Course Description and Objectives

This course will focus upon the analysis and application of communication principles and practices (interpersonal communication, teamwork issues, public speaking, and technological communication) for successful participation in organizational and professional activities. In particular, the course will focus upon understanding the communication process and the development of three communication skills:

- Relating: Using communication to develop and maintain productive, professional relationships with other organizational members
- Collaborating: Applying communication concepts to work with individuals and teams to interactively accomplish organizational tasks
- Presenting: Expressing information in a prepared and articulate manner that focuses upon an audience’s needs and achieves a desired outcome

Textbook

Textbook (required)

A required textbook is available at area bookstores and online retailers. Be sure to purchase the second edition (publication year is 2013; ISBN is: 9780205028993).


Purchase or rent the textbook. Copies of the book are available for purchase/rental at the UWM bookstore or other independent bookstores/websites. The UWM bookstore has new copies ($123.75), used copies ($85.35), new rentals ($56.90), used rentals ($56.30), and ebook ($51.15) formats. The book can also be purchased at a variety of other locations. If e-text versions are purchased please be aware that computers and e-readers (e.g. ipad, kindle) will not be allowed in class at any time.
MediaShare (optional)

Purchase MediaShare access (separate from textbook). For students who have a copy of the book and wish to only purchase access to MediaShare, it can be purchased ($30.00) at: www.pearsonhighered.com/mediashare.

Purchase an etext version of the book that is combined with MediaShare at a cost that is lower than if each item was each purchased separately. To order the packaged etext and MediaShare, go to: http://www.mysearchlab.com.

Technology Requirements

- Access to a computer with an Internet connection, software for opening and editing MS Word and MS PowerPoint files (available in UWM campus computer labs)
- UWM email account

Course Website

The course is being supplemented with materials on UWM’s Desire2Learn (D2L) course management system. The website can be accessed at:

http://d2l.uwm.edu

The website requires a user name and password. User names are the same as UWM email account names (the part before @uwm.edu). For additional information about user names and passwords as well as any technical support for D2L, contact the UWM help desk.

To contact the UWM Help Desk, you may do one of the following:

- Send an email to help@uwm.edu
- Call the UWM Help Desk at (414) 229-4040 if you are in the Milwaukee area
- If you are calling from outside the 414 or 262 area codes, call (877) 381-3459
- Go to Bolton 225 - call (414) 229-4040 for specific hours

Assignments

The paragraphs below provide a brief description of the assignments in this course. Additional details about each assignment will be posted to the D2L website and, in most cases, reviewed in class.

Course Policies Agreements and Partner/Team Selection Forms (20 pts)

During the semester, students must complete four documents that compose the Course Policies Agreements and Partner/Team Selection Forms (due dates are announced in class). These brief assignments are designed to improve awareness of, accountability for, and adherence to course policies and practices. Students who do not complete the documents by the deadlines will receive a score of 0. After the deadline has passed, students who have not submitted the appropriate documents must still complete and submit the documents. Failure to do so will result in the deduction of points from the relevant assignment and/or course grade. The two categories of Course Policies Agreements and Partner/Team Selection Forms are as follows:
Course Policies Agreement (5 pts): At the start of the semester students will electronically sign a course policies agreement and upload it to the D2L dropbox. This document lists documents that must be reviewed before the course begins. To receive credit, students must read the appropriate documents, indicate that the materials have been read, and then upload the agreement to the D2L dropbox.

Partner/Team Selection and Approval Forms (3 x 5pts each = 15 pts): Three of the assignments in this course are completed with either a partner or a team. Prior to each of these assignments, students complete a document that acknowledges either the selection of a partner/team or a waiver of the option to do so (in which case, your instructor will assign a partner/team). Students must also document basic contact information and partner/team availability in these materials. After completing each of the forms, the document must be uploaded to the D2L dropbox by all parties (i.e., partners, team members) to receive points.

Exams (3 at 100 pts each)

There are three exams in this course. They are not comprehensive. All exams will consist primarily of multiple-choice items but may also include short answer, fill-in, and matching items. In the classes prior to the exams, additional information will be provided about test format and review procedures. All students must bring a current UWM ID card with them on the day of the exams. Students who do not bring their ID will not be allowed to complete the exam.

Presentation Reviews and Projections (3 at 10 pts each)

After three of the presentations (Presentation of Qualifications, Mock Interview, Persuasive Duo), students will write brief comments about the observations of one’s own presentation as well as presentations from other students in the course. The purpose of these comments is to provide analysis of previous presentations (review) as well as plans for personal development in future presentations (projections). The assignment will be available in D2L and each student will respond to two questions about one’s own presentation and two questions dealing with observations of others in the course.

Presentation of Qualifications (60 pts)

As a participant in an organizational/professional setting, it will often be necessary to provide others with information about yourself and your qualifications. The “Presentation of Qualifications” (PoQ) assignment is an opportunity to practice this essential skill. Students will need to provide a position description and then deliver a presentation that gives a listener an understanding of their characteristics and fit with the qualifications in the position description.

Mock Interview (60 pts)

For this assignment, students will be paired into interview duos. The duos will designate one person as an interviewer and the other as an interviewee. Prior to conducting the interview, the duo will need to either locate a position description for a job/internship or write an original description of a position for which the interviewee would be qualified (it is okay to use the same position description as was used for the PoQ). The duo will then collaboratively develop a schedule of questions for the interview, rehearse, and then perform the interview for the class. The interview duos will be evaluated based upon the interview protocol (list of questions) and the interview performance. Members of each duo will receive the same grade for the presentation portion of the assignment.

Group Facilitation of a Problem-Solving Meeting (60 pts)

Prior to this assignment, students form groups of 5-6 members. The group will then identify a problem that can be presented to the class during a problem-solving meeting. The group is responsible for developing a
meeting agenda, explaining the problem to the class, and then facilitating discussion via the application of a series of problem solving steps. Each group will have approximately 20 minutes to facilitate discussion in an attempt to identify a solution that is mutually acceptable to all class members. Members of each team will receive the same grade on the presentation portion of the assignment.

**Persuasive Duo Presentation (60 pts)**

Prior to this assignment, students pair (or are paired with) with another class member. The assignment consists of developing and delivering a persuasive presentation that seeks a change in beliefs and/or actions of the audience. The duo will decide upon a topic, conduct research to understand the problem and solution(s), develop an outline that follows a problem-solution format, and deliver the presentation to the class. Both members of the duo will receive the same grade on the presentation portion of this assignment.

**Participation and Professionalism (60 pts)**

During the semester, participation and professionalism will be assessed. In order to participate, students must be physically present in class at the time that participation is assessed. Thus, class attendance is not mandatory (see “Attendance…” in the Course Policies section, below), which means that instructors will not take role and deduct points for absences. Instead, instructors will evaluate participation during a class session and allocate points to students who are present and meet/exceed criteria for participation.

Please review the description of the participation and professionalism evaluation criteria that are available on your class section of the D2L website.

**Grading**

There are 650 points possible in this course and point breakdown is as follows:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Policies Agreement and Partner/Team Approvals</td>
<td>20</td>
</tr>
<tr>
<td>Exams (3 x 100 pts)</td>
<td>300</td>
</tr>
<tr>
<td>Presentation Reviews and Projections (3 x 10)</td>
<td>30</td>
</tr>
<tr>
<td>Presentation of Qualifications</td>
<td>60</td>
</tr>
<tr>
<td>Mock Interview</td>
<td>60</td>
</tr>
<tr>
<td>Persuasive Duo Presentation</td>
<td>60</td>
</tr>
<tr>
<td>Group Facilitation of a Problem Solving Meeting</td>
<td>60</td>
</tr>
<tr>
<td>Participation and Professionalism</td>
<td>60</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>650</strong></td>
</tr>
</tbody>
</table>

At the end of the semester, points earned will be divided by the points possible to determine the final percentage grade. Letter grades will be assigned to percentages according to the following scale:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>94-100</td>
<td>A</td>
</tr>
<tr>
<td>90-93</td>
<td>A-</td>
</tr>
<tr>
<td>87-89</td>
<td>B+</td>
</tr>
<tr>
<td>84-86</td>
<td>B</td>
</tr>
<tr>
<td>80-83</td>
<td>B-</td>
</tr>
<tr>
<td>77-79</td>
<td>C+</td>
</tr>
</tbody>
</table>
Instructional Methods

This class will utilize a variety of instructional methods that include discussion, and a variety of interactive, in-class activities. Students enrolled in the 3-hour afternoon or evening stand-alone sections of the course will attend one 3-hour class per week with all activities being facilitated by the same instructor and in the same classroom. Missing one class is the same as missing a full week of Communication 105.

Course Policies

Registering for the Class When it is Full and/or After the Semester has Begun

All enrollments in Communication 105 are handled via PAWS. If any/all sections of the course are full, it is possible to sign up on the waitlist that is provided in PAWS. In the event that there is an opening on the course roster the next person on the waitlist will be added to the course roster. Please be aware that the evening before the first day of the semester, all waitlists are cleared and students who signed up for a waitlist will no longer be automatically added to a class roster. Once the waitlists are cleared, it is necessary to wait for an opening in a desired class section and register using the PAWS system.

Instructors do not keep a manual waitlist of students who are trying to add the course and enrollments will not be permitted via manual add/drop forms or otherwise. The only way to enroll in the course is by using the procedures available through the PAWS system. Please do not assume that an open desk means that there is still room left on a class roster--course capacity is not determined by the number of seats in a room.

Attendance is Critical for Success in the Course

In order to maximize chances for success in the course, students should attend all class sessions and take responsibility for studying all content that is covered during class periods. Anyone who misses a class should make arrangements with another student to copy notes, review announcements, and so forth. Instructors will present course materials only during designated class periods and will not reiterate materials from an entire class session during office hours. If students have specific questions that seek clarification about course content from a previous class period, they should not hesitate to ask and the instructor will gladly work to clarify the course materials. However, students should not arrive at an instructor’s office hours with the assumption that the instructor will “go over whatever I missed.”

Also, please note that continually arriving late and/or leaving early is strongly discouraged. If it becomes a distraction, the instructor will lock the door at the start of the class period and/or deduct points from the Participation and Professionalism component of the course.

Anyone Repeating the Course Should Notify the Instructor

Students who are repeating the course should notify their lab instructor that this is the case. All assignments completed during the current semester must be original and new work. In other words, students who are repeating this class may not use the same work that was completed in a previous iteration of either this course (105) or another class (such as Public Speaking, Business Communication, and so on). All work must be original to Communication 105 and the current semester during which it is completed. Use of
assignments from other courses or semesters is a violation of the academic honesty guidelines and will be treated as plagiarism.

**Written Work**

Any assignment completed to meet the requirements of this course must be completed using a word processor and uploaded in an electronic format. All documents should strictly comply with 6th edition of the American Psychological Association (APA) style manual. If you are not familiar with APA format, some supplemental resources can be found in the “Links” area of the D2L website. Be aware that all written work will be evaluated for clarity and grammatical accuracy. If you need any additional assistance with writing skills, please consider utilizing the UWM Writing Center.

**Use MSWord (.doc) or Rich Text Format (.rtf) for Electronic Files**

All written work that is submitted to meet assignment requirements must be in either MSWord or Rich Text Format (.rtf). Other file formats are not acceptable. Because instructors do not have software to open other file formats, any file that is uploaded in a format that is not .doc or .rtf will not be evaluated and will receive a score of zero.

**Presentation Time Limits and Point Deductions**

Effective communication in business and professional settings must adhere to time limits that are allocated for the presentation. To evaluate students’ ability to satisfy this criterion, all class presentations must be completed within the time limits provided in the assignment guidelines. Presentations that are either shorter or longer than the time allotments will receive a point deduction. The deduction is levied after a 15 second grace period and will reduce the final assignment grade by 3 points per 15-second interval that is either over or under the time requirements. For example, if a presentation has a time limit of 5-7 minutes and the presentation is exactly 7 minutes and 15 seconds long, there is not a penalty. However, if the presentation is 7 minutes and 45 seconds long, there will be a deduction of 6 points from the assignment grade (2 times 3 points per 15 second interval above 7:15).

**Visual Content during Presentations**

Visual aids such as tables, charts, and so on may be required for some of the assignments in this course. For other assignments, students may not be required to use visual materials but might have the option to do so (with approval of the instructor). These visual aids may consist of text, images, tables, charts, and so forth. Presenters should not include video or audio clips in these materials without the prior approval of the instructor. Typically, audio and video clips will not be approved.

**Do Not Reuse Topics from other Courses**

When selecting a topic for a presentation or assignment, students should refrain from using material that was completed for other courses. For example, if a student completed a Public Speaking course and delivered a persuasive presentation about sexual discrimination, the student should not choose this same topic for an assignment in Communication 105. Anyone considering the selection of a topic that is similar to one used in another course must speak with the lab instructor before the date of their presentation to make sure that the chosen topic is acceptably different from topics used in other courses. If it is determined that a student used a topic from another course without instructor approval, the assignment will receive a score of 0 and reported to the university as a case of academic misconduct.

**Late Work is Not Accepted**
Late work will not be accepted in this course. This policy applies to all exams, presentations, and other course assignments. Presentations, written work, and exams must be completed and submitted by the deadline that is specified by the instructor. Please do not ask to turn in work late- it will not be accepted.

Presentations: Prior to a due date, the instructor will notify students of the date upon which a presentation is due. Presenters must be physically present at the start of class on the presentation due date. Arriving late on the day that a presentation is due will result in a 10-point deduction from the final presentation grade.

Written Work: All written work that accompanies presentations (e.g., outlines, presentation notes, etc.) must be uploaded to D2L by 11:59 p.m. the date before the first presentation day. For example, if you are enrolled in a class that meets at 8am on Tuesdays and the class presentations start on Tuesday, regardless of when you are presenting, you must upload your written work to the D2L dropbox by 11:59 p.m. on the Monday before. Because the dropbox will automatically close at that time, it is not possible to submit written work after the time that it is due. Any work that is not present in the dropbox will receive a score of zero. Please do not send late documents to your instructor as an email attachment.

Exams: All exam dates are indicated on the syllabus. The exam period will begin promptly at the start of class. Students must be physically present in class and complete the exam by the designated completion time in order to receive credit. Students who arrive to class late on an exam day will not be allowed additional time to complete the exam. Anyone arriving more than 20 minutes late on an exam day will not be allowed to complete the exam.

Tutoring

Tutoring is available for this course through the offices of UWM’s Panther Academic Support Services.

Early Work Review

Students who would like to receive preliminary feedback on an assignment can arrange an office visit with their lab instructor during his/her office hours. All meetings to review preliminary drafts of assignments must take place no less than one week prior to an assignment’s due date. Draft copies of assignments will not be evaluated and returned via email.

Procedures for Assignment Grade Appeals

If you disagree with the grade that you receive on an assignment, adhere to the following guidelines when appealing your grade.

Students who wish to discuss a grade that was received upon an assignment must wait for 24 hours from the time they receive their grade before approaching their instructor for discussion.

Please speak with the instructor who evaluated the assignment before approaching the course director. This is necessary because the person who can best clarify a grade is the one who evaluated it. So, please contact your instructor and ask for clarification about the grade before contacting the course director. Students who contact the course director first will be referred back to the lab instructor.
Discussion of grades on assignments must take place before two weeks have elapsed from the receipt of the grade. After this period of time, students are free to contact the instructor for clarification about a grade, but all numeric scores for assignments are final and will not be modified, regardless of the result of the discussion. In other words, don’t wait until the last week of the class to ask about a possible grading error on an assignment that was completed more than two weeks prior.

Grade disputes must be submitted in a written format (printed document, email, etc.). In the document, students must provide concrete and defensible reasons for disputing a grade. Following receipt of the document, the instructor will review it and either reply with an explanation and/or may request a meeting with the student.

Laptops, PDAs, and Other Technologies are Not Allowed in the Communication 105 Classroom

Unless an instructor specifically states an exception, electronic devices such as laptop computers, PDAs, tablets, mp3 players, should not be used in class. Violations of this policy will result in substantial deductions from the participation and professionalism grade. A more general policy for the use of technology is in this document.

Accommodations for Religious Observances

In the event that a religious observance should prevent attendance and/or completion of an assignment, students may make up an examination or other academic requirement at another time or by an alternative method, without any prejudicial effect, where: (a) there is a scheduling conflict between the student’s sincerely held religious beliefs and taking the examination or meeting the academic requirements; and (b) the student has notified the instructor, within the first three weeks of the beginning of classes (within the first week of summer session and short courses), of the specific days or dates on which he or she will request relief from an examination or academic requirement.

Academic Honesty

Students are expected to comply with university policies dealing with student misconduct. Any evidence of cheating, plagiarism, or misrepresentation of work will result in a minimum of a failing grade on the assignment. Additionally, any evidence of academic misconduct will be immediately reported to the College of Letters and Science for disciplinary action. Please see university guidelines for further explanation of academic misconduct and disciplinary procedures.

Documents submitted to D2L may be evaluated using plagiarism detection software (e.g., Turnitin.com), which makes it possible to quickly identify presentations and papers that were collected from the web and/or other students. Please do not attempt to get away with this type of infraction. If you do so, you will be caught, will fail the course, and will likely be expelled from UWM.

Accommodations for Students with Disabilities

If you need special accommodations in order to meet any of the requirements of this course, please contact the Student Accessibility Center (SAC) to make appropriate arrangements (http://www4.uwm.edu/sac/). At the start of the term, you must provide the instructor with the VISA that is prepared by the SAC. Do not wait until after an assignment has been completed and then submit the VISA after the fact. Instead, submit any documentation to the SAC at the beginning of the semester so that your instructor can work with them to develop an appropriate instructional/learning strategy.
Extra Credit

In the event that extra credit opportunities are available, you will be notified either in class or by email. Students should not count on extra credit for improving a course grade. If offered, most extra credit opportunities will be worth three points and students may receive up to a total of 21 points during the semester. For instance, if a total of six extra credit opportunities are available, students may earn 18 extra credit points (3 points X 6 opportunities = 18 points). If a total of 8 extra credit opportunities are available, students may complete all of them (or decide to complete only 7) but will only be able to earn a total of 21 possible extra credit points. As mentioned previously, it is important that students recognize that extra credit opportunities are not guaranteed.

Incomplete Policy

Please do not request an incomplete for Communication 105. If a problem arises near the end of a term, and that problem will prevent the completion of class requirements, contact the instructor immediately so that s/he may make arrangements for the completion of course assignments during the semester. Anyone who is not able to complete the course prior to the date when the instructor’s grades are due will be encouraged to follow the established university appeal and/or withdrawal procedures that are appropriate to the circumstances.

Complaint Procedures

Any complaints about the course should be directed to the instructor. In the event that the concern cannot be addressed at that level, please direct complaints to the course director (Erik Timmerman, eriktimm@uwm.edu; 414-229-6505). If the problem cannot be addressed there, please contact the head of the academic unit or department in which the complaint occurs—the Chair of the Department of Communication is Mike Allen (mikealle@uwm.edu; 414-229-4261). If the complaint is about something that allegedly violates a specific university policy, please direct it to the head of the department or academic unit in which the complaint occurred or to the appropriate university office responsible for enforcing the policy.

Assignment Feedback

All Communication 105 instructors will strive to return assignment feedback within one week of the completion of the assignment. For example, if presentations are delivered during class on Wednesday and Friday (for lecture-lab sections), students can expect to receive feedback on the following Friday. For classes meeting once per week, feedback will be returned the class following completion of the assignment.

Students are encouraged to review the feedback on all assignments as soon as it is returned. Students wishing to meet with their instructor to review the feedback on an assignment should schedule a visit during office hours. All meetings to review assignment feedback must take place within 2 weeks of the date when the assignment was returned. After this period of time, the instructor will be focused upon other assignments and will not be able to provide further details about the feedback.

To facilitate the feedback process, each instructor will use a version of the Instructor Evaluation Form that is attached to the end of each assignment. The feedback is provided to help you identify areas where students are successfully demonstrating an understanding of the material and places where there are opportunities to improve and grow. Please review the feedback and let it guide future efforts. Recognize that instructors work very hard to make comments as descriptive and constructive as possible. Although the comments identify areas where a presentation could be substantially improved, also recognize that the comments are focused upon presentations or written work and are not personal. The goal of the instructors is to help students improve their communication and leadership skills. If any feedback needs clarification, please talk to the instructor. A brief conversation that clarifies an instructor’s feedback may present a significant opportunity for enhancing communication skills (and improving grades on future assignments). Anyone wishing to
appeal the feedback and/or grade, should see the section above called, “Procedures for Assignment Grade Appeals.”

**Final Course Grade Appeal Procedures**

Students who wish to discuss or appeal a final course grade (as opposed to an individual assignment), should follow the same general procedures as used for assignment grade appeals. That is, contact the instructor who recorded the grade first, then submit a written document justifying the nature of the appeal. After this, it is appropriate to contact the course director. In the event that the appeal is not resolved at these levels, an appeal may be made to argue that a grade was based on a capricious or arbitrary decision of the course instructor. Such an appeal shall follow the established procedures adopted by the Department of Communication, College of Letters and Science, and UWM. These procedures are available in this document.

**Approximate Course Hour Distribution**

These numbers are estimates. Please be aware that actual hour allotments may vary from student to student.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Minimum Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time in the classroom (face to face instruction)</td>
<td>15</td>
</tr>
<tr>
<td>Time in discussions (online and/or in person)</td>
<td>29</td>
</tr>
<tr>
<td>Time taking exams</td>
<td>3</td>
</tr>
<tr>
<td>Time for class presentations</td>
<td>1</td>
</tr>
<tr>
<td>Time completing assignments</td>
<td>48</td>
</tr>
<tr>
<td>Time for preparation and study</td>
<td>48</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity</th>
<th>Minimum Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time in the classroom (face to face instruction)</td>
<td>44</td>
</tr>
<tr>
<td>Time taking exams</td>
<td>3</td>
</tr>
<tr>
<td>Time for class presentations</td>
<td>1</td>
</tr>
<tr>
<td>Time completing assignments</td>
<td>48</td>
</tr>
<tr>
<td>Time for preparation and study</td>
<td>48</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

**Sexual Harassment**

Sexual harassment is reprehensible and will not be tolerated by the University. It subverts the mission of the university and threatens the careers, educational experience, and well being of students, faculty, and staff. The University will not tolerate behavior between or among members of the University community that creates an unacceptable working environment.

**Syllabus Changes**

All students will be notified in the event that there are changes to this syllabus after the course has begun. Please regularly check the course web page to be aware of any modifications that are made.

**Other Issues and Policies**
This course will comply with policies and procedures designated by:

- [http://www4.uwm.edu/letsci/communication/](http://www4.uwm.edu/letsci/communication/): The Department of Communication
- [http://www4.uwm.edu/letsci/](http://www4.uwm.edu/letsci/): The College of Letters and Science
- [http://www.aux.uwm.edu/studentaffairs/](http://www.aux.uwm.edu/studentaffairs/)

Class Schedule

Will be provided on D2L and assigned in class. Fail to attend class does not permit you to turn in late work.