THE OHIO STATE UNIVERSITY

SYLLABUS: COMM 3325
ORGANIZATIONAL COMMUNICATION
SPRING 2019- ONLINE

Course overview

This course provides an introduction to Organizational Communications. This class will be delivered fully online. Written assignments, group assignments and Carmen quizzes will aid student understanding and practice of organizational communication.

Instructor

Instructor: Bethany Barker

Email address: barker.332@osu.edu

Office hours: Journalism 309, MW 11:15-12:15 or by appointment

Online office hours: Thursday 11:30-1:30 or by appointment

Teaching Assistant: Brahm duBuys

Email address: dubuys.1@osu.edu

Online office hours: Tuesday 8-10 or by appointment

Teaching Assistant: Olivia Bullock

Email address: bullock.181@osu.edu

Office hours: Derby Hall 3056, Tuesday 11-1 or by appointment

Course description
Addresses prior and current approaches to the study of organizational communication. The course will be presented entirely online. Prereq: Not open to students with credit for 325.

Course learning outcomes
By the end of this course, students should successfully be able to:

- Understand and identify theories of management used in organizations.
- Recognize different types of organizations and the issues facing each type.
- Identify how individuals communicate with one another within organizations.

- Recognize his or her strengths and opportunities for growth and change as individuals and professionals.

Course materials

Required

Kramer, M.W. & Bisel, R.S. (2016) *Organizational Communication: A Lifespan Approach.* Oxford University Press; New York, NY. (print or electronic version)

Supplemental readings will be provided on Carmen.

Course technology

For help with your password, university e-mail, Carmen, or any other technology issues, questions, or requests, contact the OSU IT Service Desk. Standard support hours are available at https://ocio.osu.edu/help/hours, and support for urgent issues is available 24x7.

- **Carmen:**
  - Carmen, Ohio State's Learning Management System, will be used to host materials and activities throughout this course. To access Carmen, visit Carmen.osu.edu. Log in to Carmen using your name.# and password. If you have not setup a name.# and password, visit my.osu.edu.
  - Help guides on the use of Carmen can be found at https://resourcecenter.odee.osu.edu/carmen
  - **This online course requires use of Carmen (Ohio State's learning management system) and other online communication and multimedia tools. If you need additional services to use these technologies, please request accommodations with your instructor.**
    - **Carmen accessibility**

- **Secured Media Library:**
  - Media materials for this course will be made available via the Secured Media Library. **go.osu.edu/SecuredMediaLibrary**
  - To obtain additional help for use of the Secured Media Library, please email emedia@osu.edu
  - Frequently Asked Questions and support can be found at https://resourcecenter.odee.osu.edu/secured-media-library

- **Carmen Connect**
  - TA and instructor online office hours will be held through Ohio State's conferencing platform, Carmen Connect. The "meeting room" will be published on Carmen in the Resources module.
  - Students may use the audio and video functions if a webcam and microphone are available. If not, there is still a chat function within Carmen Connect for the student to live chat with the TA in the virtual office hours room.
  - Help guides on the use of Carmen Connect can be found at https://resourcecenter.odee.osu.edu/carmenconnect

- **Proctorio**
  - Proctorio, an online proctoring tool, will be used during this course. Proctorio offers you flexibility to take your exams at the time and in the location of your choosing. Students are required to have a webcam (USB or internal) with a microphone and a strong and stable internet connection. During the course of an exam, Proctorio will record the testing environment, therefore students should select private spaces for the exam session where disruptions are unlikely and where recording devices can be enabled. Instructions for Proctorio use will be provided. To use Proctorio you must be over 18 years of age. Additionally, the tool has limitations in its accessibility for students reliant upon screen readers and keyboard navigation. If you have concerns about using an online proctoring tool for the reasons listed above or in general, please work with your instructor to find an equivalent alternative. Additional information on academic integrity at Ohio State and recommended proctoring options are available.

- **Self-Service and Chat support:** http://ocio.osu.edu/selfservice
- **Phone:** 614-688-HELP (4357)
- **Email:** 8help@osu.edu
- **TDD:** 614-688-8743

Baseline technical skills necessary for online courses

- Basic computer and web-browsing skills
- Navigating Carmen

Necessary equipment

- Computer: current Mac (OS X) or PC (Windows 7+) with high-speed internet connection
- Webcam and microphone recommended for office hours, chat function available for students without webcam or microphone.

Necessary software

- Word processor with the ability to save files under .doc, .docx, .rtf, or .pdf. Most popular word processing software programs including Microsoft Word and Mac Pages have these abilities.
- OSU students have access to Microsoft Office products <u>free of charge</u>. To install, please visit <u>https://osuitsm.service-now.com/selfservice/kb_view.do?sysparm_article=kb04733</u>

Grading and faculty response

Grades

Assignment or category	Points and Percent
Canvas and Syllabus Quiz	5
Individual Analysis Assignment The first individual assignment will ask you to evaluate a familiar organization in terms of management and structure. 3-5 double spaced pages, pdf format. Due 2/1 at 11:59pm	30
Case Study Assignment This individual assignment is a case study of the Enron Corporation. Students will view a documentary and respond to questions applying course materials to the events of the scandal and fallout. 3-5 double spaced pages, pdf format. Due 2/22 at 11:59pm	50
Communications Audit Your group will be required to complete a Communications Audit and prepare a presentation on your findings for the class. 10-15 double spaced pages, pdf format. This is a multi-part assignment with multiple due dates. Please refer to the assignment guide and Weekly Overview.	110 (75 points for the Audit submission, 25 points for group presentation, 10 points for responses to presentations.)
Final Exam The final exam will be on Carmen and remotely proctored. Questions may be multiple choice, T/F, or fill in the blank. Opens midnight 4/24 due by 11:59pm	65
Reading Quizzes Four 10 question quizzes will be delivered via Carmen. The lowest quiz score will be dropped from the final grade.	40

Quizzes are multiple choice application-style questions. Only 1 question will show per page and questions cannot be revisited when finished. Quizzes will be timed at 20 minutes. The due date for each quiz is 11:59pm on the Friday of the week posted.	
Lesson Discussions Once a week, you will be provided a discussion prompt where you will be encouraged to share thoughts, find examples, and/or provide critique of lesson materials. Initial posts are due by Wednesday at 11:59pm and to provide quality responses to at least 2 group members by Friday at 11:59pm. An excellent discussion post (and response) should demonstrate 1. Understanding of the concept(s) in the material provided 2. Independent thought regarding the concepts and material 3. Thoughtful response to the work of at least 1 other student in the class. See the Discussion Guidelines in the Welcome section of Carmen	100 points 10 @ 10 each 5 points for initial post 5 points for response posts
Total	400 Points and 100%

See course schedule, below, for due dates

Late assignments

Late assignments will not be accepted without a university or medical excuse. It is the student's responsibility to be sure the assignment submitted correctly. **Please check your Carmen folder after submission to ensure the upload is there and complete. Carmen can time out during an upload! Make sure the upload is complete and you have checked to see the submission is there.**

Students who know of an impending excused absence should notify the instructor and teaching assistant with documentation ahead of the absence to arrange a makeup. **Makeups must be requested and turned in within 1 week of the original due date.**

Grading scale

93–100: A
90–92.9: A-
87–89.9: B+
83–86.9: B
80–82.9: B-
77–79.9: C+
73–76.9: C
70 –72.9: C-
67 –69.9: D+
60 –66.9: D
Below 60: E

Please note: Carmen and Buckeyelink do not round up grades. Your grades will be exactly what is earned and will not be rounded up. Extra credit will be offered for students who wish to earn a chance to improve grades.

Faculty feedback and response time

I am providing the following list to give you an idea of my intended availability throughout the course. (Remember that you can call **614-688-HELP** at any time if you have a technical problem.)

Grading and feedback

For assignments, you can generally expect feedback within **2 weeks**. This is a large course and time is taken to consider each submission carefully.

E-mail

I will reply to e-mails within **24 hours on school days**.

Instructor communication

At times announcements will be made to the class via Carmen Announcements and sent through a Carmen message. Please regularly check both to ensure you do not miss a communication. Make sure your Carmen messages are not sent to your Clutter or Junk folder.

Attendance, participation, and discussions

Communication guidelines

The following are my expectations for how we should communicate as a class. Above all, please remember to be respectful and thoughtful.

- **Writing style**: This course is intended to prepare you for future communications as a professional. Assignments should be approached in this manner. Please proofread, edit, and include appropriate language.
- **Tone and civility**: Let's maintain a supportive learning community where everyone feels safe and where people can disagree amicably. Furthermore, rude or impatient communications are generally not appreciated in professional situations. Please consider your words as if you were a professional when communicating with other students, the instructor, and the teaching assistant.
- **Citing your sources**: For all assignments, please cite your sources to back up what you say. A reference section and in-text citations are expected. There is not an official format for assignments, but APA is preferred. (For the textbook or other course materials, list at least the title and page numbers. For online sources, include a link.)

Other course policies

Student Academic Services

Arts and Sciences Advising and Academic Services' website provides support for student academic success. Information on advising issues such as tutoring, transfer credits, academic standing, and contact information for Arts and Sciences advisors can be obtained through this website. The site is: http://advising.osu.edu/welcome.shtml

Student Services

The Student Service Center assists with financial aid matters, tuition and fee payments. Please see their site at: http://ssc.osu.edu

Copyright Disclaimer

The materials used in connection with this course may be subject to copyright protection and are only for the use of students officially enrolled in the course for the educational purposes associated with the course. Copyright law must be considered before copying, retaining, or disseminating materials outside of the course.

Title IX

Title IX makes it clear that violence and harassment based on sex and gender are Civil Rights offenses subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories (e.g., race). If you or someone you know has been sexually harassed or assaulted, you may find the appropriate resources at http://titleix.osu.edu or by contacting the Ohio State Title IX Coordinator, Kellie Brennan, at titleix@osu.edu

Academic integrity policy

Policies for this course

- **Reusing past work**: In general, you are prohibited in university courses from turning in work from a past class to your current class, even if you modify it. If you want to build on past research or revisit a topic you've explored in previous courses, please discuss the situation with me.
- **Collaboration**: The course includes many opportunities for formal collaboration with your classmates. While study groups are encouraged, remember that comparing answers on a quiz or assignment is not permitted. If you're unsure about a particular situation, please feel free just to ask ahead of time.
- **Group projects**: This course includes group projects, which can be stressful for students when it comes to dividing work, taking credit, and receiving grades and feedback. I have attempted to make the guidelines for group work as clear as possible for each activity and assignment, but please let me know if you have any questions.

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://studentlife.osu.edu/csc/

Accessibility accommodations for students with disabilities

Requesting accommodations

The University strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including mental health, chronic or temporary medical conditions), please let me know via email immediately so that we can privately discuss options. You are also welcome to register with Student Life Disability Services to establish reasonable accommodations. After registration, make arrangements with me as soon as possible to discuss your accommodations so that they may be implemented in a timely fashion. SLDS contact information:

slds@osu.edu ; **614-292-3307; slds.osu.edu** ; **098 Baker Hall, 113 W. 12th Avenue.**

Course schedule (tentative)- check weekly overview for updates and due dates

Week	Dates	Topics	Readings / View	Due
1	1/7-1/11	Welcome Defining Communication	Chapter 1	Syllabus Quiz Join Group Discussion 1
2	1/14-1/18	Socialization Interviewing	Chapters 2 & 3	Discussion 2
3	1/21-1/25	Culture Leadership	Conrad & Poole, Ch.5 Eisenberg, Ch. 9	Discussion 3 Quiz 1
4	1/28-2/1	Communicating Between Organizational Levels Identity in an Organization	Chapter 7 Chapter 12	Individual Analysis Assignment
5	2/4-2/8	Critical Studies Conflict in Organizations	Conrad & Pool, Ch.8 Chapters 10, 11	Discussion 4
6	2/11-2/15	Classical Theories of Management and Organizations	Chapter 4	Discussion 5 Quiz 2
7	2/18-2/22	Case Study	**Film:**	Case Study Assignment

			Enron: The Smartest Guys in the Room	
8	2/25-3/1	Systems Theories	Miller, Ch. 4 Luchsinger & Dock, Ch. 4&5	Discussion 6
9	3/4-3/8	Human Relations/ Resources Approaches	Articles provided on Carmen	Discussion 7 Quiz 3
	3/11-3/15	SPRING BREAK		
11	3/18-3/22	Decision Making Teams	Conrad & Poole, Ch. 9	Discussion 8
12	3/25-3/29	Globalization, Technology, and Diversity Communication Audits	Chapter 13	Discussion 9 Audit Roles Due
13	4/1-4/5	Audit Group Workshop		Audit Drafts Due
14	4/8-4/12	Strategic Alignment Changes & Exits	Eisenberg, Ch. 10 Chapters 14,15	Discussion 10 Quiz 4
15	4/15-4/19	Audit Presentations		Presentations Posted by 4/16 Responses posted by 4/20
16	4/22	Final Exam Review		
Finals		**Final Due 4/24 at 11:59pm**		