Syllabus

COMM 4100: Organizational Communication

Fall 2017

Instructor: Mark May, Ph.D.

Class Meeting Location/Time: 100% online course

Course CRN: 81143

Credit Hours: 3

Office: Room 204, Music Education Building

Office Hours: The best days/times to meet with me are M-F, 9-10am. Send me an e-mail if you want to schedule some other time to meet.

Office Phone: (678) 466-4729

E-Mail Address: markmay@clayton.edu

E-Mail Policy: Contact me using your Clayton State University e-mail or use the e-mail provided through GeorgiaView (D2L). Check your CSU account and D2L account regularly for messages relevant to the course.

Course Platform (D2L or Desire2Learn): To access this course, go to the Clayton State University Homepage, log onto the SWAN, select Desire2Learn, then select this course. You may also log into D2L at this address: https://clayton.view.usg.edu/. If you begin by using this log in page, you can check to see if you have all the software and updates needed to use D2L. FireFox is often the best browser for D2L.

Catalog Description

Organizational Communication introduces students to theories of management and communication. Students apply their knowledge of theory to real-world phenomena utilizing a case-study approach. This combination of theory and application develops knowledge and skills necessary for success in corporate communication environments.

Course Prerequisites

COMM 1110 and ENGL 1102 with a minimum grade of C and junior or senior standing

Textbook

The course uses Open Educational Resources instead of a traditional paper textbook. The free readings will be provided in electronic form in D2L. The textbook style readings are drawn from several Creative Commons licensed textbooks. In addition to reading these textbook style readings, the course will include journal articles, videos, PowerPoints, internet resources, and case studies.

Accommodations

If you are a student with a disability and require accommodations, please contact the Disability Resource Center: http://adminservices.clayton.edu/disability/

Introduction

Welcome to Organizational Communication. This course helps you to understand the role communication plays in organizations. It is a fully online course. The class is broken into Modules, each of which lasts one week (with a day of overlap), from Sunday at 12:01 am to Sunday at 11:59 pm. It is a good idea to preview each week's work early in the week, and set aside one or more blocks of time to work regularly on the course, rather than try to get assignments done at the last minute. Each week is different.

Objectives

Upon completion of the course, you will be able to:

1. explain and identify the assumptions of organizational theories and structures;
2. apply communication theories to organizational cases;
3. analyze issues of culture, power, conflict, and diversity in organizational settings;
4. analyze and critique articles drawn from the scholarly literature;
5. apply problem solving skills to barriers to organizational goals;
6. demonstrate an understanding of effective small group communication practices;
7. explain the role that ethics plays in organizations; and,
8. analyze a business disaster.

Course Outline

Module 1:	Intro the Organizational Communication	August 13-20
Module 2:	Systems thinking	August 20-27
Module 3:	Application of Systems Thinking	August 27-Sept. 3
Module 4:	Diffusion of Innovations	September 3-10
Module 5:	Group Problem solving	September 10-17
Module 6:	PMOPS Case Studies	September 17-24
Module 7:	Classical Theories of Organizations	September 24-Oct. 1
Module 8:	Organizational Culture	October 1-8
Module 9:	Modern Theories of Organizations	October 8-15
Module 10:	Leadership	October 22-29
Module 11:	Conflict and Negotiation	October 29-Nov. 5
Module 12:	Negative News and Crisis Communication	November 5-12
Module 13	Groups and Meetings	November 12-19
Thanksgiving Break:		November 19-26
Module 14:	Ethics	November 26-Dec. 3
Module 15:	Review Exercise	December 3-10

Assignments

There are various types of assignments in the modules. Each module has a varying number of total points. The instructor tries to have about 15 total points in each module, but some have less and others more.

Grading

The final grade is based on the points earned compared to the total number of possible points. All work not submitted on time will be assigned a score of 0. The standard college scale will apply:

90-100% = A

80-89% = B

70-79% = C

60-69% = D

< 60% = F

Midterm Grades

Midterm grades will be posted by October 3. The semester midpoint, the last day to withdraw without academic accountability, is Friday, October 6.

University Attendance Policy

Students are expected to attend and participate in every class meeting. Instructors establish specific policies relating to absences in their courses and communicate these policies to the students through the course syllabi. Individual instructors, based upon the nature of the course, determine what effect excused and unexcused absences have in determining grades and upon students' ability to remain enrolled in their courses. The university reserves the right to determine that excessive absences, whether justified or not, are sufficient cause for institutional withdrawals or failing grades.

COMM 4100 Attendance Policy

You must complete at least one assignment during the first two weeks of class in order to avoid being reported as a no show. Complete work every week on time.

Missed and Late Work

Without a valid excuse, a grade of zero points will be assigned for missed work.

Online Modules: All of the online modules have a graded component to them; at least one assignment is due each week. The week begins on Sunday at 12:01am and ends on Sunday at 11:59 pm. Modules must be completed by Sunday at 11:59 pm. Do not wait until the last minute to turn in assignments. Be sure you have a reliable internet connection. If unforeseen circumstances prevent you from completing or turning in an assignment, do not wait until after the end of the week to notify the instructor. If you have a valid reason for not being able to complete an assignment on time, notify the instructor before it is due. I may give you a one-time extension (a late penalty may be imposed).

General University Student Policies

Students must abide by policies in the Clayton State University Student Handbook, and the Basic Undergraduate Student Responsibilities.

Disruption of the Learning Environment

Behavior which disrupts the teaching–learning process will not tolerated. While a variety of behaviors can be disruptive in a classroom setting, more serious examples include belligerent, abusive, profane, and/or threatening behavior. A student who fails to respond to reasonable faculty direction regarding classroom behavior and/or behavior while participating in classroom activities may be dismissed from class. A student who is dismissed is entitled to due process and will be afforded such rights as soon as possible following dismissal. If found in violation, a student may be administratively withdrawn and may receive a grade of WF. A more detailed description of examples of disruptive behavior and appeal procedures is provided at: http://a-s.clayton.edu/DisruptiveClassroomBehavior.htm.

Etiquette and Netiquette

In an online communication class, we always encourage and support each other. We are all trying to improve our skills and learn more about organizational communication. To do so requires us to share our thoughts and experiences. Online criticism should be offered tactfully for the purpose of helping others. If your position is criticized, accept it as a necessary part of the learning processes. Discussion, chat, and e-mail spaces within this course are for class purposes only. Please remember to conduct yourself collegially and professionally. Unlike in the classroom setting, what you say in the online environment is documented and not easily erased or forgotten.

The following guidelines apply to online communication:

- Avoid using ALL CAPS, sarcasm, and language that could come across as strong or offensive.
- Use proper punctuation and grammar--be sure to edit your contribution before posting.
- Read all postings before posting your responses to discussion topics so as to not

        unnecessarily repeat information.

- Please refrain from sending forwards, jokes, etc. in this course.
- This course is a workplace of sorts. Keep your comments relevant to the issues.

Academic Dishonesty

Any type of activity that is considered dishonest by reasonable standards may constitute academic misconduct. The most common forms of academic misconduct are cheating and plagiarism. All instances of academic dishonesty will minimally result in a grade of zero for the work involved. All instances of academic dishonesty will be reported to the Office of Student Life/Judicial Affairs.   Judicial procedures are described at http://adminservices.clayton.edu/judicial/

Academic Calendar

Information to help you plan your semester: http://www.clayton.edu/Portals/1/calendar/fall-2017-academic-calendar.pdf

Computer Requirement

Each CSU student is required to have ready access throughout the semester to a notebook computer that meets faculty-approved hardware and software requirements for the student's academic program. Students will sign a statement attesting to such access. For further information on CSU's Official Notebook Computer Policy, please go to http://itpchoice.clayton.edu/policy.htm.

Computer Skill Prerequisites:

Able to use the Windows^{TM} operating system.

Able to use Microsoft Word^{TM} word processing.

Able to send and receive e-mail using Outlook^{TM} or Outlook Express^{TM}

Able to attach and retrieve files into D2L.

Able to use a Web browser.

Able to use PowerPoint.

Revised 7/30/2017