SYLLABUS: COMM 4556
INFORMATION TECHNOLOGY AND
ORGANIZATIONAL COMMUNICATION
AUTUMN 2021 HYBRID TERM

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Links to office hours rooms are available in the Welcome Module on Carmen

Course Information

Course description

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.

Thus, the course will demonstrate the influence of these technologies on communication and knowledge networks, and how technology changes the daily work of organizations, teams, and individuals.

Students will learn about technologies that impact organizational communication patterns, new organizational forms, and new challenges for organizational members as users of information technologies in a global business environment.

Course outcomes
Students who have successfully completed this course will:
-understand the role of information technology in organizations

-analyze organizational communication related theories as they apply to our society

-apply concepts to current events and case studies

Mode of delivery

This hybrid course will be presented 35.5 % in-person and 64.5% online. The course will be broken up into 3 components, each totaling 55 minutes of class time per week.

- The live in-person component will be every Tuesday from 1:50-2:45 EST in Journalism 342.

- The live online component will be every Thursday from 1:50-2:45 EST on the Zoom link in the navigation bar in the course Carmen page.

- The asynchronous online component will open at the beginning of the week. For discussion-based activities the initial post will be due Thursday at 11:59 p.m. with the response post due by Saturday 11:59 p.m.

How this course works

A Carmen module will open for each week with everything you need to complete the week's materials and assignments. Each week follows a theme. Readings should be completed before attending Tuesday's in-person session. Tuesday's class time will primarily be devoted to lecture. Most Thursday classes will be completing a team-based case study or challenge. The asynchronous component will ask students to look at this topic from their individual perspective.

Course materials

Required

There is not a required text for this course. All readings will be provided on Carmen in the weekly module.

Grading and faculty response

Grading

The following are the points and/or percentage values for each assignment:

Assignments	Points
In-class Assignments (ICA)	50 (5@10)
Thought Reaction Assignments (TRA)	70 (7@10)
In-class Team Exercises	30 (2@15)
Exams	100 (2 @ 50)
Final Project	250
Total	*500 points*

Assignment Information

In-class Assignments: In-class assignments are an opportunity for students to apply the theoretical concepts learned each week to case studies and scenarios. In-class assignments are completed as teams and should be completed by the end of the class period. Your lowest ICA score will be dropped.

Thought reaction assignments: These assignments allow students to think about the topic from an individual perspective. Thought reaction assignments should be around 300 words for the initial post and roughly 100 words for each response. Students will review the posts of classmates and respond to at least two classmates per TRA. The lowest TRA score will be dropped.

Team Exercises: There will be two team exercises where students are asked to work together on a class topic. Those exercises will allow you to learn about views and attitudes of fellow students and how to take those different thoughts into consideration to discuss the topics and/or to come to a mutual decision. These are slightly more involved than the typical in-class assignments.

Exams: Exams for this course will be multiple choice, true/false, and short answer. Exams are not cumulative. The exams will be on Carmen and open for a 24 hour period. Students will have one 55 minute attempt.

Final projects: Students may work individually or in pairs on a final assignment that assignment gives you the opportunity for a more in-depth topic reflection and to apply your new knowledge based on the lectures of the class. If you are working together with other students, all team members will get the same amount of points so that it is a question of fairness and honesty that everyone contributes actively to create an excellent project. The project will be broken into 3 parts:

- Project prospectus (25 points)- the prospectus will provide a brief overview of the topic along with 5 scholarly references and 5 credible periodical or digital references to be used in the final project.

- Project paper (125 points)- the project paper is a 5-7 page, double-spaced paper exploring one of our course topics in-depth.

- Project presentation/ responses (75 points/ 25 points)- a 5-7 minute recorded presentation will be posted to the Carmen discussion board. Students will then watch other presentations and comment to receive full credit.

Late assignments

Late assignments are not accepted in this class.

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 Canvas, OSU's grading and class management software, does not round fractions up. Please take that into account in computing grades. I do not manually round up grades. There will be opportunities for extra credit for students who choose to earn those points.

C-REP (Communication Research Experience Program) Research Credits: All students enrolled in COMM 4556 may participate in the Communication Research Experience Program ("C-REP"). C-REP is designed to give students direct exposure to the topics, goals, methods, and ethical issues of communication research. Participation can take the form of:

• Completing two hours of C-REP research studies, OR

• Completing two C-REP alternative written assignments, OR

• Completing a combined total of two hours of research studies and alternative writing assignments. You should NOT wait until the last minute to sign up for participation. It is wise to complete this as early as possible, when demands on your time are the lightest. Please take the time to read the detailed C-REP Student Guide posted on the course website listed under Important Documents/Links. Please direct any questions regarding C-REP to Olivia Bullock (.181).

Attendance, participation, and discussions

Credit hour and work expectation

This is a 3-credit-hour course. According to Ohio State policy, students should expect around 3 hours per week of time spent on direct instruction (instructor content and Carmen activities, for example) in addition to 6 hours of homework (reading and assignment preparation, for

example) to receive a grade of (C) average. [ASC Honors](#) provides an excellent guide to scheduling and study expectations.

Student participation requirements

Because this course requires elements of distance-education, your attendance is partly based on your online activity and participation. The following is a summary of everyone's expected participation:

- **Attending lectures**:
  - Students can be expected to attend 2 lecture/ active learning periods per week.
- **Weekly assignments**
  - Weekly assignments pertaining to the topic can be found in the Carmen module for the week.
- **Office hours**
  - We are available to help you to learn, understand, and grow as individuals. Office hours are digital via Carmen Zoom.

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 large weekly assignments, you can generally expect feedback within **7-10 days**.

E-mail

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

Discussion and communication guidelines

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

- **Tone and civility**: Let's maintain a supportive learning community where everyone feels safe and where people can disagree amicably. Remember that sarcasm doesn't always come across online and is not always appreciated in-person. The instructor and TA both work very hard to provide a positive learning experience. Please keep this in mind and remain civilized and respectful in your class communications.
- **Citing your sources**: When we have academic discussions, please cite your sources to back up what you say. (For the textbook or other course materials, please use APA style. For online sources, be sure to include a link.)

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](#)
- **Carmen Zoom:**
  - Office hours will be held through Ohio State's conferencing platform, Carmen Zoom. A separate guide to accessing Carmen Zoom and our office hours is posted on the course Carmen page under Files.
  - 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 Zoom for the student to live chat with the professor or TA in the virtual office hours room.
  - Carmen Zoom help guide
- **Proctorio:**
  - Proctorio, an online proctoring tool, will be used during this course for the two exams. 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.**
  - Proctorio offers free 24/7 student support through web chat or email.
- **Turnitin:**

- o Students at The Ohio State University are accountable for the integrity of the work they submit. Therefore, you should be familiar with the guidelines provided by the Committee on Academic Misconduct (COAM) and Section A of OSU's Code of Student Conduct in order to meet the academic expectations concerning appropriate documentation of sources. In addition, OSU has made Turnitin, a learning tool and plagiarism prevention system, available to instructors. For this class, you will submit your papers to Turnitin from Carmen. When grading your work, I will interpret the originality report, following Section A of OSU's Code of Student Conduct as appropriate. For more information about Turnitin, please see the vendor's guide for students. Note that submitted final papers become part of the OSU database.

- **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
- Web cam and 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 free of charge. To install, please visit https://osuitsm.service-now.com/selfservice/kb_view.do?sysparm_article=kb04733

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.

Diversity

The School of Communication at The Ohio State University embraces and maintains an environment that respects diverse traditions, heritages, experiences, and people. Our commitment to diversity moves beyond mere tolerance to recognizing, understanding, and welcoming the contributions of diverse groups and the value group members possess as individuals. In our School, the faculty, students, and staff are dedicated to building a tradition of diversity with principles of equal opportunity, personal respect, and the intellectual interests of those who comprise diverse cultures.

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, Melissa Mayhan, at titleix@osu.edu

Mental Health

As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. The Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing.
If you are or someone you know is suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental health services available on campus via the Office of Student Life's Counseling and Consultation Service (CCS) by visiting ccs.osu.edu or calling 614--292--5766. CCS is located on the 4th Floor of the Younkin Success Center and 10th Floor of Lincoln Tower. You can reach an on-call counselor when CCS is closed at 614-292-5766.

If you are thinking of harming yourself or need a safe, non-judgmental place to talk, or if you are worried about someone else and need advice about what to do, 24-hour emergency help is also available through the Suicide Prevention Hotline (Columbus: 614-221-5445)

COVID-19 and Illness Policies

Masks and social distancing

The university requires that everyone on campus wears masks indoors (for more information, see https://safeandhealthy.osu.edu/). Wearing a mask that covers your mouth and nose is important because it can help slow the spread of COVID-19. There are several reasons to do this, even if you are vaccinated. First, the "Delta variant," which is the dominant version of the virus that causes COVID in the U.S. today, is highly contagious, and has caused a huge increase in cases recently. Second, even if you are vaccinated, there have been some cases of "breakthrough" infection, where a vaccinated person becomes ill. These cases are much less severe than cases among unvaccinated individuals, but you still don't want to go through it if you don't have to. Finally, and most importantly, if you get COVID-19 you can spread it to other people, including young children and others who cannot take the vaccine. In short, masks help protect you and they help you protect other people.

Social distancing may also help slow the spread of COVID. Although classrooms are no longer configured to ensure that students can spread out, doing so may still be helpful if you have the opportunity.

Attendance

Given the continued high prevalence of COVID, including breakthrough cases among vaccinated individuals, **students should not attend class if they are feeling sick**. It is very important that individuals avoid spreading the virus to others. Most students should be able to complete a successful semester despite illness-induced absence. If you are absent due to illness, including but not limited to COVID, I will give you a reasonable opportunity to make up missed work. **You do not need to provide a physician's document of illness, but you should advise me via email as soon as you are safely able to do so.**

Inability to attend class sessions

If you are unable to attend in-person, please contact me. We will Zoom you in if you are able to participate virtually. If you are too ill to participate via Zoom, I will provide a recording of the session. I do need at least 2 hours advance notice so that I may gather the right equipment for recording. These recordings are not a substitute for the in-person learning experience. Instead, they are a tool to help those who are forced to miss class on account of illness to catch up. As such, recordings may fail to capture in-class activities, they may be incomplete in other ways, or they be entirely missing (e.g., in the event of a problem with the recording technology).

Other related resources

COVID-19 Accommodations. The university strives to make all learning experiences as accessible as possible. In light of the current pandemic, students seeking to request COVID-related accommodations may do so through the university's [request process](#), managed by Student Life Disability Services. If you anticipate or experience academic barriers based on your disability (including mental health, chronic, or temporary medical conditions), please let me know immediately so that we can privately discuss options. To establish reasonable accommodations, I may request that you register with Student Life Disability Services. 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.

Food Security (https://www.buckeyefoodalliance.org/, 614-688-2508). The Ohio State University is committed to ensuring that all students have access to adequate and healthy food. Any undergraduate or graduate student with a BuckID may confidentially use the Buckeye Food Alliance food pantries. No proof of need is required. The pantry is located in Lincoln Tower, Suite 150 (1800 Cannon Dr., Columbus, OH 43210). Check the website or call for current hours.

COVID-19 emergency financial assistance (https://sfa.osu.edu/contact-us/consumer-disclosure/COVD-19-aid) Ohio State has emergency grants available to aid students who are facing unexpected financial challenges related to the pandemic. Students may use the funds toward any component of the cost of attendance, or for emergency costs that arise as a result of the COVID-19 pandemic such as food, housing, tuition, health care (including mental health care) or child care. Please visit the website for more information.

Academic integrity policy

Policies for this hybrid course

- **Written assignments**: Your written assignments, including discussion posts, should be your own original work. In formal assignments, you should follow **APA** style to cite the ideas and words of your research sources. You are encouraged to ask a trusted person to proofread your assignments before you turn them in--but no one else should revise or rewrite your work.

- **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.

- **Falsifying research or results**: All research you will conduct in this course is intended to be a learning experience; you should never feel tempted to make your results or your library research look more successful than it was.

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

Students with disabilities (including mental health, chronic or temporary medical conditions) that have been certified by the Office of Student Life Disability Services will be appropriately accommodated and should inform the instructor as soon as possible of their needs. The Office of Student Life Disability Services is located in 098 Baker Hall, 113 W. 12th Avenue; telephone 614- 292-3307, slds@osu.edu; slds.osu.edu.

Course schedule (tentative)

Week 1: Welcome and Organizational Forms
Tuesday: Welcome and Syllabus
Thursday: Organizational Forms
Online: Join a group; Complete Intro Survey
Reading: Syllabus
Week 2: Organizational Forms and New Models
Tuesday: New Models of Organizing
Thursday: Meet your team and ICA 1
Online: TRA 1
Reading: Read Zammuto, et al. (2007), Kapoor & Lee (2013)
Week 3: Technology for Global Networks
Tuesday: Technology for Global Networks
Thursday: ICA 2
Online: TRA 2
Reading: Sarker et al. (2011)
Week 4: Internet Use and Transformation of Work
Tuesday: How the internet transformed the way we work
Thursday: ICA 3
Online: TRA 3

Week 5: Organizations on the Internet
Tuesday: Organizations on the Internet Thursday: Team Exercise 1 Online: TRA4 Reading: Bansler & Havn (2003)
Week 6: Teams and Technology
Tuesday: Organizational Teams Thursday: ICA 4 Online: Exam review worksheet Reading: Tannenbaum et al. (2012)
Week 7: Exam 1
Tuesday: Wrap up Thursday: Exam 1
Week 8: Organizational Culture and Autumn Break
Tuesday: Organizational Culture Thursday: Autumn Break Online: Project Prospectus
Week 9: Organizational Culture
Tuesday: Organizational Culture and Technology Thursday: Team Exercise 2 Online: TRA 5 Reading: Leidner & Kayworth (2006)
Week 10: Analyzing Technology
Tuesday: Organizational Culture Thursday: "American Factory" Online: "American Factory"
Week 11: Networked Organizations and Today's Environments
Tuesday: Networked organizations and today's environments Thursday: ICA 5 Online: TRA 6 Reading: Garner (2006)
Week 12: Dark Side of New Forms and Security
Tuesday: The Dark Side of New Forms and Security Thursday: Veteran's Day (No class) Online: TRA 7 Reading: Seo & La Paz (2008)
Week 13: Computer Mediated Communication
Tuesday: Computer Mediated Communication Thursday: ICA 6 Online: TRA 8 Reading: Ou et al (2013) & Zur & Zur (2011)
Week 14: Project Check-in and Thanksgiving Break
Tuesday: Project Check-in*

Thursday: Thanksgiving Break (No class)
Week 15: Implementation and Knowledge Management
Tuesday: Implementation and Knowledge Management Thursday: Guest Speaker Online: Project presentation Reading: McIver et al. (2013)
Week 16: Virtual Reality and Work
Tuesday: VR and Work Reading: Hyrkkänen et al. (2012)

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