

**CMST 4101 – Spring 2019
Organizational Communication**

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Office Hours
by appointment online

Please use the emails provided on the syllabus!

COURSE DESCRIPTION

Communication is crucial in all organizations. It allows organizational members to persuade, motivate, manipulate, consult, lead, facilitate, and ultimately get the work done. Communication is also central to organizational processes such as teamwork, leadership, decision-making, conflict, innovation, and career development. The purpose of this course is to augment your understanding of the relationship between communication and organizations (e.g., for-profit companies, political parties, voluntary associations, and nonprofit groups). Specifically, through this course, you will be given the opportunity to: 1) develop a strong knowledge of basic vocabulary and an understanding of the concepts related to organizational communication; 2) explore how communication functions within and between organizations; 3) become familiar with the historical, current, and future functions within and between organizations; 4) gain practice applying theoretical perspectives and concepts to organizational situations and settings; and 5) reflect on your own communicative competencies in organizations.

100% ONLINE COURSE

We will NOT meet in class during the semester. Your work will be completed through Moodle throughout the semester.

Often students perceive an online course to be *easier or not as time consuming* as a traditional classroom. In reality, this is not the case and many online students report they had to work harder to succeed in the course. More importantly, these same students say an online course is a rewarding and valuable experience and that they learn a great deal about the material from the online experience.

The amount of work you will do in this online setting will be similar to the amount of work you'd do for a traditional class. In other words, you will not have to work less just because it's an online course. The main difference is you'll be working through electronic media and not in a classroom. Prepare yourself to have assignments due EVERY week of the semester. You will need to spend the class time, plus homework time, each day to complete the assignments due. Think of it this way, a typical class has 120-150 minutes of class time a week. You will need to spend this time plus homework time each week to complete assignments. So plan to spend 5-6 hours per week on this class!

There are many benefits to this format and it will allow you to work at the times convenient for you and you may work ahead; however, there are **deadlines** for all assignments and ALL work is due at 11:55pm on the days assigned on the Course Schedule. **These deadlines are strictly enforced!** This is done to discourage you from falling too far behind and to help you prepare for the presentations we will give on specific dates online. It also allows me to update your grade often so you can see what

you need to work on, and how to improve your grade in the class. These deadlines are designed to keep you from getting frustrated and overwhelmed so you are able to successfully finish the course. This online course requires you to be a dedicated student and motivated to keep up with the deadlines and to give 100% to the assignments.

All Due Dates are listed on your Course Schedule and all assignments are due at 11:55 PM on the day due. These Due Dates will NOT change throughout the semester and the Schedule due dates are the only due dates I will use to determine if you have turned in an assignment on time.

Do NOT rely on the Moodle due dates!!

Required Course Materials

Fundamentals of Organizational Communication, 9th edition by Pamela Shockley-Zalabak.

The book IS required and please make sure you have the 9th edition.

Communication

One of the challenges for students in an online class is communication because we don't see each other face-to-face. It's hard for an instructor too because we are often not sure if you understand the content, assignments, or have questions. One of my goals this semester is to make sure we have successful communication in the class.

To meet this goal, I will do the following:

1. Answer emails in a timely manner. I am often able to respond within 1 hour but I promise to answer any email within a 24 hour period.
2. Email you often during the week with reminders, motivation, and hints for assignments.
3. Provide you Discussion Forums to ask questions. I find this helps the entire class to see your questions and my answers.
4. Meet with you in a Skype meeting by appointment.

To help this work, I ask that you do the following:

1. Read my emails. Often your question can be answered in my email. Other times emails will give you helpful information you can use to be successful in an assignment. Please read my emails.
2. Remember that while this is an online class, I am not available 24/7. I do check my email often during the day and if I can answer a question from my phone I will. However, I do not check email after 8pm. I also do not check email as often over the weekend or on a holiday. Please take that into consideration when you email.
3. Please use the Discussion Forum for questions. Often other students have the same question you have, and it helps everyone when you use the Discussion Forum.
4. Always email me. My job is to help you do the best you can in this class and it's my pleasure to respond to as many emails as you can send and meet with you on Skype. I'm happy to look over rough drafts and offer advice on how to approach an assignment. Keep in mind, the sooner I know you are struggling or have an issue, the quicker I can help. So, contacting me earlier is always better. It's never a bother or a problem and I promise I want you to make an A in this class too!!

COURSE REQUIREMENTS

Grades

All grades will be posted to **Moodle**. You can request an online meeting to look through all assignments, including exams. For most assignments, especially written assignments, I give you feedback. You can view this feedback by clicking on the grade in your gradebook. Please read through this before asking me questions. If you do not understand the reason you earned a specific grade, you have 2 weeks to ask for clarification.

Your final grade will be based on the following point breakdown using the Plus/Minus System.

Final grades will NOT be rounded up.

A+	97-100
A	91-96.99
A-	90-90.99
B+	87-89.99
B	81-86.99
B-	80-80.99
C+	77-79.99
C	71-76.99
C-	70-70.99
D+	67-69.99
D	61-68.99
D-	60-60.99
F	59.99 and below

Overview of Course Assignments and Percentage Values

The class is divided into 4 modules or sections. Each module contains chapter quizzes and case study-based writing and presentation assignments. These grades will be combined so you will earn an overall module grade for each of the 4 modules. Each Module will have a set of assignment sheets with values to explain the work to complete and how points will be earned on Moodle.

Module 1 – Organizational Communication Basics	20%
Module 2 – Organizational Relationships	20%
Module 3 – Organizational Functions	20%
Module 4 – Organizational Ethics, Strategies, & Career	20%
Midterm & Final Exams	20%
TOTAL COURSE POINTS	100.00%

Examinations

Exams will cover material from the textbook and materials placed on Moodle. Exams will be open-book, essay exams taken on Moodle. You will be expected to know and discuss all book material in detail. Since it is open-book, answers will be graded with this in mind.

There is a Forum on Moodle for both the Midterm and the Final. I find it helps students to see all questions and my answers and the Forum provides an effective way to do this. Please use this Forum for questions about the exam or content instead of email.

Chapter Quizzes

Throughout the semester, you will have quizzes to complete on every Chapter for reading. These will be multiple choice questions to test your knowledge of the chapter. I use these chapters to help you learn the chapter material, so you may use any notes or the book itself as you are taking these quizzes. **For each quiz, you have ONLY 1 attempt on each quiz and a 45-minutes to complete the quiz.** It will help you to read the chapter first and take notes, and then begin on the quiz.

Case Study Assignments within the Modules

An effective way to learn and apply Organizational Communication theory is through case studies. Case studies provide real world examples of communication in the workplace, both examples of successes and problems. Using Organizational Communication theory, you will learn how to identify a communication problem and develop potential solutions. These exercises help develop your understanding of the theory, but also show you how to apply what you have learned in class to your real-life experiences in the workplace.

Throughout the semester, you will complete a series of small assignments to teach you how to read and examine a case study, several case study analysis papers, and a presentation you will video and upload to Moodle. More information will be given in the assignment sheets on Moodle.

Late or Make up Work

Every quiz, exam, and assignment has a specific due date listed on the Course Schedule in Moodle. *Deadlines are strictly enforced!* All assignments are available for at least 1 week on Moodle before they are due. **Assignments must be posted and SUBMITTED to Moodle by 11:55 PM on the date due.** I will grade assignments after the Due Date and once everyone has the chance to complete them. I suggest you review your graded assignments and read my comments so that you are able to improve as the semester continues.

All Due Dates are listed on your Course Schedule.

Because you will have access to assignments several weeks before they are due, make-ups for online assignments are only allowed in the case of an emergency and will follow LSU PS-31 accepted reasons for absences. All excuses must have documentation. You **MUST** contact me through email **PRIOR** to missing the assignment. You can use this make-up option **one (1) time** this semester. *If you have a valid, documented excuse, all work must be made up within 3 days of missing the assignment.*

Please remember, what YOU consider an acceptable reason for a make-up may NOT be what I consider a good reason for a make-up.

Reasons that will NOT be considered for Make-Ups

- I was trying to get it done but ran out of time: Please do NOT wait until the last minute to complete assignments. Some of these assignments will take you longer than you anticipate and since you are given at least 1 week to work on them, there is no acceptable reason for running out of time.
- My computer wouldn't work: Please use a reliable computer and internet connection. Having computer troubles at 11:45pm on the day the assignment is due is NOT an emergency situation and will not grant you a make-up. If you doubt your computer or internet, LSU has many available around campus. Keep in mind that I can access if you were on the Moodle page, how long you were logged onto the page and what assignments you accessed. So if you tell me you submitted an assignment, I can verify this with Moodle and track how many times you opened the assignment and how long. Moodle is VERY good at this!
- I was sick: If you are sick for a day or two, there is plenty of time left for you to finish the assignments. Long-term sickness will be considered on a case-by-case basis with documentation. If you don't wait to the last minute, sickness should not be an issue for completing assignments.
- I had other school work, my job, my extracurricular activities, etc: You know what is expected of you for the entire course from Day 1. I expect you to check in with Moodle daily and be sure to read emails from me. You will have enough time to complete assignments ahead of the due dates. In addition, this class is as important as your other classes so put in the time needed to complete the assignments. It often helps to use the scheduled class time as your time to work on the class.

Online Class Etiquette

Communication online is intimate. Throughout the semester you will share your presentations with your classmates. I expect ALL students to treat classmates with RESPECT. It is important that the class atmosphere be a safe, comfortable and supportive environment to share and learn in. Differences of experience, attitude, opinions and values can be discussed in a meaningful way that we can all learn from. We must all agree to respect the norms of civil discussion. If we can do this, the class will provide a more significant experience for you and your classmates.

Academic Integrity

Plagiarism will not be tolerated. Plagiarism is the use of someone else's work, ideas, quotes, etc. without due credit. It is easy to plagiarize in a presentation. Just like a research paper, you must cite the source of your information when you talk about it in your presentation. The penalty for plagiarism or cheating may include failing the assignment, failing the course, or expulsion from LSU. Please see the University's Code of Student Conduct for information regarding this policy. Sometimes these standards are subtle. Feel free to ask if you have questions or concerns so we can keep you from overstepping this fine line. CHEATING of any kind will not be tolerated and will be immediately passed along to the Dean of Students.

The American with Disabilities Act and the Rehabilitation Act of 1973

If you have a disability that may have some impact on your work in this class and for which you may require accommodations, please see a Coordinator in the Office for Disability Affairs (112 Johnston Hall) so that such accommodations may be arranged. After you receive your accommodation letters, please meet with me to discuss the provisions of those accommodations within the first 2 weeks of class. Exams can be easily scheduled through ODS and the use of Computer Based Testing makes this easy for both of us. Please remember to follow the ODS rules when scheduling your exams and make sure to use the correct email – rereshaw@lsu.edu.