrs.)	Résumé Writing	<p><b>Teaching Strategies:</b> Interactive presentation and discussion of the following:</p> <ul style="list-style-type: none"> <li>- example résumés</li> <li>- important elements included in résumés</li> <li>- writing styles and formats of résumés</li> </ul> <p><b>Activity / Exercise:</b> Writing activity: Application forms</p>	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Handouts</li> </ul>	<p>Attendance and Participation – 10%</p> <p>Writing Assignments and Exercises – 20%</p>	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
15 (3 Hrs.)	Group Presentation	<b>Presentation Details:</b> Groups will present about each type of business correspondence (Unit 6 to Unit 10) as part of their final exam review	<ul style="list-style-type: none"> <li>- PowerPoint slides</li> <li>- Textbook</li> <li>- Handouts</li> </ul>	Attendance and Participation – 10% Group Presentation and Short Test – 15%	Olivia Patricia Laurena
16 (1 Hr. 30 mins.)	Final Exam			Final Examination – 20%	Olivia Patricia Laurena



## 5.2 Assessment and Evaluation

### 1) Grading Breakdown:

Attendance and Participation	10%
Writing Assignments and Exercises	20%
Group Presentation and Short Tests	15%
Individual Project	15%
Midterm Exam	20%
Final Exam	20%

2) Grade Evaluation:  Norm-Referenced  Criterion-Referenced

### Grading Criteria

Score	Grade
90-100	A
85-89	B <sup>+</sup>
75-84	B
70-74	C <sup>+</sup>
60-69	C
55-59	D <sup>+</sup>
50-54	D
0-49	F

## 6. Learning Resources

### 6.1 Primary Textbook / Documents

Laurena, O. P. (2018). *English Correspondence*. Suan Dusit Graphic Site.

### 6.2 Essential References

- English – English / Thai – English Dictionary
- <http://owl.english.purdue.edu>

### 6.3 Recommended Books and Reference Material

- <http://en.oxforddictionaries.com>

## 7. Course Evaluation and Improvement

### 7.1 Student course evaluation strategies

- 1) Confidential teacher evaluation done by the students
- 2) Evaluation of each learning domain done by the students

## 7.2 Teaching evaluation strategies

- 1) Confidential Teacher Evaluation Form
- 2) Student self-evaluation form

## 7.3 Teaching Improvement Process

Course and teaching evaluation results will determine appropriate improvements for the course and the teaching strategies

## 7.4 Standard verification of student achievement

Verification of student learning outcome is done through behavioral observation, test scores, activities and presentations.

Learning Outcome	Evaluation Methods		
	Behavioral Observation	Tests / Exams	Activities / Presentations
Morals and ethics	✓	✓	✓
Knowledge		✓	✓
Cognitive Skills	✓	✓	✓
Interpersonal skills and responsibility	✓	✓	✓
Analytical, Communicative and IT skills		✓	✓

## 7.5 Action plan for verifying and improving course effectiveness

- 1) Verification is done following the standards in 7.4.
- 2) In the event that the student scores do not verify the effectiveness of the course, students are allowed to improve their scores as deemed necessary.