

CMN 2650: Introduction to Organizational Communication

Fall 2017 – 3 credits

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Office Hours

Monday, Wednesday, & Friday 11:00-11:50
Monday 1:00-1:50

Since this is an online course there is no expectation that you need to come to my office in person, but you are always welcome to stop by. I will be checking D2L (and Panthermail) multiple times a day. So feel free to contact me whenever you have a question or concern. It should never take longer than 24 hours for me to get back to you. If I know I will be unable to get to a computer for longer than that I will notify you ahead of time.

Text

Miller, K. (2014). *Organizational communication: Approaches and processes* (7th ed.). Boston, MA: Wadsworth.
Other required readings will be posted to D2L

Course description

This course includes basic theories, structures and functions of communication in business and professional settings. It also includes effective leadership, decision-making, and management of communication techniques.

Course Learning Objectives

1. To introduce students to the field of organizational communication including relevant concepts and theories
2. To heighten awareness of the importance of communication in organizations
3. To increase awareness of the roles communication theorists and practitioners play in organizations
4. To provide students with practice applying concepts and theories from class in organizational situations

Course structure (Module timing)

This course is conducted completely online. It consists of readings, quizzes, weekly discussions, and exams. There are 15 learning modules (plus a course introduction) that you must complete in order to finish the course. I've designed the course so you will complete one module every week. The modules will open according to a timing schedule. Essentially, every Monday at 8am a new module opens. You will receive one full week to complete the work in a module until it closes. If you did not complete the work prior to the deadlines you will receive no credit for that work. When a module closes the next module opens.

Please note that there is one exception to the time line suggested above – finals week. The finals week module will begin at Monday at 8am like the other modules but it must be completed by Friday at midnight when the course closes. You **will not** have the weekend to take your last exam.

Module timeline

Each module has an overview section that will list your readings and work necessary to complete the module. The course module schedule is as follows:

Module	Start Date	Due Date
Course introduction	8:00am, Monday, August 21	None
Module 1	8:00am, Monday, August 28	7:59am, Monday, Sept. 4
Module 2	8:00am, Monday, Sept. 4	7:59am, Monday, Sept. 11
Module 3	8:00am, Monday, Sept. 11	7:59am, Monday, Sept. 18
Module 4	8:00am, Monday, Sept. 18	7:59am, Monday, Sept. 25
Module 5	8:00am, Monday, Sept. 25	7:59am, Monday, Oct. 2
Module 6	8:00am, Monday, Oct. 2	7:59am, Monday, Oct. 9
Module 7	8:00am, Monday, Oct. 9	7:59am, Monday, Oct. 16
Module 8	8:00am, Monday, Oct. 16	7:59am, Monday, Oct. 23
Module 9	8:00am, Monday, Oct. 23	7:59am, Monday, Oct. 30
Module 10	8:00am, Monday, Oct. 30	7:59am, Monday, Nov. 6
Module 11	8:00am, Monday, Nov. 6	7:59am, Monday, Nov. 13
Module 12	8:00am, Monday, Nov. 13	7:59am, Monday, Nov. 27
Module 13	8:00am, Monday, Nov. 27	7:59am, Monday, Dec. 4
Module 14	8:00am, Monday, Dec. 4	7:59am, Monday, Dec. 11
Module 15	8:00am, Monday, Dec. 11	11:59pm, Friday, Dec. 15

Remember that all your coursework must be completed by midnight, Friday, December 15th. After that the course closes and you will receive a grade based upon the work you have completed. You will not be able to complete any work on Saturday, December 16th.

The module schedule will help you balance your work. I encourage you not to do too much all at once or to leave the work to the last minute. Going too fast or too slow will likely hurt your performance in this course. I would also encourage you not to go more than a few days without working on course material, even if that is reading, reviewing the material, or studying. Without face-to-face class sessions it is easy to let time slip away. Please believe me when I say that is a recipe for disaster. Students tend to do very poorly when all their work is completed late Sunday night.

Late work will not be accepted. Once we reach the end of a module any work that has not been completed will receive a zero.

Module participation

Regular participation in the online dialogue and timely posting of responses are required of everyone in order to have a successful experience. A few notes about each are included below.

Readings: Completing your reading is vital to our class. Your text is the backbone of the course and you will not be able to pass the class if you are not reading the material (and understanding it of course). It will provide a great deal of information and I will assume that you will draw on that information to answer the discussion/quiz/exam questions.

Discussion questions: Some modules will require you to answer a discussion question. You will be expected to provide an adequate and thoughtful answer to the question and you are required to comment on at least two other answers. Please feel free to comment on more than two. We are trying to develop and maintain an online discussion, therefore the more commentary the better.

With that in mind, I also want to stress the importance on maintaining a respectful online discussion board. If anyone has any concerns over the content of another student's post you are to direct those concerns to me. Students are NOT to take these matters into their own hands. I expect that you will respect each other and the different ideas that the class will generate. If not, why are you here? Hopefully, when we disagree we can do so respectfully and intellectually. If not, there will be consequences.

Please feel free to contact me as soon as you realize you are having a problem. Without class to force us together it is very easy to slip through the cracks until it is too late. The moment you don't understand something please let me know. The more proactive you are, the more likely I can help.

WARNING – this class is not easier because it is online. In fact, in many ways it is much more challenging, particularly in regards to time management. This means that you need to check in on D2L regularly, complete your readings, and do the work in a timely fashion every week.

Technical Requirements

- 1) Each participant must have a computer with Internet access.
- 2) Must be able to access D2L
- 3) Must be able to use Adobe Acrobat Reader
- 4) Must be able to attach files to emails

Always have a contingency plan for dealing with technology issues. I suggest you identify a backup computer that you can use in case something happens to your primary computer. Friends, family, co-workers and even your local library can be places for you to find computer and Internet access.

What you can expect from me

- 1) If there will ever be a time that I will be unable to check in on D2L I will share that information with you. I do not anticipate such times, but life does happen and things may occur that require me to be unconnected for a while.
- 2) I will treat you with respect. However, I also assume that you will treat me, and your classmates, with respect. In an online environment we miss the nonverbal cues (smiles, tone, etc.) that may mark a comment as funny or harmless. So I encourage you to be cautious how you word things and in your responses.
- 3) I want us to create a fun and comfortable learning environment where we can see what others have said, but also challenge ideas. Please feel free to disagree, but do so in a civil and respectful way. Remember we are challenging ideas, not people.
- 4) I truly care about your concerns or needs in this course. Therefore, please feel free to contact me via email, phone, or even come to my office on campus if you want to talk or have something to discuss.

Academic integrity

Students are expected to maintain principles of academic integrity and conduct as defined in EIU's Code of Conduct

(<http://www.eiu.edu/judicial/studentconductcode.php>). Violations will be reported to the Office of Student Standards.

Students with disabilities

If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Student Disability Services (OSDS). All accommodations must be approved through OSDS. Please stop by Ninth Street Hall, Room 2006, or call 217-581-6583 to make an appointment.

The Student Success Center

Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center (www.eiu.edu/~success) for assistance with time management, text taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The Student Success Center provides individualized consultations. To make an appointment, call 217-581-6696, or go to 9th Street Hall, Room 1302.

Booth Library

Located in the center of campus, Booth Library is the best place to do research, find expert help, or study in a calm, distraction-free environment. In addition to the many print resources, Booth provides access to high quality e-books, journals and scholarship not freely available on the Web. Stop by the Reference Desk or go to <http://library.eiu.edu> to explore library resources. Get expert help with your research by contacting the Booth Library reference librarians. Visit, call 581-6072, or go to <http://booth.eiu.edu/ask> to connect with a librarian.

Email

You should use the D2L course email to contact me with any matters concerning class. If you need to send email to my Eastern address then make sure you use your official EIU email account. Mail sent from other email addresses may be filtered out by the Eastern system. Therefore, I may not receive your message if you don't use your university account.

You are expected to check your D2L email address on a frequent and consistent basis in order to stay current with course communications. Students have the responsibility to recognize that certain communications may be time-critical. "I didn't check my email", error in foreign mail accounts, or email returned to the department/instructor with "mailbox full" or "user unknown" are not acceptable excuses for missing course communication sent via email. Students who have questions related to their university email account should consult the appropriate department on campus.

Assignments

Exams – There will be three exams throughout the semester. Each will cover the material presented during the prior 4 modules. The exams are not comprehensive. The exams are located in every fifth module (5, 10, and 15). They are open book/open note. While you should feel free to use these materials, you should complete the exams by yourself. Do not work in groups. And more importantly, you need to study. Relying solely on your notes or book will result in a poor grade because there is not enough time to look up the answer for every question. For more information about exams, please make sure to read the "Taking your exams" document in the "course introduction" module.

Quizzes – There will be reading quizzes throughout the semester. Each will cover the material presented in the textbook during the current learning module. They are open book/open note. While you should feel free to use these materials, you should complete the quizzes by yourself. Do not work in groups. For more information about quizzes, please make sure to read the "Taking your quizzes" document in the "course introduction" module.

Discussion questions – A number of modules will pose a discussion question to which you must respond on D2L in the appropriate discussion thread. You will be expected to provide an adequate and thoughtful answer to the question **AND** comment on two other answers. Each discussion post is worth 20 points and each response is worth 5 points.

Your discussion questions will be graded based upon the quality of your answers. The posts require a minimum of 250 words, but the peer responses can vary as you see fit. Basically I am looking to see if you have put thought into your answer and have intelligently considered the responses of your peers before responding to them. I am looking for insight, not simply length. Oh and, **SPELLING AND GRAMMAR ALWAYS COUNT!**

Grading

This class is based on a system of 600 points:

Exam 1	100 points
Exam 2	100 points
Exam 3	100 points
Quizzes (10pts x 12 quizzes)	120 points
Discussion posts (20pts x 6 posts)	120 points
Responses to Discussion posts (5pts x 12 posts)	60 points

Grading Scale

600-540 Points = A
539-480 Points = B
479-420 Points = C
419-360 Points = D
359-0 Points = F