

# CAS 352: Organizational Communication

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## Course Overview

CATEGORY	INFORMATION
Credits	3
Prerequisites	None
Delivery	Web (Canvas, <a href="https://psu.instructure.com">https://psu.instructure.com</a> )
Dates	See the <b>Calendar</b> .
Instructor	See the <b>Orientation</b> module under the <b>Modules</b> tab.

## Description

This course examines the function and structure of communication in both formal and informal situations.

At the end of each lesson, your knowledge will be tested: you will respond to questions in each lesson activity. Some questions you will answer in individual essays that you send to your instructor. Others will involve posting comments and responding to the comments of others about a given scenario or question, and others will have multiple choice responses. You will need to collaborate with your team members when working on your team contract, Team Project I and Team Project II.

## Objectives

At the end of this course, you will be able to:

1. Understand and evaluate various theoretical frameworks for making sense of organizational communication.
2. Recognize and analyze the ways in which organizational roles and relationships affect communication behaviors and processes.
3. Evaluate the ways in which ethics and values influence organizational communication.
4. Describe and analyze the nature and effect of communication in today's organizations.

5. Explain and assess the basic communication competencies needed by individual organizational members.
6. Delineate and apply the communication skills and dynamics necessary to work effectively in task-oriented groups and teams.

## Organization

This course is made up of twelve lessons.

For a typical lesson, you will complete the following activities and assignments:

- Explore online course content.
- Read a few assigned readings.
- Complete the lesson activities.
- Work effectively with a group.

In addition, you will complete the following major assignments: Group activities.

## Online Learning and Attendance

This course has been developed to promote asynchronous learning where you will work both independently and with team members throughout the length of the course. The instructor and students do NOT meet on a designated day and time each week. For each lesson, there is a timeframe to complete all activities and assignments, and you may work at your own pace within that timeframe. However, you must adhere to the due dates outlined on the **Calendar**. (Due dates can also be viewed under the **Syllabus** tab.) You should log into the course daily to check for updates, review lessons, and participate in activities.

## Texts and Other Materials

The following texts are required:

- Shockley-Zalabak, P. S. 2014. *Fundamentals of Organizational Communication: Knowledge, Sensitivity, Skills, Values* (9th ed.). Boston: Longman. ISBN: 9780205980079

## Library Services

Penn State Libraries provides a wide variety of services and resources. To learn how to take advantage, refer to the [Online Student Library Guide \(Links to an external site.\)](#)Links to an external site. at

<http://guides.libraries.psu.edu/onlinestudentlibraryguide>. This guide serves as your starting point for access to all that Penn State Libraries can offer you as an online student. Use this guide if you have questions on library services offered to you, how the library can help you, how to use the library, or what resources you can access via

the library! The guide will connect you to important pages and resources within Penn State Libraries and save time from you searching for the information you need.

## Course Reserves

There are no reserves for this course.

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## Grading

Final letter grades will be assigned based on the scale below.

### Scale

<b>LETTER GRADE</b>	<b>MINIMUM PERCENT</b>
<b>A</b>	95
<b>A-</b>	90
<b>B+</b>	87.9
<b>B</b>	83.3
<b>B-</b>	80
<b>C+</b>	75
<b>C</b>	70
<b>D</b>	60
<b>F</b>	0

### Due Dates

All assignments are due by 11:59 PM Eastern Time on the date indicated on the **Calendar**. (Due dates can be also be viewed under the **Syllabus** tab.) Please be aware that Canvas follows the Eastern Time (ET) time zone. Assignment due dates adhere to this time zone, and it is your responsibility to submit assignments accordingly. If you are outside of the ET time zone, you can set your Canvas account

to sync to it. Refer to the [Set a Time Zone article in the Canvas Guide \(Links to an external site.\)](https://community.canvaslms.com/docs/DOC-2891)Links to an external site. at <https://community.canvaslms.com/docs/DOC-2891>.

As a general rule, you will NOT be able to go back and make up missed assignments. It is your responsibility to keep up with your assignments. Students with an excused absence (e.g. hospitalization, jury duty, family emergency, or military service) may be asked to produce proper documentation in order to make up graded work. **All make-up work is at the discretion of the instructor.**

Veterans and currently serving military personnel and/or spouses with unique circumstances (e.g. upcoming deployments, drill/duty requirements, disabilities, VA appointments, etc.) are welcome and encouraged to communicate these, in advance if possible, to the instructor in the case that special arrangements need to be made.

### Notes

- *To Do List: Some assignments may not appear in the To Do list under the Home tab. Use the Calendar or Syllabus to ensure that you are fully aware of assignment due dates.*
- *Late Assignments: Late assignments will lose the point equivalent of 2 points per calendar day after the due date.*

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## Assignments

Basic information about each assignment group is provided below. For detailed directions about an individual assignment, see the assignment information under the **Modules** tab.

You can expect meaningful feedback on assignments within 5-7 days of their due date.

<b>ASSIGNMENT GROUP</b>	<b>Percentage</b>
<b>Lesson Assignnmets</b>	37%
<b>Group Project I</b>	12%
<b>Group Project II</b>	12%
<b>Quizzes</b>	16%

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<b>ASSIGNMENT GROUP</b>	<b>Percentage</b>
<b>Discussions</b>	23%
<b>Total</b>	100%

## Lesson Assignments

Value: 37% total

## Group Project I

Value: 12% PTS total

## Group Project II

Value: 12% total

## Quizzes

Value: 16% total

## Discussions

Value: 23% total

## NOTES:

- If a student does not complete the first three activities by the end of the third week of the semester, this student will be removed from their work group and be unable to earn credit for group activities. Further, if a student does not complete both Group Projects (I and II/Lessons 9 & 12) she/he will not pass the course and receive an "F" for the semester.
- A student that does not communicate with the instructor or participate in the class during the first three weeks of the semester may not complete the course for any reason.
- Both individual and group grades will be earned in this course. Group grades will apply for Lessons 6, 9, and 12. Lesson 6 involves writing a team contract. Lessons 9 and 12 entail submitting group projects. All group members should expect to receive the same grade for lessons 6, 9, and 12. At the end of these lessons, students will have an opportunity to confidentially evaluate their group members' contributions. The instructor reserves the right to assign any particular group member a higher or lower score if a great deal of extra effort or significant inadequacy is apparent. If an individual does not participate for any reason, he or she will not receive any points for the activity. Because the responsibility for group projects is shared, all group members should expect to receive the same grade.

Students should keep a record of participation in group activities and complete the confidential peer evaluation surveys at the end of Lessons 6, 9, and 12.

- If you have a group member (or members) drop the course, you and your group will still be a group with the same expectations intact.
  - If you experience a group member that is not contributing you will have a chance to make that known in peer evaluations that will only be read by the instructor. Feel free to let the instructor know if your group is experiencing a member not pulling her/his weight, however, please use good judgement when alerting the instructor to the situation.
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## University Policies

### Academic Integrity

Penn State defines academic integrity as the pursuit of scholarly activity in an open, honest and responsible manner. All students should act with personal integrity, respect other students' dignity, rights and property, and help create and maintain an environment in which all can succeed through the fruits of their efforts.

Dishonesty of any kind will not be tolerated in this course. Dishonesty includes, but is not limited to, cheating, plagiarizing, fabricating information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. Students who are found to be dishonest will receive academic sanctions and will be reported to the University's Judicial Affairs office for possible further disciplinary sanction. For further information, please read [University Faculty Senate Policy 49-20 \(Links to an external site.\)](http://senate.psu.edu/policies-and-rules-for-undergraduate-students/47-00-48-00-and-49-00-grades/#49-20)Links to an external site. at <http://senate.psu.edu/policies-and-rules-for-undergraduate-students/47-00-48-00-and-49-00-grades/#49-20>.

### Disability Access

Penn State welcomes students with disabilities into the University's educational programs. Every Penn State campus has an office for students with disabilities. The Student Disability Resources website provides [contact information for every Penn State campus \(Links to an external site.\)](http://equity.psu.edu/student-disability-resources/disability-coordinator)Links to an external site. at <http://equity.psu.edu/student-disability-resources/disability-coordinator>. For further information, please visit the [Student Disability Resources website \(Links to an external site.\)](http://equity.psu.edu/student-disability-resources)Links to an external site. at <http://equity.psu.edu/student-disability-resources>. In order to receive consideration for reasonable accommodations, you must contact the appropriate disability services office at the campus where you are officially enrolled, [participate in an intake interview, and provide documentation \(Links to an external site.\)](http://equity.psu.edu/student-disability-resources/applying-for-services)Links to an external site. described at <http://equity.psu.edu/student-disability-resources/applying-for-services>. If the documentation supports your request

for reasonable accommodations, your campus's disability services office will provide you with an accommodation letter. Please share this letter with your instructors and discuss the accommodations with them as early in your courses as possible. You must follow this process for every semester that you request accommodations.

## Nondiscrimination

Penn State is committed to equal access to programs, facilities, admission and employment for all persons. It is the policy of the University to maintain an environment free of harassment and free of discrimination against any person because of age, race, color, ancestry, national origin, religion, creed, service in the uniformed services (as defined in state and federal law), veteran status, sex, sexual orientation, marital or family status, pregnancy, pregnancy-related conditions, physical or mental disability, gender, perceived gender, gender identity, genetic information or political ideas. Discriminatory conduct and harassment, as well as sexual misconduct and relationship violence, violates the dignity of individuals, impedes the realization of the University's educational mission, and will not be tolerated. For further information, please visit the [Affirmative Action Office website \(Links to an external site.\)](http://www.psu.edu/dept/aaoffice/)Links to an external site. at [http://www.psu.edu/dept/aaoffice/ \(Links to an external site.\)](http://www.psu.edu/dept/aaoffice/)Links to an external site..

## Counseling and Psychological Services

Penn State's Counseling and Psychological Services (CAPS) office offers residential and distance-based Penn State students **non-emergency** mental health services in the form of case management, community resource referrals, supportive listening, care giver support, and much more.

Students may request assistance from CAPS regarding a variety of common mental health issues, including anxiety, depression, relationship difficulties, and stress. CAPS services are designed to enhance students' ability to fully benefit from the University environment and academic experience. Call CAPS at 814-863-0395 (8 am-5 pm, Monday-Friday EST) or [submit an inquiry online \(Links to an external site.\)](http://studentaffairs.psu.edu/counseling/contact_form.shtml)Links to an external site. at [http://studentaffairs.psu.edu/counseling/contact\\_form.shtml](http://studentaffairs.psu.edu/counseling/contact_form.shtml) to schedule an appointment with a mental health advocate, who can help you address mental health concerns that may interfere with your academic progress or social development. This appointment will include a one-on-one session that can be conducted via telephone, teleconference (Skype, FaceTime, etc.), or locally at Penn State University Park. For more information on services provided through CAPS, please visit the [Penn State CAPS website \(Links to an external site.\)](http://studentaffairs.psu.edu/counseling/)Links to an external site.at <http://studentaffairs.psu.edu/counseling/>.

*Reminder: These services are for **non-emergencies** only. If you or someone you know is experiencing a crisis situation, please call your local crisis center or 911.*

## TEACH Act

The materials on the course website are only for the use of students enrolled in this course for purposes associated with this course and may not be retained or further disseminated.

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## University Emergency Procedure

In the event of a University-wide emergency, the course may be subject to changes. Exigent circumstances may require alternative delivery methods, class materials, and interactions with the instructor and/or classmates. In addition, there may be revisions to grading policies and the Calendar, including assignments and their due dates.

In the event of a University-wide emergency, please refer to the Canvas website at <https://psu.instructure.com> for specific information related to the course. For more general information about the emergency situation, please refer to the [Penn State website \(Links to an external site.\)Links to an external site.](http://www.psu.edu) at <http://www.psu.edu> or [Penn State News website \(Links to an external site.\)Links to an external site.](http://news.psu.edu) at <http://news.psu.edu>.

To register with PSUAlert, a service designed to alert the Penn State community when situations arise that affect the ability of a campus to function normally, please go to the [PSU Alert website \(Links to an external site.\)Links to an external site.](https://psualert.psu.edu/) at <https://psualert.psu.edu/>. Subscribers can receive alerts by text message to cell phones, and also can elect to have alerts sent to an email address.

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## Syllabus Subject to Change

The class will likely adhere to the information outlined in this Syllabus and the Calendar, but adjustments may be made based on what actually transpires during the semester. Remaining in the course after reading this Syllabus will signal that you accept the possibility of changes and responsibility for being aware of them.

## Course Summary:

Date	Details	
Mon May 15, 2017	<a href="#">Orientation Begins</a>	12am
	<a href="#">Start L01</a>	12am
Thu May 18, 2017	<a href="#">Introductions Discussion Initial Reply Due</a>	due by 11:59pm

Date	Details	
Sun May 21, 2017	Introductions Discussion	due by 11:59pm
	L01 Conversations and Google Docs Practice	due by 11:59pm
	Orientation Quiz Due	due by 11:59pm
	Practice File Upload	due by 11:59pm
	Orientation Practice File Upload Due	due by 11:59pm
Mon May 22, 2017	Start L02	12am
Thu May 25, 2017	L02 Discussion Initial Reply Due	due by 11:59pm
Sun May 28, 2017	L02 Discussion	due by 11:59pm
	L02 Individual Essay	due by 11:59pm
Mon May 29, 2017	Start L03	12am
Thu Jun 1, 2017	L03 Discussion Initial Reply Due	due by 11:59pm
Sun Jun 4, 2017	L03 Discussion	due by 11:59pm
	L03 Individual Essay	due by 11:59pm
Mon Jun 5, 2017	Start L04	12am
	Start L05	12am
Thu Jun 8, 2017	L04 Group Work Reminder	12am
	L04 Discussion Initial Reply Due	due by 11:59pm
	L05 Discussion Initial Reply Due	due by 11:59pm
Sun Jun 11, 2017	L04 Discussion	due by 11:59pm
	L04 Individual Essay	due by 11:59pm
	L05 Discussion	due by 11:59pm
	L05 Individual Essay	due by 11:59pm
	L05 Reading Check Quiz	due by 11:59pm

<b>Date</b>	<b>Details</b>	
Mon Jun 12, 2017	Start L06	12am
Sun Jun 18, 2017	L06 Group Contract	due by 11:59pm
Mon Jun 19, 2017	Start L07	12am
	Start L08	12am
Sun Jun 25, 2017	L07 Individual Essay	due by 11:59pm
	L07 Reading Check Quiz	due by 11:59pm
	L08 Individual Essay	due by 11:59pm
Mon Jun 26, 2017	Start L09	12am
Sun Jul 2, 2017	L09 Group Essay	due by 11:59pm
	L09 Video Conference Presentation	due by 11:59pm
	L09 Group Contract Due	due by 11:59pm
	L09 Project Peer Evaluation Due	due by 11:59pm
Mon Jul 3, 2017	Start L10	12am
Sun Jul 9, 2017	L10 Discussion	due by 11:59pm
	L10 Individual Essay	due by 11:59pm
	L10 Reading Check Quiz	due by 11:59pm
Mon Jul 10, 2017	Start L11	12am
Sun Jul 16, 2017	L11 Discussion	due by 11:59pm
	L11 Individual Essay	due by 11:59pm
Mon Jul 17, 2017	Start L12	12am
Fri Aug 4, 2017	L12 Executive Summary	due by 11:59pm
	L12 Project II Peer Evaluation Due	due by 11:59pm

**Date**

**Details**

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L12 Video Conference Presentation

due by 11:59pm

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L01 Document Upload Practice

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L01 Orientation Discussion: Class Introductions

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