CO 370 Organizational Communication

Course Syllabus and Calendar

Section Information

Section 01

T/Th 12:30-1:50pm

EC107

Instructor:

Dr. Manuel Lujan Cruz

Email: cruzm6043@triton.uog.edu

Office: EC 213B

Office Hours:
   Mon/Wed: 10:00 am - 12:00 pm
   Friday: 10:00 am – 12:00 pm

Office #: (671) 735-2704

I. Course Description & Student Learning Outcomes

This course provides an overview of various theories and approaches developed to understand communication processes within organizations. It examines the impact of globalization and emerging communication technologies on organizational processes, as well as the influence of structure and hierarchy on communication and organizational outcomes.

Prerequisite: Completion of CO 210 and eligibility to enroll in 300-level courses as outlined in the undergraduate catalog.

Student Learning Outcomes

CO 370 aims to help you understand communication theories, models, processes, and tools related to organizational communication. By the end of this course, you should be able to:

SLO1. Demonstrate conceptual knowledge and applied understanding of the contemporary theories and research approaches to the formal study of organizational communication.

SLO2. Demonstrate conceptual knowledge and applied understanding of the impact of globalization and emerging communication technology in organizational processes.

SLO3. Demonstrate conceptual and applied knowledge in the process of auditing the existing communication within an organization and using audit results to recommend changes in organizational communication.

II. Textbook and Supplies

Miller, Katherine & Barbour, Joshua. Organizational Communication: Approaches and Processes (4th Edition or newer). Boston, MA: Wadsworth Cengage Learning. [E-versions are recommended for affordability.]

Downs, Carl & Adrian, Allyson D. Assessing Organizational Communication. New York: Guilford Publications, Inc.

III. Course Expectations

This course explores communication within organizations, including:

- Organizational theories, climate, and culture
- Verbal and nonverbal communication
- Formal and informal networks
- Dyadic and small-group communication in organizations
- Leadership influence on communication
- Conducting and analyzing communication audits
- Implementing communication changes

IV. Grading Policy (specific instructions for each of these requirements will be provided through the semester):

Weekly Assignments	**35 Points**
Exams (3, lowest score dropped)	**100 Points**
Final Project (Communication Audit)	**65 Points**
Total:	**305 Points**

Percentage and Final Letter Grade Equivalent

A+: 98-100%   **B+:** 87-89%   **C+:** 77-79%

A: 93-97%   **B:** 83-86%   **C:** 70-76%

A-: 90-92%   **B-:** 80-82%   **D:** 60-69%

Note: If a student withdraws in a timely manner, then a **W** is recorded (it can impact the students financial aid if that W takes them below 12 credits). If the professor assigns a **UW** due to non-performance/non-attendance it does become an **F**, but has a greater impact on the student's financial aid than an assigned F grade because it shows non-attendance, no attempt to complete the course.

V. Faculty Evaluation

The student course and faculty evaluations for courses will be administered at the completion of the semester within CollegeNet. Student participation is essential and appreciated. Student responses are anonymous and cannot be traced back to individual students. You will need your WebAdvisor login credentials to complete the evaluation. If you experience login issues, please refer inquiries to OIT staff to assist at 735-2630/40.

VI. Plagiarism

Exceptional works Academic honesty/Plagiarism

All students are expected to abide by the rules of conduct outlined in the UOG Student Handbook (e.g., do not plagiarize). Violation of the academic honesty portion of this Code will automatically result in a course grade of "F" and referral to the Dean of CLASS.

Plagiarism occurs when one submits the work of another person as his or her own or does not adequately attribute another's work (including when one paraphrases materials without sufficiently acknowledging their source). Make sure that all of your assignments and final project are in your own words and cite references where applicable. If you have questions about how to do this, ask. It is considered plagiarism to submit work for a grade that has been submitted elsewhere for credit.

All of the following are considered plagiarism:

- Turning in someone else's work as your own.

- Copying words or ideas from someone else without giving credit.

- Failing to put a quotation in quotation marks.

- Giving incorrect information about the source of a quotation.

- Changing words but copying the sentence structure of a source without giving credit.

- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

- Unattributed use of AI

"Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism." Penalty for plagiarism will be 0 on the assignment/exam, and 15% docked from the final grade. Plagiarism or cheating on examinations/assignments is a serious offense that may result in a zero

grade on an assignment, a failing grade in a course, or suspension or expulsion from the University.

Artificial Intelligence (AI) Statement

The use of Artificial Intelligence (AI) as a research tool is allowed, but it must not replace the student's original ideas, creativity, and critical thinking. AI should be used only as a tool to assist in research, and proper attribution must be given to any AI-generated content. All work submitted for grading must be the sole product of the student's endeavors. Any violation of academic integrity will be dealt with accordingly.

Example of attribution language:

"The author generated this text in part with GPT-4o, OpenAI's large-scale language-generation model. Upon generating draft language, the author reviewed, edited, and revised the language to their own liking and takes ultimate responsibility for the content of this publication."

VII. ADA Accommodation Services

For individuals covered under the ADA (Americans with Disabilities Act), if you are a student with a disability requiring academic accommodation(s), please contact the Student Counseling and Advising Service Disability Support Services Office to discuss your confidential request. A Faculty Notification letter from the Disability Support Services/Student Counseling and Advising Service Accommodation counselor will be provided to me. To register for academic accommodations, please contact or visit Sallie S. Sablan, DSS counselor in the School of Education, office 110, disabilitysupport@triton.uog.edu or telephone/TDD 671-735-2460.

Course Schedule *May be subject to change*

[Week#]	Day	Topic	Reading Due
[1] 1/23	Thurs	Introduction to course: Course Syllabus Challenges, Organization, Seven Traditions	Chapter 1
[2] 1/28	Tues	Seven Traditions (cont'd); Classical Approaches	Chapters 1 –2
1/30	Thurs	Classical Approaches	Chapter 2
[3] 2/4	Tues	Human Relations Approach; Instructions for Project (time permitting)	Chapter 3
2/6	Thurs	Human Relations Approach	Chapter 3
[4] 2/11	Tues	Systems Approach	Chapter 4
2/13	Thurs	Systems Approach (cont'd); Exam 1 Review; Project Instructions	Chapter 4
[5] 2/18	Tues	Exam 1	
2/20	Thurs	Brief Intro to Communication Audits	Chapter 5
[6] 2/25	Tues	Strength of Weak Ties and Social Capital; Communication Audits	Chapter 5
2/27	Thurs	Critical Approaches	Chapter 6
[7] 3/4	Tues	Critical Approaches; Socialization	Chapters 6 – 7
3/6	Thurs	**Charter Day**	
[8] 3/11	Tues	Decision-Making	Chapter 8
3/13	Thurs	Exam 2 Review; Discuss Audits (if time permits)	Groups must select their organization
3/18	Tues	**SPRING BREAK**	
3/20	Thurs	**SPRING BREAK**	
[9] 3/25	Tues	Audit Lectures on Phases and Focal Areas	
3/27	Thurs	Audit Methods – Observation, Focus Groups, Critical Incidents,	

		Surveys	
[10] 4/1	Tues	Exam 2	
4/3	Thurs	Audit Analysis and Final Report Formatting	**Final Project Proposal Due**
[11] 4/8	Tues	Conflict in Organizations	Chapter 9
4/10	Thurs	Organizational Change	Chapter 10
[12] 4/15	Tues	Emotion in Organizations	Chapter 11
4/17	Thurs	Catch-Up Day	
[13] 4/22	Tues	Organizational Diversity	Chapter 12
4/24	Thurs	New Communication Technologies	Chapter 13
[14] 4/29	Tues	Global Communities; Final Exam Review; Closing Remarks	
5/1	Thurs	Work on Final Project; Instructor Consultation	
[15] 5/6	Tues	Work on Final Project; Instructor Meetings	
5/8	Thurs	Continue Final Project; Instructor Meetings	
[16] 5/13	Tues	**Presentations**	
5/15	Thurs	**Presentations**	
	TBD	**FINAL EXAM**	

Alignment of SLOs with PLOs with ILOs

PROGRAM LEARNING OUTCOMES (PLOS)

1. Articulate the theories of perception, interaction, and the creation of shared meaning in individual, group, intercultural, mass, and digital communication settings.
2. Analyze the effects of media messages and form on the individual and society.
3. Apply basic logic, reasoning, ethics, and interpretation in producing and consuming messages.
4. Construct and express a cohesive idea, across multiple platforms, drawn from multiple sources of information that arrives at a rational conclusion expressing a defensible point of view.
5. Utilize contemporary and understand developing communication technologies.

INSTITUTIONAL LEARNING OUTCOMES (ILOS)

1. Mastery of critical thinking and problem-solving.
2. Mastery of quantitative analysis.
3. Effective oral and written communication.
4. Understanding and appreciation of culturally diverse people, ideas, and values in a democratic context.
5. Responsible use of knowledge, natural resources, and technology.
6. An appreciation of the arts and sciences.
7. An interest in personal development and lifelong learning.

SLO ALIGNMENT

- **SLO1** aligns with **PLO1, PLO3, PLO4, PLO5** and **ILO1, ILO3, ILO4, ILO5, ILO7.**
    - Assessed through written major projects, daily assignments, and exercises.
- **SLO2** aligns with **PLO1, PLO2, PLO3, PLO4, PLO5** and **ILO1, ILO3, ILO4, ILO5, ILO7.**
    - Assessed through written major projects, daily assignments, and exercises.
- **SLO3** aligns with **PLO1, PLO2, PLO3, PLO4, PLO5** and **ILO1, ILO3, ILO4, ILO5, ILO7.**
    - Assessed through written major projects, daily assignments, and exercises.