



Undergraduate Course Syllabus

COM 312: Crisis Communication

Center: Online

Course Prerequisites

COM 127

Course Description

In this course, students will learn how to develop crisis communication plans to mitigate against unexpected obstacles and challenges in the execution of communication projects. They will manage crisis situations through the application of communication best practices. Students will also collaborate and debrief with various stakeholders to assess the effectiveness of crisis communication plans and responses.

Course Competencies

This course covers the following competencies, which represent the knowledge and skills relevant to your field:

- COM-20123: Develop crisis communication plans to mitigate risks and unforeseen challenges
- COM-30107: Respond to and manage various crises using communication best practices
- COM-30115: Assess the effectiveness of crisis communication plans and responses

Required Materials

Using your learning resources is critical to your success in this course. Your textbook is available for free through the Shapiro Library.

[Crisis Communication and Crisis Management: An Ethical Approach](#)

Burton St. John III and Yvette E. Pearson

Sage Publications

First Edition

2017

ISBN: 9781544359984

Diversity, Equity, and Inclusion

As indicated in our core values, SNHU is committed to “embrace diversity where we encourage and respect diverse identities, ideas, and perspectives by honoring difference, amplifying belonging, engaging civilly, and breaking down barriers to bring our mission to life.”

This may or will be reflected in SNHU’s curriculum as we embrace and practice diversity, equity, and inclusion (DEI) to provide the most transformative experience for our students, faculty, and staff. Because topics pertaining to DEI

can be sensitive, please remember that embodying and practicing diversity, equity, and inclusion is one of our core values that you will encounter throughout the academic experience. In higher education, we are expected to think and engage critically. Use a growth mindset to embrace the diverse readings, course assignments, and experiences of your peers and faculty.

For more information about DEI at SNHU, please visit our website at the [Office of Diversity and Inclusion](#).

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours. Instructors will post grades and feedback (as applicable) within seven days of an assignment's due date, or within seven days of a late submission.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussions	8	30	240
Activities	3	70	210
Short Paper	1	70	70
Project Part One Milestone	1	130	130
Project Part One	1	175	175
Project Part Two	1	175	175
			Total Course Points: 1,000

This course may also contain non-graded 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

Grade	Numerical Equivalent	Points
A	93–100	4
A-	90–92	3.67
B+	87–89	3.33
B	83–86	3
B-	80–82	2.67
C+	77–79	2.33
C	73–76	2
C-	70–72	1.67
D+	67–69	1.33
D	60–66	1

Grade	Numerical Equivalent	Points
F	0–59	0
I	Incomplete	
IF	Incomplete/Failure *	
IP	In Progress (past end of term)	
W	Withdrawn	

* Please refer to the [policy page](#) for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

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

Module	Topics and Assignments
1	Reading: <i>Crisis Communication and Crisis Management</i> , Chapter 1 1-1 Discussion: Crisis Vulnerability Assessment 1-2 Activity: Project Part One Plan Template
2	Reading: <i>Crisis Communication and Crisis Management</i> , Chapter 2 2-1 Discussion: Managing Digital Channels While in the Hot Seat 2-2 Activity: SWOT Analysis
3	Reading: <i>Crisis Communication and Crisis Management</i> , Chapters 4 and 5 3-1 Discussion: Social Media in a Crisis: When “Going Viral” Is a Bad Strategy 3-2 Project Part One Milestone Submission
4	Reading: <i>Crisis Communication and Crisis Management</i> , Chapters 3 and 7 4-1 Discussion: Midpoint Check-In 4-2 Short Paper: Crises in Diversity Insensitivity
5	Reading: <i>Crisis Communication and Crisis Management</i> , Chapter 6 5-1 Discussion: Navigating the Press Conference 5-2 Project Part One Submission
6	Reading: <i>Crisis Communication and Crisis Management</i> , Chapters 8, 9, and 10 6-1 Discussion: Old Versus New Media 6-2 Activity: Adapting Consistent Crisis Messaging
7	7-1 Discussion: Natural Disaster Response and New Media Tools 7-2 Project Part Two Submission

Module	Topics and Assignments
8	Reading: <i>Crisis Communication and Crisis Management</i> , Chapter 11 8-1 Discussion: Emerging Trends and the Future of Crisis Management

Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a graded assignment/discussion during the first week of class, the student is **automatically dropped** from the course for non-participation. Review the [full attendance policy](#).

Late Assignments Policy

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

SNHU Student Handbook

Review the [student handbook](#).

ADA/504 Compliance Statement

Southern New Hampshire University (SNHU) is dedicated to providing equal access to individuals with disabilities in accordance with Section 504 of the Rehabilitation Act of 1973 and with Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

SNHU prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. The university has adopted this policy to provide for prompt and equitable resolution of complaints regarding any action prohibited by Section 504, the ADA, or the ADAAA.

For questions about **support services, documentation guidelines, general disability issues, or pregnancy accommodations**, please visit the [Online Accessibility Center](#) (OAC).

As a student, you must complete an interactive intake process, with supporting documentation, in order to be granted accommodations. Once reasonable accommodations are approved by the OAC, you will receive an accommodations letter. You are then responsible for sharing the letter with your instructor. Accommodations are not retroactive.

If you feel you've been subject to discrimination on the basis of disability, by any party, you may file a complaint or grievance. For more information on the ADA/504 Grievance Policy, go to the [Disability and Accessibility Services](#) website.

Academic Integrity 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. Review the [full academic integrity policy](#).

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

SNHU Withdrawal Policy

Review the [full withdrawal policy](#).

Southern New Hampshire University Policies

More information about SNHU policies can be found on the [policy page](#).