Harford Community College
Interpersonal Communication/CMST 105/Online/Interactive Syllabus

Note: You, the student, are responsible for everything on this syllabus.

INSTRUCTOR: Linda Heil
OFFICE: 401 Thomas Run Road, B224, Bel Air, MD 21015-1698
TELEPHONE: Technical & Online Learning 443-412-2256
NUMBERS: Office B224

Use BLACKBOARD e-mail for all communication – See page 2 for email instructions
(After course use lheil@harford.edu)(443-412-4106)

OFFICE HOURS: TBD

COURSE DESCRIPTION
This course explores the basic elements of interpersonal communication and provides students with the foundation for effective dyadic communication skills to establish and maintain personal and professional relationships. Culture and its influence on communication are highlighted throughout the course. Students are provided opportunities to refine their interpersonal communication skills through role-plays and other activities. Three lecture hours per week.

LEARNING OBJECTIVES
Upon satisfactory completion of this course, the student will be able to:

• Demonstrate the basic principles and concepts of interpersonal communication. (Academic Outcome(s): Communication, Interpersonal Skills, Information Literacy)
• Develop an increased awareness of the self in the communication process. (Academic Outcome(s): Communication, Interpersonal Skills, Critical Thinking, Personal and Self – Management Skills)
• Identify and analyze their personal communication strengths and weaknesses. (Academic Outcome(s): Communication, Interpersonal Skills, Critical Thinking, Personal and Self – Management Skills)
• Expand individual interpersonal communication skills, styles, and strategies. (Academic Outcome(s): Communication, Interpersonal Skills, Critical Thinking, Personal and Self – Management Skills, Science and Technology)
• Communicate without sexism, heterosexism, or racism. (Academic Outcome(s): Communication, Interpersonal Skills, Culture and Society, Information Literacy)
• Communicate in intercultural situations with cultural sensitivity and effectiveness. (Academic Outcome(s): Communication, Interpersonal Skills, Culture and Society, Information Literacy)
• Evaluate ethical issues as they relate to interpersonal communication. (Academic Outcome(s): Communication, Interpersonal Skills, Critical Thinking, Culture and Society)
• Analyze and evaluate interpersonal messages, techniques, and outcomes. (Academic Outcome(s): Communication, Interpersonal Skills, Critical Thinking, Personal and Self – Management Skills, Culture and Society)

NOTE: See the current Harford Community College Catalog for a complete description of the Academic Outcomes.

INSTRUCTIONAL METHODS
To achieve course objectives, instruction may include online asynchronous class discussions, reading/writing assignments, online chapter tests, test center module tests, multimedia resources and examples, feedback, collaborative learning activities, role-plays, research papers, journals, computer-mediated communication, and presentations.


SOFTWARE REQUIREMENTS
All coursework must be submitted as a Microsoft Word document or as a Rich Text File document. I cannot open any Corel documents nor any documents produced from a Macintosh system. If I cannot open your work, it will be considered as not submitted and you will receive a “0” for the assignment. Be sure that you are using the appropriate word processing program. DO NOT send a document that I cannot open, as you will receive a "0" for the assignment. Ask me or the help desk if you have any questions.

COURSE POLICIES/REQUIREMENTS
HCC students are bound by the academic policies outlined in the most current HCC Catalog:
http://www.harford.edu/Catalog/default.asp?FA=Welcome. It is the student’s responsibility to review these policies prior to the start of each semester. Unauthorized persons (those not enrolled in the class, children, family members, etc.) are not allowed in the classroom.
COURSE COMMUNICATION:
All email communication must take place within The Blackboard Learning System. Log in to Owlnet and click on the course, then go to MAIL in Blackboard to send an email to me. Blackboard Learning System email communication will be processed at least once a day, Monday through Friday. When communicating online, please include a salutation and close with your full name. Any email sent to my faculty account (lheil@harford.edu via Owlnet) will not be processed.

EMAIL COMMUNICATION
All email communication must take place within Blackboard. Any email sent to my faculty account may not be processed. Blackboard communication will be processed at least once a day, Monday through Friday. When sending email you must include your full name and identify the speech class you are attending by providing meeting days and time.
1. Login to Owlnet
2. Click on My Courses
3. Click on the Course – **DO NOT** click on the professor’s name
4. Click on Mail – left column
5. Click on Create Message
6. Click on Select Recipients
7. Check the professor’s name in the TO Column
8. Scroll to the bottom and click on SAVE
9. Type a subject and message
10. Click SEND
11. A copy of your sent message is now in your sent file on the left of the page.

COURSE GUIDELINES
An online course will require more time management and organization skills for the student than the traditional classroom courses. You should plan for at least nine to ten hours of course work per week. Create and follow a schedule.

Online learners should
- Take advantage of all the resources available,
- Be self motivated and self directed,
- Manage time efficiently,
- Follow the course schedule,
- Keep up with assignments and course requirements,
- Pursue the information you need, and
- Help others.

To make sure you know what is involved in online learning check out [http://www.onlinelearning.net/OLE/index.html?s=528.090h752o.0178109970 “How Online Learning Works”](http://www.onlinelearning.net/OLE/index.html?s=528.090h752o.0178109970) from OnlineLearning.net.

Online Classroom Etiquette: I expect you to commit yourself to the learning process. Online behavior must not interrupt or interfere with the education process and learning atmosphere for the class. Unacceptable behavior includes but is not limited to **disrespectful or otherwise disruptive behavior and comments**. I reserve the right to remove any student who is disruptive if I believe it to be in the best interest of the class. Policies will be strictly enforced, and students who violate such policies may receive a grade of F for the assignment or for the course and may be suspended or dismissed from the class or the college.

Attendance Online: Just as attendance is important in an on-campus course, it is important that the student access the Internet course site at least 3 times per week, to keep up with the assignments and to communicate with me and your classmates. Students who have not accessed the course site within the first 2 (two) weeks of the semester will be denied access and should consider withdrawing from the course. (A computer problem is not an excuse for not checking the course or not keeping-up with the course work and assignments.)

A student will be denied access to the course if he or she fails to check in on the course for two consecutive weeks and/or does not submit or present the end of Module speech without contacting me. Students who are auditing the course must comply with these policies as well. Students may appeal to me, via e-mail at lheil@harford.edu. If circumstances justify, the student may be admitted back into the online class. Late assignments and presentations cannot be made-up, except under extraordinary circumstances and my discretion, see **Due Dates**.

Due Dates
All assignments are due by midnight of the due date. Questions about assignments must be asked/posted online in the Blackboard Discussion "Learning Center" at least 48 hours before the due date to allow time for me and/or your classmates to provide an answer. Having a problem with the home computer is not an acceptable excuse for late assignments, missing
tests or presentations. Students are advised to have access to a backup computer or to be prepared to use the on-campus computers or public library computers. Submitting an assignment in a format other than Microsoft Word or as a Rich Text File document is not a reason to submit another document after the due date. Never wait until the evening of the due date to submit assignments in case you have trouble. Submitting an assignment in a format other than Microsoft Word or as a Rich Text File document is not a reason to submit another document after the due date. If you send a file that I cannot open, you will receive a zero for the assignment.

If you miss the due date, you must notify me if you would still like to submit the assignment. Assignments delivered after the midnight due date will be graded on half credit only. That means that if your assignment was worth a possible 100 points, then it will be graded on the basis only 50 possible points. Late submissions will not receive feedback. Late assignments will not be accepted after one week past the due date. If you are not present for your individual presentation or panel discussion (regardless of the reason) you will receive “0” points for that assignment.

HCC Closings and Class Cancellations: HCC closings do not affect online classes or assignments, as assignments are submitted electronically.

Online Participation & Discussions:

Interpersonal communication discussions may deal with intimate topics. At times, students may disclose personal information. I expect students to treat all class members with respect and to keep confidential all personal information discussed in class. Respect for yourself and others is mandatory. It is important that the class atmosphere be a safe, comfortable, and supportive place for all to feel free to share and learn. Differences of experience, attitude, and values can be discussed meaningfully as long as we agree to respect the norms of civil discussion.

We will have periodic online discussions. All discussions that are graded will be organized under a heading of GRADED DISCUSSION. Pay particular attention to the reply by and close dates for the discussions. These dates will be listed in the discussion title. Minimum required participation means that you will be required to post at minimum one response to the main discussion question/statement and at least one response to another student’s posting. Meeting minimum requirements for Discussion postings on graded discussions means that you will earn 70% for participation. A grading rubric has been provided for you. At the end of the semester, all discussion grades will be averaged. That average will be used to determine the number of points you’ll receive of the possible discussion points for the course. Some discussions may require a summarizer. Volunteers are appreciated and will receive extra credit for posting a timely and accurate summary. Summarizers should reflect and organize the topic posting of all participants.

Quality not quantity is paramount to these discussions. Helping one another and answering questions will count toward your participation grade. Follow the netiquette rules listed below.

IMPORTANT Netiquette NOTE:

1. Always include a salutation and close with your full name in all discussion postings and email.
2. Be respectful of me and your classmates in all of your communication.

CRITICAL THINKING

This course will help you improve your critical thinking skills. What is critical thinking? It is work, mental work that requires you go beyond the obvious. Thinking critically helps to assure that you arrive at reasonable beliefs.

The critical thinking process begins with creative thinking. Creative thinking helps you to look at things in a new way, to view situations from different perspectives, and to generate new ideas. Critical thinking follows the creative thinking process by evaluating the validity and usefulness of the ideas.

Some things you can do to improve your creative/critical thinking skills:

- Remain open-minded and rational, consider alternatives, be aware of your own bias, beware of your own assumptions, and withhold judgment until you have adequate information.
- Consider the total situation, i.e. think holistically.
- Be skeptical, ask questions. Ask for clarity of situation/problem by looking for the precise details
- Consider other points of view. Seek as much information as possible and ensure the information is relevant, timely, credible, accurate, and reliable. Be aware of biased information.
- Formulate conclusions and take a position when you have sufficient basis and evidence.

CHAPTER QUIZZES

Quizzes will be given for each textbook chapter. Each quiz is worth ten points. All quizzes must be completed within the time span specified for each test. All The Blackboard Learning System chapter quizzes are timed for ten minutes. Quizzes may be taken any time during the dates in which they are scheduled. Please see the Course Schedule and the appropriate Assessment, Chapter Tests in The Blackboard Learning System for the dates and times the tests will be available. Because the testing periods span several days, make-up quizzes will not be permitted.
NOTE: The Blackboard Learning System software randomly selects chapter test questions. You may see the same question repeated more than once on the same test.

MODULE TESTS
An understanding of the theory underlying the skills that you are developing is essential. These tests will help you to focus on and reinforce that understanding.

There will be three module exams during the semester that must be taken in a secure environment. Those students who do not live within driving distance to the HCC Test Center, must advise me two weeks before the exam date so that another secure environment may be chosen. If you do not provide two weeks notice, you will receive zero points for that exam if you do not take the exam at the HCC Test Center. Make-up tests will not be permitted since you will have seven days to take to take the exam.

ASSIGNMENTS - Questions about assignments and speeches must be asked/posted online in Blackboard or in class at least 48 hours before the due date to allow time for me and your classmates to provide an answer.

Written Work: Students should always keep a copy of all assignments that are turned in. In the case of a piece of written work becoming lost, regardless of fault, it is the responsibility of the student to provide a second copy. Assignments are to be typed and submitted electronically in Blackboard using 12 point type, and free from spelling, grammatical, and typographical errors. Papers need to be submitted on the electronic learning system under Assignments by midnight of the due date (see consequences for late work above).

Papers must be prepared in accordance with the MLA (Modern Language Association). All material quoted or paraphrased from another source (including books, journal articles, and Web sites) must be properly cited.

Interpersonal Communication Skills Personal Journal for Modules I and II:
The objectives of your personal journal entries are to focus on developing and improving your communication skills, to further your understanding of the interpersonal communication concepts discussed in your textbook and class, and to bring any changes you may experience into clearer focus through writing about them as they occur. You will need to use critical and creative thinking to complete this assignment. The requirements for these journals must be checked well before the due date as some entries require prior planning.

Personal journals entries must be typed and submitted electronically. Keep in mind that you are not texting. Do not just mention a concept/theory/term without defining it. You need to prove that you understand the chapter/lecture materials when composing your journal entries by defining all terms, theories, and concepts and applying those terms, theories, and concepts to the example(s) you are using. Chapter journal document due dates may be found in the following Course Schedule and the electronic learning system Assignments. Use the template provided in Blackboard to complete this assignment.

The journal documents must be submitted through Assignments in the electronic learning system as a Microsoft Word document. When you submit the assignment, include your full name as part of the filename on the document. Save your documents with a filename such as “Mary Smith Module I Journal.doc” before uploading. Only upload .doc, .rtf, .docx files. If you upload any other format, you will receive zero points for the assignment. Do not type your journal entry in the Submission Box provided for in Blackboard. Any information typed in the Submission Box will not be processed and will receive zero for the assignment. See the electronic learning system Assignment for details, further requirements, and grading rubric. I will choose one journal per module to grade thoroughly using the grading rubric. You will not know which journal will be chosen so you need to complete all of the journal entries to receive credit for each journal.

Interpersonal Communication Research Project–Paper for Module III: The objective of this assignment is to seek to learn something new, to further your understanding of an interpersonal communication topic by going beyond the textbook and classroom materials, to practice your interpersonal skills, understand and experience Interdependence, and to conduct secondary research to complete an MLA research paper. For complete requirements and grading rubric, please check the assignment in Blackboard.

Research Project Paper: You will partner with classmates to complete the research and paper (each research group will have three or four students). Each student must submit in Blackboard the same written research paper and will receive the same grade. If you do not submit the required document by the due date, you will receive a zero for that part of the project. This project will provide an opportunity to work on successful interpersonal communication skills.

You and your partners must choose a cultural group that is unfamiliar to you and that will help you with your intercultural communication. Research the culture by completing secondary research. You will be given the opportunity to choose a cultural group online.
Be sure to identify clearly the group in your paper and to define ALL Interpersonal Communication Terms, Concepts, and Theories. Address ALL of the following questions by completing the template in the Online Learning System:

1. Analyze the culture in terms of Hofstede’s cultural dimensions and compare to the U.S. culture:
   a. Power/Privilege Distance
   b. Masculine/Feminine
   c. Long/Short Term Orientation
   d. Individualist/Collectivist
   e. Uncertainty/Avoidance.

2. What are the common stereotypes about the group?
   a. How did these stereotypes originate?

3. Examine the culture’s verbal and non verbal communication.
   a. What are the similarities and differences between your own culture and this culture?

4. Identify and describe some of the biggest roadblocks to successful intercultural communication with this group.
   a. What specific strategies would help Americans facilitate successful communication with this cultural group? (Make the connection here between the research and the concept. Critically think about your findings and synthesize the research to formulate roadblocks and strategies)

The research project must include a typed paper (5-7 double spaced pages with 1” margins and 12-point type) with in-text citations and the Works Cited List. A minimum of four credible secondary references (other than the textbook) must be used. These sources must be included in the research paper following MLA. Please use the grading rubric and template in Blackboard to help guide your paper and presentation.

The Research paper (ONE DOCUMENT that includes the paper and Works Cited List) must be submitted through Assignments in the electronic learning system as a Microsoft Word document. When you submit the assignments, include your full name as part of the filename on the document. Save your documents with a filename such as “Mary Smith Research Paper Paper.doc” before uploading. Only upload .doc, .rtf., .docx files. If you upload any other format, you will receive zero points for the assignment. Do not type your paper in the Submission Box provided for in Blackboard. Any information typed in the Submission Box will not be processed and will receive zero for the assignment. See the electronic learning system Assignment for details and further requirements.

See the electronic learning system Assignment for details, further requirements, and grading rubrics.

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<thead>
<tr>
<th>Assignment</th>
<th>Possible Points</th>
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<td>Journals</td>
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<tr>
<td>Module I</td>
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<td>Module II</td>
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<td>Research Project Paper</td>
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<td>Module II</td>
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<td>Module III</td>
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<td>Quizzes Totaled</td>
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<td>Informed Online Class Participation and Discussion</td>
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<td>Module I Test - Chapters 1-4</td>
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<td>Module II Test - Chapters 5-8</td>
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<td>Module III Test (Final Exam) - Chapters 9-13</td>
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<td>Total</td>
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<td>3 Quizzes will be used for extra credit</td>
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<tr>
<th>Grade</th>
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<td>700-630</td>
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HARFORD COMMUNITY COLLEGE POLICIES

PLAGIARISM STATEMENT
The attempt of any student to present as his or her own work that which he or she has not produced is regarded by the faculty and administration as a serious offense. Students are considered to have cheated if they copy the work of another during an examination, present a speech, or turn in a paper or an assignment written, in whole or part,
by someone else. Students are guilty of plagiarism, intentional or not, if they copy material from books, magazines, or other sources or if they paraphrase ideas from such sources without acknowledging them. Students guilty of, or assisting others in, either cheating or plagiarism on an assignment, quiz, or examination may receive a grade of F for the course involved and may be suspended or dismissed from the program or College.

**DISABILITY SERVICES**
Harford Community College is committed to serving students who have documented physical, learning, psychological, or other disabilities. Students who have a disability are responsible for contacting Learning Support Services at 410-836-4402 to discuss their needs for accommodations. All information shared with Learning Support Services will be held in confidence.

**STUDENT SERVICES**
The link for Student Services is in Owlnet under the My Academic Life tab, quick links, student services.

**IMPORTANT DATES**
Last day to withdraw is
# INTERPERSONAL COMMUNICATION ONLINE CMST 105 COURSE SCHEDULE (subject to change)

**USE SYLLABUS IN BLACKBOARD FOR YOUR PARTICULAR SEMESTER**

<table>
<thead>
<tr>
<th>Module</th>
<th>Dates</th>
<th>Activity</th>
<th>TEXTBOOK READINGS AND BLACKBOARD CONTENT</th>
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<tbody>
<tr>
<td>I</td>
<td></td>
<td>Participate in all online discussions (see below and Blackboard Online Discussions for Posting Due Dates), complete chapter journals, complete the online chapter quizzes, Choose Research Partners, submit your request for the research project, and take the Module I exam in the HCC test Center</td>
<td>Read textbook chapters 1, 2, 3, 4 and all materials in Blackboard Module I</td>
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<td>Graded Discussion - Course Orientation</td>
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<td>Graded Discussion - Chapter 01</td>
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<td>Graded Discussion - Chapter 02</td>
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<td>Graded Discussion - Chapter 03</td>
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<td>Graded Discussion - Chapter 04</td>
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<td>Complete Chapter Quizzes 1-4</td>
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<td>Submit Module I Journal Entries</td>
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<td>Choose a Research Project Partner, Request/Receive Approval for Research Topic (see discussion in Blackboard)</td>
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<td>Go to the HCC Test Center to take the Module I Test on chapters 1-4</td>
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<td>II</td>
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<td>Participate in all online discussions, complete chapter journals, complete the online chapter quizzes, work on your research project with your partner(s), and take the Module II exam in the HCC test Center</td>
<td>Read textbook chapters 5, 6, 7, 8 and all materials in Blackboard Module II</td>
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<td>Graded Discussion - Chapter 05</td>
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<td>Graded Discussion - Chapter 06</td>
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<td>Graded Discussion - Chapter 08</td>
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<td>Spring Break ☺ the College is closed</td>
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<td>Complete Chapter Quizzes 5-8</td>
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<td>Submit Module II Journal Entries</td>
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<td>Last Day to Withdraw</td>
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<td>Go to the HCC Test Center to take the Module II Test on Chapters 5-8</td>
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<tr>
<td>III</td>
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<td>Participate in all online discussions, complete chapter journals, complete the online chapter quizzes, complete and submit your research project Paper, and take the Module III test as your final exam in the HCC Test Center</td>
<td>Read textbook chapters 9, 10, 11, 12, 13 and all materials in Blackboard Module III</td>
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<td>Graded Discussion - Chapter 09</td>
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<td>Graded Discussion - Chapter 12</td>
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<td>All Research Papers, Presentation Outlines and PowerPoint</td>
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<td>Chapter Quizzes 9-13</td>
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<td>Go to the HCC Test Center to take the Module III Test on Chapters 9-13 - This is your final exam.</td>
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