UMST 572: Knowledge in Action: Research in the Workplace
Syllabus, Spring 2025

Instructor

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Office Hours: By appointment.

Course Overview

This 2-credit course guides students in the critical thinking competencies and evaluative skills necessary for successful information-seeking strategies in workplace settings. By discovering and assessing a variety of career-specific information sources, students will explore how professional organizations develop questions to address problems of practice. Students will interrogate the contexts in which professionals create and disseminate knowledge; engage in fact-checking and other assessment activities; and address workplace issues through the effective use of relevant professional information sources.

Learning Objectives

Students who complete this course successfully will be able to:

- Describe the processes of workplace research communication and knowledge building.
- Apply knowledge of source creation processes and contexts to evaluate the authority of information sources in professional settings.
- Identify and compare competing perspectives in professional conversations.
- Plan, conduct, evaluate, and revise information searches to achieve relevant workplace results.
- Recognize social, legal, and economic factors affecting access to information in the workplace.

Course Materials
All materials for this course are open education resources available via myCourses.

Course Structure
myCourses is the learning management tool for this course. This course is online, asynchronous, and organized by modules. The 8 modules include reflective discussion prompts. Plan to log in to myCourses, review the current module's content, and add your own discussion post by

Thursday of each week. You should return to the discussion board later in the week to respond to at least two of your peers' comments by Sunday evening.

The overall course navigation and modules are organized as follows:

Course Navigation	Description
Syllabus	The syllabus, class schedule, and other key course documents are located here.
Modules	This area contains eight learning modules. The majority of course content, activities, and assignments are located here.

Course Schedule

Module	Topics Covered	Assignments
Week 1: **01/21-01/26** **Course Information and Introduction**	1. Welcome to the course. 2. Introduction to the Discussion Forum assignments	• Read the Welcome Letter. • Read the course syllabus carefully. • Watch the information literacy video. • Introduce yourself in the Discussion Forum using the prompts.
Week 1: **01/21-01/26** **Module I: Introduction to Information Literacy Skills in the Workplace**	1. Explore how professionals use information literacy skills in the workplace. 2. Investigate how professionals in your field conduct research in the workplace. 3. Identify important professional organizations in your field.	• Read the essays and watch the linked videos in the module. • Explore the Occupational Outlook Handbook (OOH) to learn how professionals in your area seek and create information. • Respond to the Discussion Forum prompts and reply to two classmates' comments.

		• Identify a professional organization in your area listed in the OOH and explore its website. • Complete and submit the worksheet about the professional organization.
Week 2: **01/27-02/02** **Module 2:** **Professional Information Formats**	1. Recognize and describe the authority, audience, and purpose of a variety of professional information sources. 2. Articulate the use of information sources created using different processes.	• Read Module Overview letter. • Read the linked chapter and watch the videos in the module. • Reflect on the readings and videos in the Discussion Forum. • Reply to two classmates' comments in the Discussion Forum. • Fill out and submit the worksheet professional information formats. Use the assignment prompts on the worksheet to structure your responses. • Identify a practitioner in your professional area and schedule an interview for the next week (phone, Zoom/Teams, or email). • Submit the professional's name and contact information to the instructor by the end of the day on Sunday.

Week 3: **02/03-02/09** **Module 3:** **Workplace Knowledge and Professional Expertise**	1. Identify local, regional, or national authorities in your field. 2. Interrogate the sources of that authority. 3. Begin to identify key resources and organizations for information-gathering on the job.	• Read Module Overview letter. • Review module resources. • Reflect on the materials in the Discussion Forum using guiding questions. • Interview a professional in your career field about workplace research practices, processes, and resources. • Write a reflection essay about your interview.
Week 4: **02/10-02/16** **Module 4:** **Locating Professional Information Resources**	1. Locate key information resources and organizations in your field. 2. Articulate how they are useful and appropriate for workplace research in your profession.	• Read Module Overview letter. • Review module resources. • Reflect on the readings in the Discussion Forum using guiding questions. • Reply to two classmates' comments in the Discussion Forum. • Identify key research organizations and information producers (such as conferences, trade publications, journals, professional associations, and government agencies) in your professional field.

		• Create an online resource guide on Padlet with links to these resources. • **Submit your completed Padlet online resource guide (by the end of the day Sunday).**
Week 5: **02/17-02/23** **Module 5:** **Identifying Issues and Articulating Questions in the Workplace**	1. Recognize and describe professional issues in your profession. 2. Learn how to ask questions and articulate issues at work. 3. Identify competing perspectives in professional settings.	• Read Module Overview letter. • Review module resources. • Respond to the Discussion Forum prompts and reply to two classmates' comments. • Explore the website of a professional organization to identify issues that are important to that field. • Select one professional issue as a focus for your final presentation project.
Week 6: **02/24-03/02** **Module 6:** **The Costs and Benefits of Expert Information**	1. Describe the financial and social value of information creation and dissemination. 2. Articulate the need for the ethical use of information in the workplace.	• Read Module Overview letter. • Review module resources. • Reflect on the readings in the Discussion Forum using guiding questions. • Complete the Presentation Project Proposal Assignment.

		• Begin working on your Presentation Project, which will describe your selected professional issue and discuss several specific, focused information sources you used to address it.
Week 7: **03/03-03/09** **Module 7** **Communicating Research in the Workplace**		• Read Module Overview letter. • Review module resources. • Reflect on the readings and materials in the Discussion Forum using guiding questions. • Complete the Professional Resources Research Log assignment. • Continue working on your Presentation Project, which will describe your professional issue and the sources you have selected to address it.
Week 8: **03/10-03/14** **Module 8** **Course Reflection and Synthesis**		• Read Module Overview letter. • **Submit your Presentation Project (by the end of the day 03/14).** • Submit a course reflection journal entry using the assignment prompts.

Class Participation

Participation in the course discussions is mandatory and will benefit all the other learners in the course. Active participation (both the instructor and students) is the key to a successful online course. Your participation in the discussions reflects your engagement and collaboration in the learning process. Below are desired attributes for a posting.

- Ability to synthesize the main concepts from the instructor, course content, external resources, and class community.
- Use of proper grammar.
- Ideas are organized, persuasive and elevate the overall dialogue.
- Opinions are substantiated.
- Demonstration of critical or creative thinking.
- Evidence of preparation.

Your discussion board posts will be evaluated through the criteria described in the chart on the next page.

Netiquette Guidelines (from UNH Academic Technologies)

Netiquette is the socially and professionally acceptable way to communicate on the Internet. We are all expected to abide by these guidelines of "netiquette" when using online communication tools with your classmates and instructor. Guidelines can be found through the Teaching and Learning Resource Hub and at this Academic Technology resource. More general guidance can be found here.

Promptness and frequency	Does not submit at least one initial response early in the session and/or does not submit at least two peer responses closer to the end of the session. (Minimal: 2 pts.)	Submits at least one initial response early in the session, and at least two peer responses closer to the end of the session. (Acceptable: 3 pts.)	Submits one initial response early in the session and two or more thoughtful peer responses early in the session, and more than two peer responses closer to the end of the session. (Excellent: 4 pts.)
Grammar, spelling, and mechanics	Does not submit posts that are in complete sentences or two or more of the complete sentences are grammatically incorrect and have greater than 2 spelling errors. (Minimal: 2 pts.)	Submits posts that have one or more grammatically incorrect sentences and two spelling errors. (Acceptable: 3 pts.)	Submits posts that contain grammatically correct sentences without any spelling errors. (Excellent: 4 pts.)
Demonstrates knowledge and understanding of content and applicability to professional practice	Post and responses show little evidence of knowledge and understanding of course content and applicability to professional practice. (Minimal: 2 pts.)	Post and responses show evidence of knowledge and understanding of course content and applicability to professional practice. (Acceptable: 3 pts.)	Post and responses show evidence of knowledge and understanding of course content and applicability to professional practice. (Excellent: 4 pts.)

Expression & Organization of Ideas	Ideas and or opinions are not organized. (Minimal: 2 pts.)	Most postings convey clear ideas and opinions. Other postings are lacking in organization or original expression. (Acceptable: 3 pts.)	Contributions are clearly articulated; reflect understanding of topic, substantive insights, and persuasive logic. (Excellent: 4 pts.)
Generates learning within the community	Posts do not attempt to elicit responses and reflections from other learners and/or responses do not build upon the ideas of other learners to take the discussion deeper. (Minimal: 2 pts.)	Posts attempt to elicit responses and reflections from other learners and responses build upon the ideas of other learners to take the discussion deeper. (Acceptable: 3 pts.)	Posts elicit responses and reflections from other learners and responses build upon and integrate multiple views from other learners to take the discussion deeper. (Excellent: 4 pts.)

Assignments and Course Evaluation Requirements

Major Assignments: Descriptions

Weekly Discussion Board Posts: Initial post due Thursday evenings; responses due Sunday evenings (20%)

Participation will be graded based on discussion board posts. You are required to post one **original post** each week. An original post consists of an answer to the discussion board prompts that showcases critical thinking and analysis. Your post must be between 2-4 paragraphs in length.

Additionally, you are required to respond to at least two classmates each week. Your post should further the discussion, not simply state that you agree or disagree with their original post. Please note that you cannot submit discussion posts after the week in which they are due: I will not grade late discussion posts. If you do not contribute to the discussion during that week, you will receive a 0 for that week's participation grade.

This is your class, and your learning is up to you. I will participate in the discussion boards where necessary, but you and your classmates should start the conversations and do the critical thinking.

<u>Weekly Assignments and Reflections: Due Sunday evenings (25%)</u>

Each week you will complete the required course activities and/or write a journal entry reflecting on their implications for professional research. I provide worksheets, discussion prompts, and scoring rubrics in the module.

<u>Online Padlet Resource Guide (25%)</u>

You will design an online resource guide using the Padlet tool in which you will create links to and descriptions of relevant professional information sources that relate to your professional issue. I will provide detailed assignment guidelines and scoring rubrics in the module.

<u>Presentation Project (30%)</u>

You will present your professional issue, selected focused information sources, and workplace research findings through an online presentation. You will create your presentation on a professional platform such as PowerPoint, Screencast-o-Matic, or UNH's Kaltura (available in myCourses). I will provide detailed assignment guidelines and scoring rubrics in the module.

Course Grading:

Assignments are due by the date and time specified on the syllabus unless otherwise noted in myCourses, and they are subject to change. Late submissions will automatically be reduced by one-half letter grade for each day they are late. Missed discussion posts will receive an automatic 0 grade.

Online Resource Guide - 25%

Presentation Project - 30%

Discussion Board Posts - 20%

Weekly Assignments and Journal Reflections - 25%

Grading System:

A	94-100
A-	90-93
B+	87-89
B	84-86
B-	80-83
C+	77-79
C	74-76
C-	70-73
D+	67-69
D	64-66
D-	60-63
F	0-65

Communication Expectations

You can communicate with me via class discussions and/or by email.

Instructor's Schedule

I will be active online daily during the course. If you post a question for me in a Discussion Forum, anticipate a response within 24 hours or sooner.

How to Reach the Instructor

You should ask questions related to assignments or learning in the respective Discussion Forums. The use of email is reserved for questions of a private nature and/or if you would like to schedule virtual office hours. If you send me an email, I will respond promptly.

Attendance

Class attendance is important for your learning. You are responsible for all course assignments and meeting all deadlines unless exceptions are agreed upon with the instructor ahead of time. Attendance in this course is evaluated by your active participation in discussion board posts, your completion of weekly assignments/reflections, and your timely submission of course projects. See the [Attendance and Class Requirements](#) policy in the undergraduate catalog. If you need accommodation for a religious or cultural holiday/observance, please make that request as early in the semester as possible.

Temporary Academic Support for Extended Absences with Letter

If you are dealing with an unexpected, extenuating circumstance that will keep you out of class or affect your performance for more than a day or two, reach out to Lisa Enright, Assistant Dean of Student Success, at lisa.enright@unh.edu to request a letter be sent to all your faculty.

If you are required to miss significant class time, you will be provided temporary academic support so that you can continue to make satisfactory progress in this course. Please contact your course instructor to discuss the specific types of support that will be implemented during your absence. Possible options you may be provided in this class include:
- One-on-one meetings with instructor to catch up on missed content
- Virtual office hours by appointment.

Credit Hour Policy

This syllabus reflects the federal definition of a credit hour, which entails a minimum of 3 hours of engaged time per week per credit over a 15-week semester. Examples of engaged time in this course include reading/watching class materials in the weekly modules; participating in the weekly Discussion Forums; completing weekly assignments and reflections; and completing the major course assignments. You should plan to spend about 6 hours per week completing the coursework and assignments for this class. Student work reflects intended learning outcomes and is verified through evidence of student achievement. For more information, please see: [Pp111_Policy_On_Credits-And-Degrees.pdf (neche.org)](#)

Academic Honesty

All members of UNH share responsibility for promoting and protecting the highest standards of integrity in scholarship and professional practice. The value of honesty and the expectation of conduct that goes with it are intended to reinforce a learning environment where students and faculty can pursue independent work without

unnecessary restraints. At the same time, the University recognizes its responsibility to encourage and inculcate values and standards of conduct that will guide its students throughout their careers.

This means that each member will adhere to the principles and rules of the University and pursue academic work in a straightforward and truthful manner, free from deception or fraud. Students are expected to complete independent, original work for each academic activity unless otherwise specified by the faculty member. Students should seek clarification when in doubt. Any attempts to deviate from these principles will be construed as acts of academic dishonesty subject to disciplinary action.

- [UNH Academic Integrity Policy](#)

Plagiarism (from the *Student Rights, Rules, and Responsibilities Handbook*)

The use or submission of intellectual property, ideas, evidence produced by another person, including computer generated text or work outsourced to third parties, in whole or in part as one's own in any academic assessment without providing proper citation or attribution. In some cases, reusing one's own previous work without acknowledging or citing the original work can constitute self-plagiarism.

- [UNH Tutorial on Plagiarism](#)

Artificial Intelligence (AI) Policy

Unless otherwise specified, the use of Automated Writing Tools, including chatGPT and similar artificial intelligence (AI) tools, is strictly prohibited in this course, even when properly attributed. The use of automated writing tools is considered plagiarism (as defined by UNH's [Academic Integrity Policy](#)) and will be handled in accordance with existing policy.

Completing the Course/Policy on Incomplete Grades

An incomplete grade for this course will be considered only in the event of compelling, non-academic circumstances beyond a student's control, and towards the end of the semester when the student has but a few assignments left to finish the course, and only if the student requests an incomplete. An administrative failure (AF) will be given to any student who has missed substantial portions and assignments of this class. Please note that the final grade to drop this course without penalty is February 2, 2024.

UNH Manchester Library

The UNH Manchester librarians are available to assist you with the research process. Visit the library's website at https://cps.unh.edu/library to learn about library services and to search for reliable academic sources. You can contact the library at 603-641-4173 or at unhm.library@unh.edu.

The links below guide you to useful online library resources:

- Make a **Research Appointment** with a librarian: https://libraryguides.unh.edu/remoteaccess/researchhelp
- Use the **Library Search Box** to find information: https://libraryguides.unh.edu/librarysearchbox_unhmanchester
- Reserve a **Study Room:** https://cps.unh.edu/library/support-services
- Discover resources for **Citing Sources**: https://libraryguides.unh.edu/unhmcitingsources
- Learn strategies for **Evaluating Sources**: https://libraryguides.unh.edu/ENGL401UNHManchester/evaluatingsources.

The Center for Academic Enrichment (CAE)

The Center for Academic Enrichment (CAE) professionals and peers are available to support all UNH Manchester students in maximizing their learning potential through individual in-person and online tutoring, in-class workshops, and study groups in math, writing, course content, study skills, time management, and personal statements. All students registered for UNH Manchester courses are entitled to one hour of individual tutoring, per course, per week. Appointments are available at https://caetutor.unh.edu; for more information, contact the CAE at (603) 641-4113, or unhm.cae@unh.edu.

Student Accessibility Services (SAS)

According to the Americans with Disabilities Act (as amended, 2008), each student with a disability has the right to request services from UNH to accommodate his/her/their disability. If you are a student with a documented disability or believe you may have a disability that requires accommodation, please contact Student Accessibility Services (SAS) located on the Manchester campus in room 417 or sas.office@unh.edu.

Accommodation letters are created by SAS with the student. Please follow up with your instructor as soon as possible to ensure timely implementation of the identified accommodations in the letter. Faculty have an obligation to respond once they receive official notice of accommodations from SAS but are under no obligation to provide retroactive accommodations.

For more information refer to www.unh.edu/sas or contact SAS at 603.862.2607, 711 (Relay NH) or sas.office@unh.edu.

Early Alert Reports

The University is invested in your academic success. If a faculty member is concerned about your academic behavior or performance, they may submit an academic alert. Academic alerts   are not punitive. The goal is to provide you with support and resources to support your success. They act as an important check-in point and, if you receive an academic alert, you will receive an email to your UNH email address. It is strongly recommended that you meet with a professional advisor and connect with your instructor to discuss the reason for the alert.

Financial Literacy Resources

All students benefit from understanding their mindset about money, how to build and use a personal budget, as well as understanding interest rates, loans, insurance, investing, and more. UNH has wonderful free resources for students in [Library Resource Guides](link), and every student (and faculty!) can access [CA$H COURSE](link) by creating a free account. Find more information on the [Financial Wellness](link) site of Health & Wellness.

Mental Health and Emotional Distress Resources

In partnership with The Mental Health Center of Greater Manchester, UNH Manchester offers consultation visits on a walk-in basis and through telehealth appointments. Services include:

- Free confidential screening & consultation with a licensed mental health therapist.
- Referrals to mental health or substance misuse treatment. And assistance in understanding how to afford additional treatment (with or without insurance!) or find free services.

Students can schedule an appointment to meet with a mental health therapist through an online booking link located on the [UNH Manchester Student Wellness page](link).

If you would like to connect to counseling services directly, you may do so by contacting The Greater Manchester Mental Health Center at (603) 668 - 4111.

The National Suicide Prevention Lifeline provides 24/7, free and confidential support via phone or chat for people in distress, resources for you or your loved ones, and best practices for professionals. Call (800) 273-TALK (8255).

Basic Needs Support and Additional Resources

There are resources available for students to assist with food, housing, and financial insecurities:

[Basic Needs Support](link)**:** Information about food, housing, and financial assistance.

Civil Rights and Equity Office: Provides services for student who experience identity-based bias.

The SHARPP Center for Interpersonal Violence Awareness, Prevention, and Advocacy:
Provides free and confidential advocacy and direct services to survivors. UNH Manchester's SHARPP Office Hours during Fall & Spring Semesters are Mondays 9am-4pm in Room 471. Zoom Appointment Availability year-round is Mon-Fri 9am-4pm

24/7 Crisis Line: 603-862-SAFE (7233)

Main Office: 603-862-3494

https://www.unh.edu/sharpp/https:/www.unh.edu/sharpp.)

UNH Manchester students can also contact the Reach Crisis Services of New Hampshire – 603-668-2299 (24hour), 72 Concord St. Manchester, NH, for crisis or emergency services.

UNH Manchester Food Pantry

The UNH Manchester Food Pantry- located in room 437, is open Tuesdays and Thursdays. Students can sign up for individual appointment times to shop the pantry throughout the academic year.

Confidentiality and Mandatory Reporting of Sexual Violence or Harassment

The University of New Hampshire and its faculty are committed to assuring a safe and productive educational environment for all students and for the university as a whole. To this end, the university requires faculty members to report to the university's Title IX Coordinator (Bo Zaryckyj, Bo.Zaryckyj@unh.edu, 603-862-2930/1527 TTY**).** Faculty, staff or students on the Manchester campus can also contact Lisa Enright, Deputy Title IX Coordinator (lisa.enright@unh.edu; 603-641-4336; Room 439) to report any incidents of sexual violence and harassment shared by students.

If you wish to speak to a confidential support service provider who does not have this reporting responsibility because their discussions with clients are subject to legal privilege, you can contact the SHARPP Center for Interpersonal Violence Awareness, Prevention, and Advocacy at (603) 862-7233/TTY (800) 735-2964, as well as, Caroline Young, SHARRP Center Advocacy Expanded Services Coordinator for UNH Manchester (caroline.young1@unh.edu; room 417; Available in person Mondays 9 am to 4-pm and available by appointment (in person and virtually) by emailing caroline.young1@unh.edu). Individuals can also access Reach Crisis Services NH 603-668-2299 (24 hours), 77 Sundial Ave., Suite 306W, Manchester, NH.

For more information about what happens when you report, how the university treats your information once a report is made to the Title IX Coordinator, your rights and reporting options at UNH (including anonymous reporting options) please visit student reporting

options . The uSafeUS app is also available for students to keep reporting options and resources easily accessible on their phones.

Help us improve our campus and community climate. If you have observed or experienced an incident of bias, discrimination or harassment, please report the incident by contacting the Civil Rights & Equity Office at UNH.civilrights@unh.edu or TEL # (603) 862-2930 voice/ (603) 862-1527 TTY / 7-1-1 Relay NH, or visit the CREO website. Anonymous reports may be submitted.

Note: This syllabus is subject to change. Students will be promptly notified of any changes.