



Undergraduate Course Syllabus

COM 332: Corporate Communications

Center: Online

Course Prerequisites

COM-212

Course Description

This course gives students the opportunity to develop skills, knowledge, and philosophies in organizational communication through lectures, research, readings, discussions, applications, and written assignments. Emphasis is placed on verbal and nonverbal communication, cultural communication, interpersonal relationships within organizations, leadership styles, organizational environments, crisis communication, and dealing with the future and change.

Course Outcomes

- To help students develop an understanding of the responsibilities and duties of communicating within an organization
- To aid students in understanding the importance of verbal and non-verbal communications in the work place
- To assist students in the understanding of interpersonal relationships within organizations.
- To help students understand how culture affects communication
- Understand the responsibilities and duties of communicating in a variety of organizations
- Identify and understand the terminology used in the communications field
- Identify the different types of nonverbal communication
- Understand how cultural differences affect organizational communication

Required Materials

Using your learning resources is critical to your success in this course. Please purchase directly through SNHU's online bookstore, [MBS Direct](#), rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the Help Desk, your advisor, and the instructor can provide you with support if you have problems.

Organizational Communication for Survival
Richmond, McCroskey, and Powell
Pearson
5th Edition
2013
9780205060344

Instructor Availability and Response Time

Your class interaction with your instructor and your classmates will take place in Blackboard on a regular, ongoing basis. Your instructor will be active in Blackboard at least five days a week, and you will normally communicate with your instructor in the open Blackboard discussion forum so that your questions and the instructor's answers benefit the entire class. You should send emails directly to your instructor only when you need to discuss something of a personal or sensitive nature, and in those cases your instructor will generally provide a response within 24 hours.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussion Board	13	19	247
Content Creation Wikis	1	250	250
Presentations	3	67	201
Course Project	2	100	200
Midterm	1	100	100
		Total Course Points:	998

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Undergraduate

<i>Total Points: 998</i>				
<u>Grade</u>	<u>Numerical Equivalent</u>	<u>Points</u>	<u>Points Equivalent</u>	
			<i>Lower</i>	<i>Upper</i>
A	93-100	4	928	998
A-	90-92	3.67	898	927
B+	87-89	3.33	868	897
B	83-86	3	828	867
B-	80-82	2.67	798	827
C+	77-79	2.33	768	797
C	73-76	2	729	767
C-	70-72	1.67	699	728
D+	67-69	1.33	669	698
D	60-66	1	599	668
F	0-59	0	0	598
I	Incomplete			
IF	Incomplete/Failure*			
IP	In Progress (past end of term)			
W	Withdrawn			

*Incomplete and Incomplete/Failure: Any student requesting an "I" grade must complete a Student Petition & Contract for a Grade of Incomplete and submit it to the proper offices prior to the final day of the term/semester. The petition will specify a deadline by which the coursework must be completed. The incomplete automatically becomes an "IF" if work has not been completed and a grade has not been submitted by the specific deadline.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Course Information area in the Assignment Guidelines and Rubrics folder.

Weekly Assignment Schedule

The Learning Modules area in Blackboard contains one module folder for each week of the course. All reading and assignment information can be found in the folders. All assignments are due by 11:59 p.m. EST on the last day of the module week.

In addition to the textbook readings that are listed, there may be additional required resources within each module in Blackboard.

Module	Topics and Assignments
1	Icebreaker Activity (Required) What is Corporate Communication? <i>Organizational Communication for Survival</i> , Chapters 1, 2, and 3 1-1 Discussion: Nonverbal Communication 1-2 Wiki: Target Audience 1-3 Course Project: Milestone
2	Communication and the Corporation <i>Organizational Communication for Survival</i> , Chapters 4, 5, and 6 2-1 Discussion: Mission, Vision, and Consistent Messaging 2-2 Discussion: Supporting Initiatives 2-3 Wiki: Aligning the Mission and Vision 2-4 Presentation: Mission and Vision
3	The Nuts and Bolts <i>Organizational Communication for Survival</i> , Chapters 7, 8, and 9 3-1 Discussion: A Day in the Life of... 3-2 Discussion: The Audience and the Right Media 3-3 Wiki: Differing Media 3-4 Presentation: Media Choice
4	Communication and Diversity <i>Organizational Communication for Survival</i> , Chapters 10, 11, and 12 4-1 Discussion: Tools and Techniques 4-2 Discussion: Media Choice 4-3 Wiki: Multicultural Collaboration 4-4 Self-Assessment: Cultural Awareness 4-5 Course Project: Audience, Objectives, and Existing Strategy/Vehicle
5	Public Relations 5-1 Discussion: Persuasive Communication or Propaganda? 5-2 Midterm: Press Release
6	Internal Communications <i>Organizational Communication for Survival</i> , Chapters 13 and 14 6-1 Discussion: Internal Communications, Engagement, and Options 6-2 Wiki: Engagement 6-3 Presentation: Engagement and Delivery

7	<p>Making the Media Work for You</p> <p>7-1 Discussion: Social Media Engagement</p> <p>7-2 Discussion: Examining Engagament</p> <p>7-3 Wiki: Building the Community Through Social Media</p> <p>7-4 Course Project: Finalizing Your Plan</p> <p>7-5 Course Project: Course Project Submission</p>
8	<p>Crisis Communication</p> <p>8-1 Discussion: Crisis and the Right Spokesperson</p> <p>8-2 Discussion: Engagement</p> <p>8-3 Wiki: Crisis Communcation</p>

Attendance Policy

Failure to participate during the first week of the course (12:00 a.m. Monday through 11:59 p.m. Sunday) will result in automatic withdrawal. Participation is defined as posting within a discussion board, wiki, or blog, and/or submitting an assignment. Students who do not participate during the first week forfeit their rights to be reinstated into the course.

Extended absences, defined as failure to post into the Blackboard classroom for more than five days, must be coordinated with the instructor. Students who fail to coordinate any such absence with the instructor, or who fail to withdraw from the course in accordance with the COCE official drop and withdrawal policy, will be graded appropriately.

All assignments must be submitted through the appropriate Blackboard tool by 11:59 PM Eastern Standard Time on the specified due date. Refer to the Assignment Guidelines and Rubrics folder for specific details on completing the assignments in this course.

SNHU College of Online and Continuing Education Withdrawal Policy

<https://my.snhu.edu/layouts/FormServer.aspx?XsnLocation=https://my.snhu.edu/FormServerTemplates/COCE.Withdrawal.revised.form.xsn&SaveLocation=https%3A%2F%2Fmy%2Esnhu%2Eedu%2FOffices%2FCOCE%2FAdvising%2FCourse%20Withdrawal%20Library&OpenIn=browser>

SNHU College of Online and Continuing Education Guide to Student Success

<https://my.snhu.edu/Resources/StudentHandbooks/Pages/default.aspx>

Blackboard Course Tools/Areas Overview

Your course will be delivered through Blackboard. Below are the most often used Blackboard tools and areas.

Tool/Area	Description	You Should...
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Announcements	This area is used to post day-to-day course details such as the status of or directions for assignments.	Check the announcements on a regular basis, at least several times each week.
Course Information	The course syllabus, assignment guidelines and rubrics, technical support, Student Handbook, and advising information can be found here.	Check this area at the start of the class. It is recommended that the syllabus be downloaded for future reference.
Learning Modules	This area contains course content, including lectures, readings, resources, and assignments.	Check this area at the start of each module and throughout the module week to review course materials.
Discussion Board	This is one of the areas for discussion and collaboration in the class.	Participate and contribute on a regular basis if your course includes discussions.
Research/Writing	SNHU library and research information can be found here.	Check this area for links and information on different library-related resources.
My Instructor	Instructor information is located in this area.	Check this area to find out about your instructor's background and contact information.
My Grades	Assignment grades are located in this area.	Check this area to find out your grades for your course assignments.

Southern New Hampshire University Policies

More information about SNHU policies can be found at
<https://my.snhu.edu/Academics/Pages/SyllabiStatements.aspx>.

Continuing Education Center Instructor Availability: All undergraduate Continuing Education instructors at all center locations (Manchester, Nashua, Salem, Portsmouth, and Brunswick, Maine) will be available to students for a minimum of four additional hours of face-to-face meeting time per term. This time is in addition to the required 20 hours of face-to-face time in hybrid classes and the required 40 hours of face-to-face time in lecture classes. How the additional meeting time is utilized is at the discretion of the instructor and may vary by course.

Academic Honesty Policy: Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Students involved in such activities are subject to serious disciplinary action. Plagiarism is defined as the use, whether by paraphrase or direct quotation, of the published or unpublished work of another without full and clear acknowledgment. Cheating includes the giving or receiving of unauthorized assistance on quizzes, examinations, or written assignments from any source not approved by the instructor. Understand that in taking this course, your assignments may be submitted to Turnitin.com or other plagiarism-detection services and reviewed for textual similarity suggestive of plagiarism. All submitted papers are subsequently included as source

material in the Turnitin.com database for the purpose of detecting plagiarism in other submitted work. Please review the Turnitin.com Usage Policy should you have any questions. For more about academic dishonesty, please refer to the undergraduate or graduate catalogs.

ADA/504 Compliance Statement: Southern New Hampshire University is committed to and concerned with meeting the needs of students challenged by physical, sensory, psychiatric and/or learning disabilities with regard to the Americans with Disabilities Act (ADA), as amended, and Section 504 of the 1973 Rehabilitation Act. At the beginning of each term, or as soon as you become aware of a disability, we encourage you to contact the Office of Disability Services to discuss accommodations for which you may be qualified.

For questions concerning support services, documentation guidelines, or general disability issues:

Office of Disability Services, Exeter Hall, Suite 59

Hyla Jaffe, Director

603.626.9100 ext. 2386

h.jaffe@snhu.edu

For questions concerning disability-related compliance matters, grievance, or legal issues:

Ms. Jet Goldberg, ADA/504 Compliance Officer

Director of Wellness Center

603-645-9679

j.goldberg@snhu.edu

Technical Support: Support for Blackboard or other technology issues via phone, chat, and online form submission is available from the SNHU Technology Help Desk at <http://www.snhu.edu/techsupport> including 1.855.877.9919. Technical support is available 24/7.

Academic Assistance: Online students enrolled in undergraduate courses in the areas of math, writing, accounting, and statistics will have access to Smarthinking online tutoring:

<https://my.snhu.edu/offices/COCE/Tutoring/Pages/default.aspx>.

Library Resources Statement: In addition to the intellectual resources available onsite and online, <https://my.snhu.edu/Academics/Library/Pages/default.aspx>, Shapiro Library makes available group and one-on-one instruction in information literacy, enabling students to define and articulate what knowledge-based resources are relevant to their research interests. Library staff are available to assist students in effectively and efficiently accessing information from credible sources, to compare new knowledge with prior beliefs, and to consider the related ethical, legal, and socioeconomic issues that are inherent in scholarly investigation.

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<http://libguides.snhu.edu/content.php?pid=5411>. Questions regarding copyright may be addressed to the Dean of the University Library.