

# **SYLLABUS: COMM 3325 INTRO TO ORGANIZATIONAL COMMUNICATION SPRING 2022**

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**Office hours: Tuesday/Thursday 3:00-4:00 p.m. or by appointment**

**Office hours Zoom links and passwords in the Office Hours page in the Carmen Welcome and Resources module**

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## **Course catalog 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 description, learning goals, and outcomes**

This course provides an introduction to the way we communication within organizations. Class will be delivered entirely online through Carmen. Written assignments, group work, exams and quizzes will aid student understanding and practice of organizational communication.

**Upon successful completion of the course, students will understand views of communication within an organization from an academic perspective.**

- Students will be able to distinguish differences between views of communication within organizations.
- Students will be able to apply concepts of communication within organizations to scenarios and case studies.

**Students who successfully complete the course will understand effective strategies for leadership and management.**

- Students will be able to differentiate historical and current views of management.
- Students will be able to recognize effective vs. ineffective leadership strategies.
- Students will be able to recognize elements of management and leadership strategies within a given organization.

**Students who successfully complete the course will comprehend how effective communication principles can help organizations.**

- Students are able to analyze effective and ineffective current communication principles in real-world organizations.
- Students will be able to demonstrate proficiency in using effective communication skills to further the goals of an organization.

## **Mode of delivery**

This course will be presented fully online. It will be in an asynchronous format with no required in-person or live meetings. Optional live exam reviews will be conducted via CarmenZoom with completed review materials available by the next day.

## **How this course works**

- A new module will open in the Modules by Sunday morning of each week.
- The module will open with all contents for the week and any they may be completed at any time prior to the posted due dates.
- Make sure you visit the module at the beginning of each week to read the Weekly Overview for announcements, updates and a to-do list for each week.

## Course materials

### Required

Kramer, M.W. & Bisel, R.S. (2021) *Organizational communication: A lifespan approach 2<sup>nd</sup> edition*. Oxford University Press; New York, NY. (print or [electronic version rental](#))

Supplemental readings will be provided on Carmen.

# Grading and faculty response

## Grading

Assignments will open at the beginning of the module and will be due Saturday at 11:59 p.m. EDT/EST unless otherwise stated.

Assignment	Description	Points
Exam 1	Exam covering material presented in weeks 1-6 of the course. Questions will be multiple choice, true/false or matching. Study guide will be provided. Exams are open for a 24 hour period on Carmen.	50
Exam 2	Exam covering material presented after the midterm of the course. Questions will be multiple choice, true/false or matching. Study guide will be provided. Exams are open for a 48 hour period on Carmen.	60
Comprehension Quizzes	Quizzes are designed to assess your comprehension of the material presented in the readings and in lessons that week. Quizzes will be 5-10 multiple choice, true/false or matching questions. There will be 5 quizzes and your lowest will be dropped.	4 @ 15 points = 60
Case Study	This individual assignment is a case study of the WeWork organization and scandal. Students will either watch a video or listen to a podcast and respond to questions applying course materials to the events of the scandal and fallout. Approximately 3-5 double spaced pages.	25 points
Group Project	The final group project is a multi-step analysis and application of the course materials. Each group will study an organization through the duration of the semester. Groups will then be presented with a challenge intended to aid the organization studied in a communication process.  Approximately 5-7 double spaced pages, a prototype and recorded presentation will be turned in for the group.	This is a 4 part project. Each part is worth 25 points.  100 points total
Group Discussions	You will be provided a prompt and asked to share your thoughts with your discussion group. Most of the discussions will be applying the concepts of that week to the organization you have selected as your group.	10 @ 10 points = 100  5 points for initial post

	Please review the Discussion Board Guidelines for guidance on posting. Initial post due Saturday 11:59 p.m. and response to 2 group members the following Tuesday 11:59 p.m.	5 points for response posts
Syllabus Quiz		5 points
<b>Total</b>		<b>400 points</b>

*See course schedule, below, for due dates*

## Late assignments

### Policy for assignments

- Quizzes and exams are open for a duration of time and the window in Carmen will close. The quiz or exam will not be re-opened unless University or medical documentation is provided.
- Discussions will be eligible for partial credit if the initial post is late but the responses are on time. At the response due date, the board will close and will not be re-opened. Students unable to participate in the discussion should follow the makeup procedure listed below and request an alternate assignment.
- The case study and group project will be assigned early and expected to be turned in (and fully uploaded) on time at 11:59 p.m. EDT/EST. At midnight, a 20% deduction will apply. There will be a 20% deduction for every hour the submission is late. No submissions will be accepted after 5 hours without University or medical documentation. It may take some time for your file to upload. Please plan accordingly.

### Makeup request

Makeups should be requested prior to the due date, even if documentation has not yet been obtained. As these assignments are due late in the evening, the instructor may not be able to respond to last minute requests for makeup. Please contact the instructor and TA as soon as you know a makeup will be necessary. Most assignments are open for a week (sometimes more) and may be turned in at any time during the week. Please plan accordingly and do not wait until the last minute. Situations such as getting called into work at the last minute, transportation issues, falling asleep while studying, etc. are not eligible for makeup.

### Providing documentation

Please do not send photos or videos as proof of your illness or injury. I often read student emails while eating at my desk or enjoying my coffee. Photos of this nature do not aid digestion.

If you are escorting a friend or family member to an appointment/ urgent care/ emergency room visit, please request a caretaker or companion excuse note from the facility. This should be requested at the time of the appointment and should be provided to you at no charge.

## Course leave

If you become seriously ill or something happens to you that prevents you from participating in the course for an extended amount of time (e.g., mental illness or a friend's mental illness, taking care of an immediate family member, child birth, etc.), you may apply for course leave. You must let the instructor know of your situation as soon as practical when you become aware of the need for leave to avoid point penalties (either the day you learn of the need or the next workday). Be proactive and let us know ASAP if you think you need leave. We will not grant leave retroactively. Course leave is similar to OSU's Family and Medical Leave (FML) and has many of the same rules ([see here for more information](#)). If you qualify for leave, we will allow you to make up missed work with the following point penalties:

- 0% for work due 6 days prior to notification
- 33% for work due 7-13 days prior to notification
- 66% for work due 14-20 days prior to notification
- 100% for work due > 20 days prior to notification

## 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 3325 may participate in the Communication Research Experience Program ("C-REP") for extra credit. 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 three hours of C-REP research studies, OR
- Completing three C-REP alternative written assignments, OR
- Completing a combined total of three 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 at bullock.181@osu.edu.

## 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 is a distance-education course, your attendance is based on your online activity and participation. Please expect to spend just as much time engaging with this class as you would an in-person course. The following is a summary of everyone's expected participation:

- **Reading:**

Textbook readings are listed in the syllabus and supplemental readings will be posted on Carmen. It is expected that you will complete the readings prior to engaging with any other materials for the week. Lectures are intended to go in-depth on topics, not to replace the readings or cover each and every topic fully. You must read to have the background knowledge to interact with the topics through lecture and activities.

- **Reviewing the module contents and weekly overview: 1x per week minimum by Monday of each week:**

A new module will be released each week in Carmen under Modules. Everything you need for the week will be in the module, unless otherwise stated in the Weekly Overview. The Weekly Overview will serve as an introduction and checklist for the week. You will receive information about what will be covered, learning objectives met and due dates for the week. You need to view this by **Monday evening** at the latest to be sure you aren't missing anything for the week.

- **Viewing lectures:**

All lectures for this course are pre-recorded and will be posted to Carmen at the opening of each module. Some lectures, or lessons, are in a written format with links to articles, videos and embedded materials to aid your interaction with the material with current real life examples.

- **Office hours:**

We are available to help you to learn, understand, and grow as individuals. Office hours are digital via Carmen Zoom. Due to the COVID-19 pandemic, no in-person meetings will be held. Our offices are not large enough to properly maintain social distancing.

## 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 weekly assignments, you can generally expect feedback within **7-10 days**. Written assignments can expect feedback within **2-3 weeks**.

### E-mail

I will reply to e-mails within **24 hours Monday-Friday**.

## 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:** The School of Communication encourages students to practice professionalism in all communications, including those conducted online. The instructor and TA both work very hard to provide a positive learning experience. 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. Please keep this in mind and remain civilized and respectful in your email and discussion board communications.

Emails, items turned in to Carmen (discussions, assignments, etc.) and social media posts that are disruptive to the proceedings of class or threatening (implicitly or explicitly) toward students, teaching assistants or instructors, violate the Student Code of Conduct and may be reported to the Office of Student Conduct.

The Counseling and Career Services [netiquette](#) (internet etiquette) guide provides students with tips for professional online 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.)



## Encouraging an optimal learning experience

Previous distance learning courses have provided insights from students on how to improve the learning experience and optimize outcomes. Here are a few tips from previous students to encourage your success in this online course:

- Students kept up with the Schedule and assignment due dates.
- Students made sure they had access to a reliable internet connection.
- Students had access to at least one reliable device and a backup plan in case of a technological issue.
- Students have made plans to back up work. OSU provides free access to data storage through [Microsoft One Drive](#).
- Students reported that completing assigned readings before viewing lectures helped them to be prepared to follow along with lectures and participate in discussions.
- Students scheduled time to complete activities at a steady pace during the week. Keeping a schedule prevented a last minute rush and kept the workload manageable.
- Students approached the material by thinking about the connections between readings, lectures, and assignments.

## 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](https://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](https://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 our 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:**
  - 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](mailto: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](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 Interim Ohio State Title IX Coordinator, Melissa Mayhan, at [titleix@osu.edu](mailto: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](http://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

### Student illness or absence

If *you* are too ill to participate in this course due to COVID-19 or another illness, please contact the instructor as soon as you are able. All materials will be made available on Carmen, including lecture recordings and slides. Alternate assignments or extensions may be arranged.

### Instructor illness or absence

If the *instructor* is too ill to teach the course for a period of time, the designated backup for this course will step in. You will be notified via email from the School of Communication.

## Academic integrity policy

### Policies for this online 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](mailto:slds@osu.edu); [slds.osu.edu](http://slds.osu.edu).**

## Course schedule (tentative)

1	1/10-1/15	Introduction and Welcome	(All readings assume Textbook unless otherwise stated. Supplemental readings in Carmen.) Chapter 1	Join a group/ Syllabus quiz/ Introduction Discussion
2	1/16-1/22	Socialization	Chapters 2 and 3	Socialization Discussion
3	1/23-1/29	Culture	Chapter 6 and Conrad and Poole Chapter 5	Culture Discussion Quiz 1
4	1/30-2/5	Classical Management	Chapter 4	Classical Discussion
5	2/6-2/12	Systems	Miller Chapter 4 Luschinger & Dock Chapters 4 & 5	Systems Discussion
6	2/13-2/19	Human Relations	Hawkins, 1956 article Morse, 1970 article Wijewardena, et al., 2017 article	Human Relations Discussion Quiz 2
7	2/20-2/26	Exam 1 Leadership and organizational members	Chapters 7 and 8	Exam 1 opens 2/23 at 12:00 a.m. and closes 2/24 at 11:59 p.m.
8	2/27-3/5	Conflict and Power	Chapters 10 and 11	Conflict Discussion
9	3/6-3/12	Case Study	Watch or listen to WeWork video or podcast	Case Study due 3/12
	3/13-3/19	Spring Break		
10	3/20-3/26	Decision Making and Design Thinking	Chapter 9	Design Thinking Discussion Quiz 3
11	3/27-4/2	Globalization, Technology and Identity	Chapters 12 and 13	Identity and Diversity Discussion
12	4/3-4/9	Strategic Alignment	Eisenberg, et al. Chapter 10	Project Research roles due
13	4/10-	Transitions and Exits	Chapters 14 and 15	Quiz 4

	4/16	Final Project work		Exit Discussion
14/15	4/17- 4/25	Final Projects Due Presentation Viewing and responses Exam 2 Review	No reading	Quiz 5 Final Projects due 4/18  Presentation responses due 4/25
Exam	4/27- 4/28	Exam 2		Opens 4/27 at 12:00 a.m. and closes 4/28 at 11:59 p.m.