

Communication 4556

Information Technology and Organizational Communication

INSTRUCTOR: *Kaylea Annen*

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OFFICE HOURS: MONDAY 9:30-11:30A & TUESDAY 9:10-11:10A, by appointment & virtually ,TBD

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REQUIRED TEXT AND MATERIALS:

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:

<i>In-Class Activities/Assignments</i>	5 points
<i>Practice Annotation</i>	5 points
<i>24 Hours Unplugged Paper</i>	20 points
<i>Are You Hireable?</i>	20 points
<i>Cutting Edge Articles (10)</i>	50 points
<i>Book Review Assignment</i>	20 points
<i>Workplace Technology Research Project</i>	100 points
<i>Exams (2)</i>	100 points
TOTAL:	<u>320 points</u>

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 otherwise 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/>."

Spring 2017 Semester Schedule

Monday/Wednesday/Friday Class

Week	Date	Topic	Chapter
1	1.9.17	Welcome and Introduction	
	1.11.17	Generational Differences in Workplace ICT use	See Canvas for Readings
	1.13.17	Cutting Edge Article One Due	
2	1.16.17	NO CLASS-Martin Luther King Day	
	1.18.17	Overview of Workplace ICT use	See Canvas for Readings
	1.20.17	Cutting Edge Article Two Due	
3	1.23.17	Impression Management: Are you hireable? Blogging, Facebook, LinkedIn, & Networking Tools	"Narratives" Ch. 5
	1.25.17	Social Media Audit	
	1.27.17	Cutting Edge Article Three & Practice Annotation Due	
4	1.30.17	GUEST SPEAKER- TBD	
	2.1.17	Current Research on Email use, Using Email Effectively	"Send" Intro & Ch. 1
	2.3.17	Cutting Edge Article Four	
5	2.6.17	Are You Hireable Paper Due	
	2.8.17	Writing Proper Emails & Avoiding Email Problems	"Send" Ch. 2 & 3, 4, 5, 6 & 7 and Appendix
	2.10.17	Cutting Edge Article Five Due	
6	2.13.17	Media Use Theories Case Studies in Media Use	"Narratives" Ch. 1
	2.15.17	Group Exam Review & Prep	
	2.17.17	Exam One	
7	2.20.17	Web Conferencing and Distributed Work (Telework)	See Canvas for Readings
	2.22.17	GUEST SPEAKER- TBD	
	2.24.17	Cutting Edge Article Six Due	
8	2.27.17	Intro to Structuration Theory	"Narratives" Ch. 7
	3.1.17	Monitoring, Rules & Privacy	See Canvas for Readings
	3.3.17	Cutting Edge Article Seven Due	
9	3.6.17	Diffusion of Innovations	"Narratives" Ch. 3, 10, 16, 18
	3.8.17	Case Studies in Diffusion of Innovation	
	3.10.17	Cutting Edge Article Eight Due & Book Review Due	
10	3.13.17	NO CLASS- Spring Break	
	3.15.17	NO CLASS- Spring Break	
	3.17.17	NO CLASS- Spring Break	
11	3.20.17	Social Network Usage in Organizations	See Canvas for Readings
	3.22.17	Social Network Usage in Organizations	
	3.24.17	Cutting Edge Article Nine & 24 Hours Unplugged Due	
12	3.27.17	Credibility Considerations in ICT use & Case Studies in Credibility	"Narratives" Ch. 2, 21, 26, 29
	3.29.17	ICT and Culture	"Narratives" Ch. 9, 13, 28, 22
	3.31.17	Cutting Edge Article Ten Due	

	4.5.17	<i>Group Exam Review & Prep</i>	
	4.7.17	Group Meetings (Presentation Prep) & Exam Two	
14	4.10.17	<i>Research Showcase Day One</i>	
	4.12.17	<i>Research Showcase Day Two</i>	
	4.14.17	Group Meetings (Presentation Prep)	
15	4.17.17	<i>Research Showcase Day Three</i>	
	4.19.17	<i>Research Showcase Day Four</i>	
	4.20.17	<i>Research Showcase Wrap Up</i>	
16	4.24.17	<i>Final Exam</i>	

Summary of Course Assignments

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 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, an annotated bibliography, a group survey, and a 8-10 minute presentation, including presentation software, i.e. a power point/prezi/etc. (created using class guidelines)

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.

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.

Book Review (20 points) For this assignment you are required to write a book review of a non-fiction book dealing with contemporary technology, communication, business, workplace culture or industry. Your book should have at least 200 pages.

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.