SYLLABUS: COMM 4556
INFORMATION TECHNOLOGY AND ORGANIZATIONAL COMMUNICATION
AUTUMN 2023

Instructor: Dr. Jingbo Meng
Email address: meng.28@osu.edu
Class time: TuTh 2:20 pm – 3:40 pm EST
Office hours: Th 11:00 am – noon or by appointment
Instruction Mode: Hybrid
Location: Cunz Hall 150 and Zoom

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 has two planned parts per week: a Tuesday session and a Thursday session. We will typically have Tuesday as the in-person session and Thursday as the online session. The online session may be either asynchronous or synchronous via zoom. Thursday sessions that are online are listed in the syllabus scheduled in red font with their mode listed.

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. The asynchronous component will ask students to look at this topic from their individual perspective.

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

Course Requirement and Faculty Response

In-class Assignments (50 points in total, 10 points per assignment): 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 individuals and should be completed by the end of the day on Thursdays. Late assignments are not accepted in this class.

Team Exercises (10 points): There will be one team exercise 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.

Mini Presentation (10 points): Each week there will be 1-2 readings assigned to the class. While everyone is expected to read, there will be a reading presentation for your favorite piece. The presentation may be individual or in 2-3 people groups. The presentation should summarize the reading and then go beyond, connecting the reading to course concepts and demonstrating relevance to the overall themes of the course. Each presentation may be roughly 5 minutes and include slides to be shared with the audience.

Exams (100 points in total, 50 points per exam): 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 60-minute attempt.

Final projects: Students may work in 2-3 person teams on a final project that gives you the opportunity for a more in-depth topic reflection and to apply your new knowledge based on the lectures of the class. The project will be broken into two parts:

- ***Project prospectus (20 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 (40 points)*** - the project paper is a 5-6 page, double-spaced paper exploring one of our course topics in-depth.

Attendance (12 points)

I use a flexible attendance policy in this course. You may miss up to TWO classes (for any reason) without a loss of attendance points. You will also not lose attendance points for missing a class due to illness, personal or family emergency, or a university-excused absence. I just ask that you let me know you will be absent before class or within 72 hours of missing the class. After those two classes, you will lose **THREE** points for every unexcused class where attendance is taken. Missing class for work or a family vacation would not be an excused absence.

I will take attendance using Carmen Rollcall. I do not necessarily take attendance every time we meet, but instead, I will be spontaneous give the amount of content that we will cover on that day and if there's sufficient time to do it.

Participation (**10 points**)

The instructor will propose a discussion question related to the class content every week. You are strongly encouraged to participate in the discussion by offering your personal opinions and thoughts. You may use your personal experience or class-related concepts in forming your own argument. The instructor will take a note on your frequency and quality of your discussion participation.

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 immediately to last minute requests for makeup. We will respond as soon as we are able. Please contact the instructor and TA as soon as you know a makeup will be necessary. If it is an emergency situation at the due date, a makeup needs to be requested within one week of the due date.

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.

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.

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:**
    - 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 <u>free of charge</u>. 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

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 childcare. Please visit the website for more information. https://sfa.osu.edu/contact-us/consumer-disclosure/COVD-19-aid.

Other Related Resources

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 Understanding Organizations	
8/22 8/24	Tuesday: Welcome and Syllabus Thursday: Understanding Organizations (Zoom, synchronous) Reading: Syllabus	
	Week 2: Organizational System Design	
8/29 8/31	Tuesday: Organizational System Design Thursday: How Apple is Organized for Innovation (Online, asynchronous) Reading: Kapoor & Lee (2013)	In-Class Assignment 1
	Week 3: New Models of Organization	
9/5 9/7	Tuesday: New Models of Organization Thursday: The Future of Work (Online, asynchronous) Reading: Zammuto et al. (2007)	In-Class Assignment 2
	Week 4: Groups as Relational Organizing Strategies	
9/12 9/14	Tuesday: Groups as Relational Organizing Strategies Thursday: How to make hybrid work a success (Online, asynchronous) Reading: Sarker et al. (2011); Szelwach & Matthews (2021)	In-Class Assignment 3
	Week 5: Virtual Teams	

9/19 9/21	Tuesday: Virtual teams Thursday: The working-from-home illusion fades (Online, asynchronous) Reading: Keppler & Leonardi (2023); Vitak & Zimmer (2023)	In-Class Assignment 4
	Week 6: Choices of Information Technology in Organizations	
9/26 9/28	Tuesday: Choices of Information Technology in Organizations Thursday: Team exercise (Zoom, synchronous) Reading: Treem et al. (2015); Wu, Antone, DeChurch, & Contractor (2023)	
	Week 7: Catch Up and Review	
10/3 10/5	Tuesday: Catch up lecture, and Midterm exam review, planning mini-presentation. Thursday: Group Project Meeting I (Zoom, synchronous)	
	Week 8: Midterm and Break	
10/10 10/12	Tuesday: Complete Midterm Exam Thursday: Autumn Break – No Class	
	Week 9: Social Influence Model of Technology Use	
10/17 10/19	Tuesday: Social Influence Model of Technology Use Thursday: Mini presentation 1 (Zoom, synchronous)	
	Week 10: Cultural Strategies of Organizing 3/21-3/23	
10/24 10/26	Tuesday: Organizational Culture Thursday: Mini presentation 2 (Zoom, synchronous) Reading: Leidner & Kayworth (2006)	
	Week 11: Enterprise Social Media	
10/31 11/2	Tuesday: Enterprise Social Media Thursday: Project Prospectus I (Zoom, synchronous) Reading: Leonardi, Hysman, & Steinfield (2013); Razmerita et al. (2016)	
	Week 12: Social networks	
11/7 11/9	Tuesday: Social Networks Thursday: Project Prospectus II (Zoom, synchronous)	
	Week 13: Social networks Continue	
11/14 11/16	Tuesday: Social Network Continue Thursday: Human-AI collaboration future workforce (Zoom, asynchronous)	In-Class Assignment 5

	Week 14: Implementation and Knowledge Management	
11/21	Tuesday: Group project meeting II	
11/23	Thanksgiving Break – No Class	
	Week 15: Wrap up and Review	
11/28	Tuesday: Catch up lecture and review for final exam	Project Paper due
11/30	Thursday: Review on your own (Online, asynchronous)	
12/5	Complete Final Exam	