Course Description

How do people use email, instant messaging, the web, and other communication technologies in the contemporary workplace? This course examines how communication technologies help and hinder workplace communication. We examine theory, practical applications, key scholars, and current empirical research. By the end of the semester, students will have a robust understanding of the vast options for communicating with others at work.

Instructor

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Course Materials

Course Technology

> **Website:** Canvas: https://utexas.instructure.com
> **Software:** Learning Catalytics (Student Account): https://learningcatalytics.com/student_sign_up

Required Texts

1. Browning, A. S. Sætre, K. K. Stephens, & J. O. Søernes (2008). *Information & Communication Technologies in Action: Linking Theory and Narratives of Practice*. New York, NY: Routledge. Access book online at: http://UTXA.eblib.com/patron/FullRecord.aspx?p=325541

2. Shipley & W. Schwalbe (2010). *Send: Why People Email So Badly and How to Do It Better*. New York: Knopf. (You may also read the 2007 version, which has a different title)

3. Additional readings and course materials are available online using Canvas

Learning Objectives

By the end of the course, you will be able to:

- Identify key theories, scholars, and major research findings concerning workplace ICT use.
- Understand practical issues in using email, presentation software, and other workplace communication technologies and evaluate others' use of these workplace tools.
- Critically evaluate your own ICT use.
- Better understand how to conduct and read research on workplace ICTs.
- Synthesize scholarly and practical literature on one specific workplace ICT and create a final presentation and memo comprehensively applying course and researched knowledge.
- Feel more prepared to enter the workforce and understand ICT use.

Tentative Schedule

	DATE	TOPIC	Assignments to be read/completed *prior* to class
1	M Jan 14	Course Introduction	*Please bring texts & laptop/tablet/smartphone to class*
2	W Jan 16	Generational Differences in Workplace ICT Use	☐ Articles: Cotto, Hira, & Israel ☐ Take "How Millenial Are You?" ☐ Sign-up for cutting edge updates
	M Jan 21	MLK Holiday (No Class)	
3	W Jan 23	Multitasking, Work & Personal Life Reading Scholarly Articles	☐ Articles: Manhart*, Petronzio, (infographic), Kirn, & Lohr ☐ **Begin cutting edge updates**
4	M Jan 28	Overview of Workplace ICT Use Role of Annotated Bibliography in Research & the Workplace	☐ Articles: Turner et al* & Young*
5	W Jan 30	Impression Management: Are You Hireable? Blogging, FaceBook, Linked-In & Networking Tools	☐ Text: *Narrative* Ch. 5*; ☐ Articles: Rosenbloom, Coutu ☐ Review websites
6	M Feb 4	Current Research on Email Use Using Email Effectively	☐ Articles: Stephens et al*; Weber* ☐ Text: *Send*, Intro & Ch. 1 ☐ **Practice Annotation Due**
7	W Feb 6	Writing Proper Emails	☐ Text: *Send*, Ch. 2 & 3 & Appendix
8	M Feb 11	Avoiding Email Problems Workshop Class	☐ Text: *Send*, Ch. 4, 5, 6, 7
9	W Feb 13	Media Use Theories	☐ Text: Narratives Ch. 1 ☐ **Are You Hirable? Due**
10	M Feb 18	Case Studies in Media Use	☐ Text: *Narrative* Ch. 11, 15, 20
11	W Feb 20	Advance Theories of ICT Use: Sequences, Overload, Always On, & Multicommunicating	☐ Articles: Eppler et al*., Turner et al. (review) *; Berkelaar*
12	M Feb 25	Webconferencing and Distributed Work (Telework)	☐ Articles: Leonardi et al.,* Hutchinson, Finley, & NYTimes ☐ Search the Web for discussion
13	W Feb 27	Explaining Your Media Use & Preferences Exam Review	☐ **Your Media Use Paper Due**
14	M Mar 4	**EXAM 1**	☐ **Exam 1**

	DATE	TOPIC	Assignments to be read/completed *prior* to class
15	W Mar 6	Introduction to Structuration Theory Structuration In-Class Exercises	☐ Text: *Narratives* Ch 7*
	M Mar 11	Spring Break (No Class)	
	W Mar 13	Spring Beak (No Class)	
16	M Mar 18	Monitoring, Rules & Privacy	☐ Articles: D'Urso* & Hoffman* ☐ Prepare for *Class Debate*
17	W Mar 20	Diffusion of Innovations Case Studies in Diffusion of Innovations	☐ Text: *Narratives* Ch. 3, 10, 16, 18*
18	M Mar 25	Case Studies in Diffusion of Innovations Diffusion of Innovations, Twitter & New Tools	☐ Review websites prior to class
19	W Mar 27	Workplace Instant Messaging & Multicommunicating	☐ Article: Wasson
20	M Apr 1	Credibility Considerations in ICT Use Workshop to Help with Final Project	☐ Text Narratives Ch. 2* ☐ Article: Stephens*
21	W Apr 3	Case Studies in Credibility	☐ Text Narratives Ch. 21, 26, 29* ☐ Article: Malone* ☐ **24 Hrs Without Tech Due**
22	M Apr 8	Using ICTs in Workplace Meetings Smartphones	☐ Articles: Stephens*, Mohn, Zimmerman
23	W Apr 10	Case Studies in Workplace Meetings Workshop (last third of class)	☐ Case studies on Canvas ☐ Bring Draft Executive Summary
24	M Apr 15	PowerPointWorkplace considerations of PowerPoint, SlideShare, and presentation software	☐ View online video ☐ Articles: Gaskins, Mackiewicz*, PechaKucha FAQ
25	W Apr 17	ICT & Culture	☐ Text: *Narratives* Ch 9, 13, 28, 22*
26	M Apr 22	Final Exam Review Final Presentation Preparation	☐ Present draft of final presentation ☐ **Final Project Due:** (executive summary, annotated bibliography, slides, references, appendix)
27	W Apr 24	Research Showcase 1	☐ **Final Project Presentation**
28	M Apr 29	Research Showcase 2	☐ **Final Project Presentation**
29	W May 1	Research Showcase 3	☐ **Final Project Presentation**
30	May 8 - 14	**EXAM 2** (Date TBD)	☐ **Exam 2**

To facilitate more active in class activities, you will regularly be asked to review and read material without an in-class lecture on the material. You will also be asked to prepare materials for all case study readings. (Guidelines will be provided in class for case preparation). Please come prepared to class with any questions over the material.

Grading

Final grades in the course are assigned as follows:

A	93.5%-100%	374-400 points
A-	89.5%-93.4%	358-373
B+	86.5%-89.4%	350-357
B	83.5%-86.4%	334-349
B-	79.5%-83.4%	318-333
C+	76.5%-79.4%	306-317
C	73.5%-76.4%	294-307
C-	69.5%-73.4%	278-293
D	59.5%-69.4%	238-277
F	59.4% and lower	237 and below

These are absolute point totals. There is no end-of-semester curve. You can use the "What If…" tool in the Canvas Gradebook to calculate possible grades depending on different future scores.

**Extra Credit:** Students can add up to 2% to their final grade from extra credit. Details on Canvas.

Incompletes: Incompletes are assigned only in case of last minute documented medical or similar emergency. Incompletes are not assigned if you don't meet deadlines.

Assignments

Assignment	Possible Points
Cutting Edge Updates (need 2)	
Article 1	10
Article 2	10
Practice Annotation	10
Are You Hirable?	20
Explaining Your Own Use of Media Paper	10
Exam 1	**100**
24 Hrs Comm Tech Turned Off Paper	20
Workplace Technologies Research Project	**100**
Case Study Participation	20
Exam 2	**100**
TOTAL	**400**
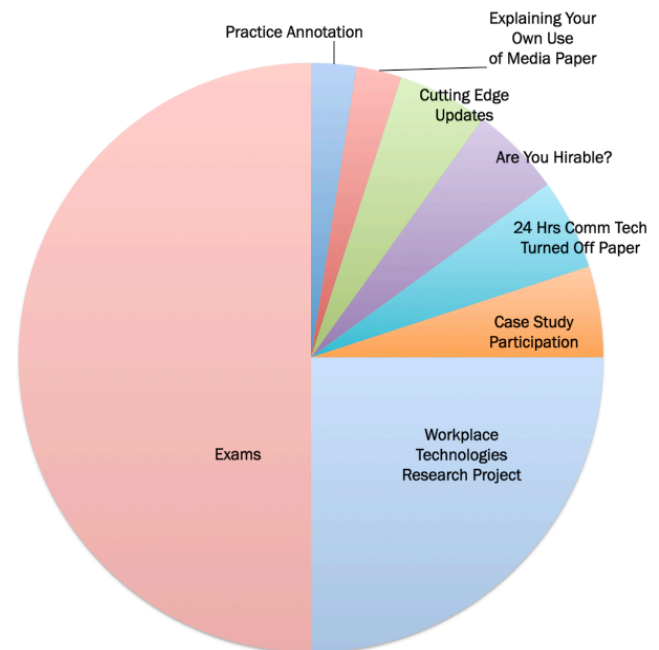
Summary of Course Assignments

The following are summaries. See <u>Canvas</u> *(Assignments) and in-class discussion for details.*

Workplace Technologies Research Project (100 points)

Assume your manager has asked you to research and report on a communication technology that your company is considering purchasing or implementing. Choose a communication technology used in organizations today. You might want to apply this technology to a particular industry that interests you. Choose any technology where you can address *communication issues within the workplace*. If you choose a technology discussed in class, be sure you offer fresh information. While you may use course readings/references for your project, these do not count toward your totals.

Requirements: Review the scholarly and popular press literature about this technology. Your final submission consists of a one-page executive summary/memo and a presentation (created using class guidelines, and an annotated bibliography. Key content will include: (a) interview data from at least 3 people; (b) connection to theory; (c) potential generation gap/audience issues; (c) best practices for implementation and use; (d) three areas for future research. All parts of final project are due on selected day at the end of the semester. Possible topics are listed online.

Exams (2 exams; 100 points each)

This course includes two multiple-choice, short-answer exams. Exams are worth 100 points each. No makeup exams are offered except for in extenuating medical emergencies.

Cutting Edge Updates (need 2; 20 points total)

Throughout the course we cover various communication technology topics. On two occasions, you will be responsible for bringing a popular (or scholarly) press article to class and contributing to our discussion on that day. You will also post a copy of the article in Canvas before class starts. I will ask you to sign up for two cutting edge updates that interest you.

Case Study Participation (20 points)

You will be asked to prepare written responses to case studies for class discussion--and participate actively in course discussion.

Are You Hirable? (20 points)

You will do a self-assessment of your online presence and create a plan for how to manage it.

Practice Annotation (10 points)

Find a scholarly article and summarize it using the annotated bibliography format. We will provide detailed feedback valuable in construct the annotated bibliography for your workplace technologies research project.

Explaining Your Own Use of Media Paper (10 points)

Apply the theories we learn about ICT use to your own communication technology. [3 pages].

24 Hours of Comm. Tech Turned Off Paper (10 points)

You will go 24 hours with NO access to communication technology. You will keep field notes, link your experiences to class readings, and write up reflections in 2 pages.

Course Policies

Assignment Submission: All assignments should be turned in or presented on time. Submit all assignments electronically using Canvas *before* class begins on the due date. *Keep a copy of submission receipts.* Do not submit paper copies. Email is *not* acceptable unless prior arrangements are made. In the rare event you are unable to submit an assignment to Canvas, email me and/or bring a stapled paper copy to class, and resolve any difficulties you are having before the next assignment due date.

Late Assignments: *I don't accept late assignments*. If you are having difficulty meeting a deadline, please contact me, as soon as possible, in advance of the deadline, unless contacting me is impossible. Accommodations for extenuating circumstances may be made at my discretion.

Honor Code: Students are responsible for conducting themselves with honor and integrity. I expect you to follow the University Honor Code: *"The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the University is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community"* (Catalog, 2012-2013). I hold myself to this Honor Code as well.

You are expected to be familiar with the University's Policy on Academic Honesty, found in the catalog. What that means is: If you are charged with an offense, pleading ignorance of the rules will not help you. Scholastic dishonesty damages your learning experience and readiness for the future demands of work/career. Students who violate University rules on academic dishonesty are subject to disciplinary penalties, including possibility of failure in the course and/or dismissal from the University. By accepting this syllabus, you have agreed to these guidelines and must adhere to them. For more information visit the Student Judicial Services site: http://deanofstudents.utexas.edu/sjs.

Grade Appeals: If you concerns about an assignment grade, you must bring your appeal to TAs and my attention *in written format within one week* **of grade posting.** You are responsible for keeping grading comments, submission receipts, and assignments through the end of the semester.

Communication Expectations: To avoid missing crucial course or university information, I expect you to check email and Canvas frequently and regularly. University policy requires that you keep your official email address up-to-date. In this class we use Canvas for communication, submitting assignments, and accessing course materials.

Attendance: Active participation is a large part of this course. We have many discussions and you will share cutting edge updates. You must be present to receive credit. If you expect to have many absences, consider taking this course another semester. Additionally, please arrive to class on time. Late arrival bothers your classmates (they tell me this).

Religious Holidays: If you will be absent to observe a religious holiday, The University of Texas requires you notify me at least 14 days prior to dates you will be absent from scheduled classes. If you meet this requirement, I will allow you one week to complete the missed work.

Documented Disability: Please let me know if you need accommodations and provide a copy of the letter issued by Services for Students with Disabilities. Please also remind me of any testing accommodations at least five business days before scheduled exams. The University of Austin provides upon request appropriate academic accommodations for qualified students with disabilities. Students who require special accommodations are encouraged to report to the Division of Diversity & Community Engagement, Services for Students with Disabilities, (512) 471-6259 http://www.utexas.edu/diversity/ddce/ssd/.

Behavioral Concerns Advice Line (BCAL): If you have concerns about odd or unusual behavior by someone, call the BCAL at: 512-232-5050.