

Communication 4556

Information Technology and Organizational Communication

INSTRUCTOR: Kaylea Annen

PHONE: 614.208.1152

OFFICE HOURS: Tu & Th 10:55 am- 12:45 pm, by appointment & virtually ,TBD **OFFICE:** Journalism Building 323

REQUIRED TEXT AND MATERIALS:

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Browning, A. S. Sætre, K. K. Stephens, & J. O. Sørnes (2008). *Information & Communication Technologies in Action: Linking Theory and Narratives of Practice*. New York, NY: Routledge

Shipley & W. Schwalbe (2010). *Send: Why People Email So Badly and How to Do It Better*. New York: Knopf.

DESCRIPTION OF COURSE:

Communication plays a vital role in the success and failure of almost any organization. To support their communication processes and to increase their performances, organizations use various information technologies and technological networks.

GOALS OF COURSE:

- Demonstrate the influence of these information technology on communication and knowledge networks
- Explore how technology changes the daily work of organizations, teams, and individuals
- Students will learn about technologies that impact organizational communication patterns and new challenges faced by organizational members as users of information technologies in a global business environment.

METHODS OF EVALUATION:

In-Class Activities/Assignments	5 points
Practice Annotation	5 points
24 Hours Unplugged Paper	20 points
Are You Hireable?	20 points
Cutting Edge Articles (10)	50 points
Workplace Technology Research Project	100 points
Exams (2)	100 points
TOTAL:	300 points

GRADING SCALE:

A	93-100%	B	83-86%	C	73-76%	D	60-66%
A-	90-92%	B-	80-82%	C-	70-72%	E	Below 60%
B+	87-89%	C+	77-79%	D+	67-69%		

COURSE POLICIES:

This course has high professional and academic standards. I expect you to act as a professional and you will be treated with that respect. You would be expected at a job every day and I expect you to be in class every day and on time. You will perform best in this class by being in attendance. We will have class discussions and interactive activities and you must be present to receive credit. Deadlines are a significant aspect of the communication profession. Deadlines will be strictly enforced. This is an opportunity for cooperative learning on your part and mine.

Course Content and Tests

Please complete the reading assignments by the assigned date. The tests are designed to give both a sound theoretical foundation and practical skills for ICT's. To complete assignments correctly and to perform well on tests, it is essential that you read the text. **Additionally, no makeup tests will be allowed without a doctor's excuse for absence or prior arrangements being made.**

Assignment Submissions

All assignments should be turned in or presented on time. Submit all assignments electronically using Canvas unless other wise noted. Keep a copy of submission receipts. Do not submit paper copies. Email is *not* acceptable unless prior arrangements are made. In the rare event you are unable to submit an assignment to Canvas, email me immediately.

Academic Misconduct

“It is the responsibility of the Committee on Academic Misconduct to investigate or establish procedures for the investigation of all reported cases of student academic misconduct. The term ‘academic misconduct’ includes all forms of student academic misconduct wherever committed; illustrated by, but not limited to, cases of plagiarism and dishonest practices in connection with examinations. Instructors shall report all instances of alleged academic misconduct to the committee (Faculty Rule 3335-5-487). For additional information, see the Code of Student Conduct (http://studentaffairs.osu.edu/info_for_students/csc.asp).”

REASONABLE ACCOMMODATION POLICY

“Students with disabilities that have been certified by the Office for Disability Services will be appropriately accommodated, and should inform the instructor as soon as possible of their needs. The Office for Disability Services is located in 098 Baker Hall, 113 W. 12th Ave, Columbus, OH 43210; telephone 292-3307; TDD 292-0901; <http://www.ods.ohio-state.edu/>.”

Autumn 2016 Semester Schedule

Monday/Wednesday/Friday Class

Week	Date	Topic	Chapter
1	8.24.16	Welcome and Introduction	
	8.26.16	Introduction Cont. & Assignments Overview	
2	8.29.16	Generational Differences in Workplace ICT use	See Canvas for Readings
	8.31.16	Overview of Workplace ICT use Role of Annotated Bibliographies in research & in the workplace	See Canvas for Readings
	9.2.16	Cutting Edge Article One Due	
3	9.5.16	NO CLASS- LABOR DAY	
	9.7.16	Impression Management: Are you hireable? Blogging, Facebook, LinkedIn, & Networking Tools	"Narratives" Ch. 5
	9.9.16	Cutting Edge Article Two & Practice Annotation Due	
4	9.12.16	GUEST SPEAKER- Lindsey Wessinger, Cardinal Health	
	9.14.16	Current Research on Email use, Using Email Effectively	"Send" Intro & Ch. 1
	9.16.16	Cutting Edge Article Three & Are You Hireable Paper Due	
5	9.19.16	Writing Proper Emails	"Send" Ch. 2 & 3 and Appendix
	9.21.16	Avoiding Email Problems	"Send" Ch. 4, 5, 6 & 7
	9.23.16	Cutting Edge Article Four Due	
6	9.26.16	Media Use Theories Case Studies in Media Use	"Narratives" Ch. 1
	9.28.16	Group Exam Review & Prep	
	9.30.16	Test 1	
7	10.3.16	Web Conferencing and Distributed Work (Telework)	See Canvas for Readings
	10.5.16	GUEST SPEAKER- Steve Showalter, ScanForce & Infinity Technology Group	
	10.7.16	Cutting Edge Article Five Due	
8	10.10.16	Intro to Structuration Theory	"Narratives" Ch. 7
	10.12.16	Monitoring, Rules & Privacy	See Canvas for Readings
	10.14.16	NO CLASS- AUTUMN BREAK	
9	10.17.16	GUEST SPEAKER- TBD	
	10.19.16	Diffusion of Innovations	"Narratives" Ch. 3, 10, 16, 18
	10.21.16	Cutting Edge Article Six Due	
10	10.24.16	Case Studies in Diffusion of Innovation Twitter & New Tools	
	10.26.16	Social Network Usage in Organizations	See Canvas for Readings
	10.28.16	Cutting Edge Article Seven Due	
11	10.31.16	Credibility Considerations in ICT use	"Narratives" Ch. 2
	11.2.16	Case Studies in Credibility	"Narratives" Ch. 21, 26, 29
	11.4.16	Cutting Edge Article Eight & 24 Hours Unplugged Paper Due	
12	11.7.16	Workplace Considerations of Power Points Presentation Software	See Canvas for Readings
	11.9.16	ICT and Culture	"Narratives" Ch. 9, 13, 28, 22
	11.11.16	NO CLASS- VETERANS DAY OBSERVED	

13	11.14.16	<i>Final Presentation Preparation/Group Meetings</i>	
	11.16.16	<i>Final Presentation Preparation/Group Meetings</i>	
	11.18.16	<i>Cutting Edge Article Nine Due</i>	
14	11.21.16	<i>Test 2</i>	
	11.23.16	<i>NO CLASS- THANKSGIVING</i>	
	11.25.16	<i>NO CLASS- COLUMBUS DAY OBSERVED</i>	
15	11.28.16	<i>Research Showcase Day One</i>	
	11.30.16	<i>Research Showcase Day Two</i>	
	12.2.16	<i>Cutting Edge Article Ten Due</i>	
16	12.5.16	<i>Research Showcase Day Three</i>	
	12.7.16	<i>Research Showcase Day Four</i>	
17		<i>FINAL EXAM</i>	

Summary of Course Assignments

The following are summaries. See Canvas (Assignments) and in-class discussion for details.

Workplace Technologies Research Project (100 points) Assume your manager has asked you and your team to research and report on a communication technology that your company is considering purchasing or implementing. Together, select a communication technology with used in organizations or being developed. You might want to apply this technology to a particular industry that interests you. Choose any technology where you can address *communication issues within the workplace*. If you choose a technology discussed in class, be sure you offer fresh information. While you may use course readings/references for your project, these do not count toward your totals.

Requirements: As a team review the scholarly and popular press literature about this technology. Your team's final submission consists of the following; a one-page executive summary/memo and a 10 minute presentation (created using class guidelines, and an annotated bibliography.

Key content will include: (a) interview data collected from individual interviews of professionals collected by each group member (b) connection to theory; (c) potential generation gap/audience issues; (c) best practices for implementation and use; (d) three areas for future research.

All parts of final project are due on selected day at the end of the semester.

Exams (2 exams; 100 points total) This course includes two multiple-choice exams. Exams are worth 50 points each.

Cutting Edge Articles (10; 50 points total) Throughout the course we cover various communication technology topics. You will be responsible for finding a popular (or scholarly) press article about technology being developed and/or utilized in the workplace and you will contribute to our class discussion board your thoughts, feedback and takeaways. Considering the strengths, weaknesses, opportunities and threats (SWOT) of the ideas or innovation. Each team will be assigned a week that they are the conversation moderators in which they are responsible for finding the articles and leading the discussion.

Are You Hireable? (20 points) You will do a self-assessment of your online presence and create a plan for how to manage it.

Practice Annotation (5 points) Find a scholarly article and summarize it using the annotated bibliography format. This will be valuable practice in constructing the annotated bibliography for your workplace technologies research project.

24 Hours Unplugged Paper (20 points) You will go 24 hours with NO access to communication technology. You will keep field notes, link your experiences to class readings, and write up reflections in 2-3 pages.

In Class Activities and Assignments (5 points) Periodically we will have in-class discussions or activities where points will be awarded to those present and engaged in class that day.