



COMM 265G D11 (3 credits)

Principles of Human Communication Syllabus

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Part 1: Course Information

Your Instructor



Krista Kozel

Dona Ana Community College
English and Communication Department
East Mesa Campus
Office Phone: 575.528.7023
Office Location: EMC, room DAAR 100K
email: kkozel@nmsu.edu
skype: krista.kozel

My office hours are:

M/W 10:30am-12:00pm (online),
T/R 12:00-2:00pm (Face-to-Face),
& by appointment. You can make an appointment with me for Skype, phone, or F2F meeting.

Online (Skype) Office Hours:

Skype runs continually on my desktop so if you see me online in Skype ping me (ping me means to send a text chat message) first and most likely I will be available to voice chat. If not, ask (type) your question and I'll answer as soon as I get back.

Course Rationale

Communication is an integral part of your lives, both personally and professionally. Business and industry are demanding communication and conflict resolution skills from our graduates. COMM 265 focuses on the study and practice of interpersonal, small group, and presentational skills essential to effective social, business, and professional interaction.

Prerequisite

None; however, it is recommended that students qualify for English 111G. Students need to know how to cite sources properly to avoid plagiarism.

Transferability

COMM 265G is a New Mexico General Education Common Core course. It is a 3 credit hour course guaranteed to transfer and meet general education requirements at any public New Mexico college or university. General education courses at NMSU/DACC can be identified by the G

suffix. Find out how this course fits into your NMSU bachelor degree by consulting with your academic advisor or the academic department at NMSU that offers the degree. For more information, contact the DACC Academic Advising Center at (575) 528-7272.

Required Text & Course Materials

- Floyd, K. (2013). Communication Matters. (2nd ed). New York, NY: McGraw-Hill. (Required) ISBN-10: **0078036860** | ISBN-13: **978-0078036866**
- You must be able to access the **McGraw-Hill Connect website** for Communication Matters. If your textbook did not come with an access code (tucked into the front cover), you can purchase a code online. Watch this video to learn how:
<http://mpss.mhhe.com/connect-quickguides-all.php>
- Additional readings will be made available in the Principle of Human Communication Canvas Course (See Learning Modules).

You can purchase the required text at the DACC Bookstore located at the East Mesa Campus, Building DAAR. You can also order the book online via Amazon or find it at bookstores that sell used textbooks.

If you buy the textbook at the DACC bookstore it will have a different cover than if you purchase the textbook online. You will know if you have the correct textbook by checking the inside pages to see if Kory Floyd is the author. I recommend purchasing your book quickly at the start of the semester for the best deals on used books.

Course Technology Requirements

Internet connection (DSL, LAN, or cable connection desirable) NOTE: You are expected to check CANVAS frequently during the week to receive information about the course and assignments. I recommend visiting our summer course at least 3-5 times a week, the more the better.

Method of Instruction

COMM 265G is an online course. It is taught in Canvas (at <http://learn.nmsu.edu>). All information about the course and all of your assignments will be distributed through Canvas.

You will complete and submit the majority of your coursework in

Canvas. You will submit your Learn Smart Study Modules and Exams through the McGraw-Hill Connect website.

NOTE: You are expected to check CANVAS 3-5 times during the week to receive information about the course and assignments.

To access this course on CANVAS you will need access to the Internet and a supported Web browser (Chrome, Firefox, Safari). To ensure that you are using a supported browser and have required plug-ins please run the [Check Browser](#) from your CANVAS course. Refer to the CANVAS Browser Tune-up page for instructions.

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Part 2: Dates To Remember

Important Note: Refer to our class schedule for specific meeting dates and times. Activity and assignment details will be explained in detail within each week's corresponding learning module. If you have any questions, please contact your instructor.

Aug. 22	First day of class
Sept. 2nd	Labor Day Holiday-DACC/NMSU Closed
Sept. 3rd	Last day to add a course
Oct. 15th	Last day to drop with a W
Nov. 15th	Last day to withdraw from DACC/university
Nov. 25 th -29th	Thanksgiving Holiday-Classes do not meet
Dec. 9 th -13th	Final Exam Week
Dec. 13th	Last day of class

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Part 3: Course Objectives & Student Learning Outcomes

By the conclusion of this course, students should

- I. Describe the role of communication in personal & professional success.
- II. Develop awareness of appropriate communication strategies.

- III. Prepare and present messages with a specific intent.
- IV. Analyze a variety of communication acts.
- V. Ethically use, document and integrate sources.

The course objectives and student learning outcomes are measured in the following units using the following assignments:

- I. Describe the role of communication in personal and professional success.
 - Class Discussions (Units 1-3, 5-8)
 - Learn Smart Study Modules (Units 1-7)
 - Intercultural Perspectives Project (Unit 4)
 - Interpersonal Film Analysis Research Paper (Unit 5)
 - Presentations (Unit 6 and Unit 7)
 - Exams (Midterm assesses Units 1-5) (Final assesses Units 6-8)
- II. Develop awareness of appropriate communication strategies.
 - Class Discussions (Units 1-3, 5-8)
 - Learn Smart Study Modules (Units 1-7)
 - Intercultural Perspectives Project (Unit 4)
 - Interpersonal Film Analysis Research Paper (Unit 5)
 - Presentations (Unit 6 and Unit 7)
 - Exams (Midterm assesses Units 1-5) (Final assesses Units 6-8)
- III. Prepare and present messages with a specific intent.
 - Class Discussions (Units 1-3, 5-8)
 - Intercultural Perspectives Project (Unit 4)
 - Interpersonal Film Analysis Research Paper (Unit 5)
 - Presentations (Unit 6 and Unit 7)
- IV. Analyze a variety of communication acts.
 - Class Discussions (Units 1-3, 5-8)
 - Learn Smart Study Modules (Units 1-7)
 - Intercultural Perspectives Project (Unit 4)
 - Interpersonal Film Analysis Research Paper (Unit 5)
 - Presentations (Unit 6 and Unit 7)
 - Peer Critiques (Unit 7)
- V. Ethically use, document and integrate sources.
 - Class Discussions (Units 1-3, 5-8)
 - Intercultural Perspectives Project (Unit 4)
 - Interpersonal Film Analysis Research Paper (Unit 5)
 - Presentations (Unit 6 and Unit 7)
 - Exams (Midterm assesses Units 1-5) (Final assesses Units 6-8)

Alignment of Course and Unit Level Objectives and Student Learning Outcomes

I. Describe the role of communication in personal & professional success.

- 1.1 Students will identify and explain their goals for the semester.
- 1.2 Identify the needs communication helps us meet.
- 1.3 Identify common misconceptions about communication
- 1.4 Explain communication competence
- 1.5 Identify the reasons we commit perceptual errors.
- 1.6 Differentiate self-serving bias, confirmation bias, and fundamental attribution error.
- 1.7 Identify the reasons people use language
- 1.8 Describe and contrast the nonverbal communication channels.
- 1.9 Identify the needs communication helps us meet
- 1.10 Identify reasons why we form a variety of social relationships.
- 1.11 Identify and explain the steps in forming and dissolving relationships
- 1.12 Identify and apply methods of relating your topic to a specific audience.
- 1.13 Identify ways to constructively manage speaking anxiety and apply the methods while presenting.
- 1.14 Identify and apply the steps for preparing an effective presentation.
- 1.15 Identify the functions of small groups.
- 1.16 Identify the advantages of communicating in small groups.
- 1.17 Identify the challenges of taking part in small groups.
- 1.18 Identify advantages of communicating using technology.
- 1.19 Identify challenges of communicating using technology.

II. Develop awareness of appropriate communication strategies.

- 2.1 Introduce students to the course design and course tools.
- 2.2 Differentiate the action, interaction, and transaction models of communication
- 2.3 Define the process of both perception and listening.
- 2.4 Recall the importance of listening effectively.
- 2.5 Describe strategies for improving your nonverbal interpretation and expression skills.
- 2.6 Identify strategies for communicating with cultural awareness
- 2.7 Identify and explain how social relationships vary in handling important communication behaviors and conflict.
- 2.8 Explain how to improve communication in your social relationships, especially family and intimate relationships.
- 2.9 Explain and apply the rhetorical goals of persuasive and informative speaking.
- 2.10 Identify and apply strategies for establishing credibility with an audience.
- 2.11 Identify and apply effective strategies for preparing and using presentation aids in a speech.
- 2.12 Identify and apply strategies for maintaining positive relationships within a group.
- 2.13 Identify the methods by which groups make decisions.
- 2.14 Describe how to manage conflict constructively and apply these skills.
- 2.15 Identify and apply strategies for communicating using technology.

III. Prepare and present messages with a specific intent.

- 3.1 Students will introduce themselves to the class and begin getting to know one another.
- 3.2 Students will apply communication strategies by preparing and participating in class discussions.
- 3.3 Students will prepare and write messages with the intent of explaining a specific strategy for communicating with cultural awareness.
- 3.4 Students will prepare and write messages with the intent of analyzing interpersonal relationships.
- 3.5 Students will prepare and present messages with the intent of persuading an audience.
- 3.6 Students will prepare and present messages with the intent of informing an audience.

IV. Analyze a variety of communication acts.

- 4.1 Students will analyze basic communication skills.
- 4.2 Students will analyze intercultural communication skills.
- 4.3 Students will analyze interpersonal communication skills.
- 4.4 Students will analyze public speaking communication skills.

V. Ethically use, document and integrate sources.

- 5.1 Students will ethically use, document, and integrate sources within their class discussion posts.
- 5.2 Students will ethically use, document, and integrate sources within a research a project.
- 5.3 Students will ethically use, document, and integrate sources within a research a paper.
- 5.4 Students will ethically use, document, and integrate sources within their preparation outlines and presentations.

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Part 4: Course Assignments & Grading Policy

Course Assignments

Assessment	Value
Scavenger Hunt	10pts
Introduction Discussion & Icebreaker	25 pts

Course Discussions (8)	25 pts each = 200pts
Learn Smart Study Modules (1/2hr=15pts)	225pts
Interpersonal Film Analysis Research Paper	200pts
Group Online Screen-Cast-O-Matic PowerPoint Presentation	300pts
Face-to-face Persuasive Research Presentation	400pts
Presentation Group Member Evaluation	20pts
Peer Critique of Group Presentations	20pts
Midterm Exam	200pts
Final Exam	200pts
Total Points Possible	1800pts

Specific directions for course discussions, learn smart study modules, presentations, papers, and exams will be posted in Canvas and/or discussed in class.

Assignments are due by 11:59 PM (23:59) MDT on the due date. Assignments that are a day late or more may receive reduced or no credit, at the instructor's discretion. Keep in mind that assignments posted at the last possible minute often are not as thoughtful and interesting as they should be, and may receive reduced credit. Do not put yourself in that position.

If you have extenuating circumstances that prevent you from completing assignments or participating in the class, please contact the instructor to make alternative arrangements prior to the assignment deadline. The possibility of alternative arrangements is at the discretion of the instructor. Active communication is the key to overcoming any hurdles you may encounter during the term.

Your assignments for our class are listed in several locations throughout Canvas and the 'McGraw-Hill Connect' webpage. You can find them posted to our course modules and listed in the course assignment list. The deadlines for each assignment, 'Learn Smart Study Module,' discussion, paper, presentation, and exam are posted in our class tentative schedule.

Points for each assignment will be awarded based on:

- 1) Following the assignment directions
- 2) Satisfying the assignment specific rubric
- 3) Thoroughness and evidence of thought & effort

- 4) Clarity of expression
- 5) Grammar

For each Unit (other than the orientation and the wrap up), you will need to complete the following tasks:

- 1) Complete the class discussion
- 2) Complete Learn Smart Study Modules via the "McGraw-Hill Connect" webpage for each Chapter included within the Unit.
- 3) Complete the Unit project—which may be a paper, an individual presentation, or a group presentation.
- 4) Take notes to prepare for either the mid-term exam or the final exam.

The Public Speaking Unit will include a face-to-face presentation. You will find specific directions posted to the course assignment list after the Orientation Unit has been graded. The face-to-face presentation will be a traditional presentation that you can:

- A) Submit by posting a digital recording online via the McGraw-Hill Connect webpage or youtube, or
- B) Attend a speech lab on campus.

Complete Assignments

All assignments (discussions, papers, presentations, exams, Learn Smart Study Modules) for this course will be submitted electronically through Canvas unless otherwise instructed. Assignments must be submitted by the given deadline or special permission must be requested from instructor *before the due date*. Extensions will not be given beyond the next assignment except under extreme circumstances.

If you are unable to attend class, you are responsible for all the material you missed. Late work is accepted only at the instructor's discretion and only if you have made arrangements with the instructor prior to the deadline.

It is your responsibility to inform me (ahead of time, whenever possible) of extenuating circumstances that might prevent you from completing assignments by the deadlines. In those situations, we will work together to come up with a mutually acceptable alternative. Prior notification does not automatically result in a waiver of the late penalties.

Viewing Grades in Canvas

Points you receive for graded activities will be posted to the Canvas Grade Book. Click on the Grades link located on the navigation links on the left-hand side of the screen to view your points.

I will update the online grades each time a grading session has been complete—typically 2-3 days following the completion of an activity. You will see a visual indication of new grades posted on your Canvas home page.

Grade Scale

This class will use the traditional grading and point scale:

Points	Percentage	Grade
1800pts-1611pts	90-100%	A
1610pts-1431pts	80-89%	B
1430pts-1251pts	70-79%	C
1250pts-1071pts	60-69%	D
1070pts and below	59% and below	F

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Part 5: Student Resources

Student Counseling Center

The DACC Counseling and Wellness Center offers individual, couples, and group brief integrative counseling. Counseling and psychotherapy have both risks and benefits. For more information visit this link: <http://www.dacc.nmsu.edu/counseling/>

- The counseling is a process where you may discuss personal issues that can produce uncomfortable feelings -sadness, anger, guilt.
- Among the benefits, counseling can lead to improved academic performance, better interpersonal relationships, reduction of stress and strategies and tools for the solution and management of specific problems and solutions.

Student Services

The Department of Student Services is responsible for services that help students from the time they register for college to the time they graduate. Its programs are directed to ensure that students receive academic, social, cultural, financial and personal support during their stay at DACC. To learn more visit this link: <http://www.dacc.nmsu.edu/counseling/student-services.html>

- Admission Office DAMA 116 (575) 527-7710
- Advising Services DAMA 116 (575) 528-7272
- Career Services DAMA 99 (575) 527-7538
- Counseling/Services for Students With Disabilities DAMA 117 (575) 527-7548
- Dual Credit Program DAEM 210 (575) 528-7256
- Financial Aid DAMA 115 (575) 527-7696
- Registration DAMA 115 (575) 527-7512
- Student Services DAEM 206 (575) 527-7530

Tutorial Services and Student Success Center

One-on-one learning assistance is provided for subjects such as math, English, reading, language, test-taking, study skills, and most of the program areas. These services are provided free of charge to students who are already enrolled in programs, as well as those who want to upgrade their skills prior to entering a program. Contact the Student Success Center located in DAMA 83 at the DACC Central Campus or room DAAR 201 at the East Mesa Center. You can visit the SSC online, by clicking this link: <http://www.dacc.nmsu.edu/ssc>.

Technical Assistance

If you have technical difficulties, or if you need help with any of the parts of the Canvas environment, there are several resources available for help:

- Visit the Canvas Student Orientation:
<https://training.instructure.com/courses/347469>
- Visit the Canvas Student Tutorials webpage:
<http://guides.instructure.com/s/2204/m/4212>
- View Canvas How-To Videos and other support:
<http://studenttech.nmsu.edu/learnnmsuedu.html>
- Call the ICT Help Desk at (575) 646-1840. Except for holidays, they're open from M-F, between 8 am and 8 pm, and Saturday from 10-3 pm.

- Visit or contact the DACC Virtual Learning and Instructional Technology Office. Main Campus Room- DAMA 270, East Mesa Campus- room 203D. Phone # 575-528-7007. email: vlit@nmsu.edu
- Contact me and we'll try to figure it out together. My email – in case you have trouble contacting me within Canvas – is kkozel@nmsu.edu.

APA Documentation

For help using APA style documentation, you may want to consult the Purdue OWL at

<http://owl.english.purdue.edu/owl/resource/560/01/>.

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Part 6: Communication

Build Rapport

If you find that you have any trouble keeping up with assignments or other aspects of the course, make sure you let me know as early as possible. As you will find, building rapport and effective relationships are key to becoming an effective professional. Make sure that you are proactive in informing your instructors when difficulties arise during the semester so that they can help you find a solution.

Netiquette

Netiquette, or Internet etiquette, are guidelines for maintaining civilized, professional and effective communication in online environment and email exchanges. In our class, instructors and students will demonstrate appropriate netiquette when interacting with each other. Here are some basic rules:

- Keep your questions and comments relevant to the discussion topic. If another student posts a comment or question that is off topic, do NOT reply. The instructor will reply in private to the student.
- Treat the other students in class in a polite and respectful manner. Model the same standards of behavior online you would follow in a face-to-face discussion.
- Do not use ALL CAPS when posting as this is considered, "Shouting". Do not "flame" others in the forums. Flaming is the

“act of responding in a highly critical, sarcastic, or ridiculing manner”

Instructor Availability

The best way to reach me is by email or Canvas mail. In general, I will answer email and Canvas mail within 24 hours. I do not check or answer email or Canvas mail as frequently on the weekends.

My office phone number is 575-528-7023. You are welcome to call and leave a message. I will call or email in response to your message as soon as possible. I will not be in my office (and, therefore, answering my office phone) as frequently since all of my classes are online this summer. Truly, the best way to contact me is via the Canvas course inbox or Skype. I will do my best to respond to you in a timely fashion.

- Office Hours: My office hours will be held online by appointment. Online office hours will be held via synchronous chat in Canvas or via skype. I am happy to make an appointment to meet with you any time. Please email me inside Canvas to set up online meeting via email or use skype. I am to talk about course material, clarify assignment directions, or anything that would be helpful. I am passionate about communication and enjoy talking with students—you all are the reason why I became a teacher. =)
- Chat: If you would like to have a synchronous chat with me online (like instant messaging), you can send a written message via skype. If you want to be sure I'll be available outside my office hours, please make an appointment with me. You can do this by sending me a mail message inside Canvas letting me know when you're available for a chat. Give me a few choices of times.
- If for any reason, you try to send me a chat invitation and it does not work (sometimes it doesn't due to technical difficulties), please email me inside or outside of Canvas and let me know you are trying to chat with me online.

Instructor Response Time & Feedback on Assessments

The instructor will attempt to provide feedback to students in a timely manner. Students can expect a one week turnaround from the due date for most assignments. For larger and more complex assignments a two week minimum turnaround can be expected.

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Part 7: Course Policies

Student Participation, Attendance, & Late Work Policy

If you miss two consecutive class meetings or a total of two weeks, the instructor reserves the right to have you administratively withdrawn. If you miss class, you are responsible for all the material you missed. Attendance is recorded via Canvas. Late work is accepted only at the instructor's discretion and only if you have made arrangements with the instructor prior to the deadline.

Financial Aid Notice

You must attend classes to receive financial aid. If you stop attending or drop any course(s), you may be required to repay all or part of the financial aid received.

Student Code of Conduct, Academic Misconduct, & Disruptive Behavior

All students are expected to regard themselves as responsible citizens on campus and in the community. Any academic or non-academic misconduct will be reported to the appropriate administrative official and adjudicated in accordance with the DACC Student Code of Conduct. Communication that is threatening, sexual, and/or any other language that is unwelcome is strictly prohibited. For students taking on-line courses, the DACC Code of Conduct is still enforceable. Policies and procedures are printed in the DACC Academic Catalog.

Commit to Integrity

As a student in this course (and at this university) you are expected to maintain high degrees of professionalism, commitment to active learning and participation in this class and also integrity in your behavior in and out of the classroom.

Statement on Plagiarism (from the Student Handbook, 2010-2011)

Plagiarism "is using another person's work without acknowledgement, making it appear to be one's own. Any ideas, words, pictures, or other source material must be acknowledged in a citation that gives credit to the source.

This is true even if the source be another student's work, unpublished documents, oral statements, or the Internet. Intentional and unintentional instances of plagiarism are considered instances of academic misconduct. It is the responsibility of the student submitting the work in question to know, understand, and comply with this policy" (p. 55). A list of examples of plagiarism is included on page 55 of the Student Handbook. Any student found guilty of plagiarism shall be subject to disciplinary action.

Identity Authentication Statement (for online courses)

DACC reserves the right to verify that you are the person registered for an online course. You may be required to authenticate your identity by attending one or more mandatory meetings. You may be required to provide at least one form of government-issued identification at the meeting(s). Misrepresentation of an academic or non-academic nature is a serious violation of the Student Code of Conduct and will be reported to the appropriate administrative official and adjudicated in accordance with the Student Code of Conduct. If you are found responsible for violating the Student Code of Conduct, disciplinary sanctions will be imposed including disciplinary probation, suspension, expulsion, and/or dismissal. Disciplinary sanctions may appear on your official academic transcript.

Students with Disabilities Statement

If you have or believe you have a disability, you may wish to self-identify. You may do so by providing documentation to the Office of Services for Students with Disabilities (SSD) located in Room 117 at the DACC Central Campus in Las Cruces (Gregg & Espina) (Phone: Voice 527-7548, TTY 527-7647). Appropriate accommodations may then be provided for you. Information about SSD can be found on our webpage, <http://dacc.nmsu.edu/SS/SSD/>. If you have a condition which may affect your ability to exit the premises in an emergency or which may cause an emergency during class, you are encouraged to discuss this in confidence with the instructor and/or the Specialist, Services for Students with Disabilities. A brochure, "Self-Disclose, Don't Presuppose," is available in Room 117. If you have general questions about the Americans with Disabilities Act (ADA), call the ADA Coordinator at 527-7545.

In Case of Emergency

Emergency Alert System (EAS) messages can be found at <http://safety.nmsu.edu/emergency.htm> (for inclement weather notices or handling of other emergencies).

Security Notice

Security staff is available to all faculty and students at the various DACC locations. If you have a security matter, need an escort, or a guard for safety purposes, please call Campus Security. Help keep DACC a safe place to learn and work. Security Office: 153E Main Campus, 528-7029 (M-F, 8-5)

- Main Campus-----202-8962
- East Mesa Campus----202-9781
- Gadsden Campus----915-6954
- Sunland Park Center-----915-5728
- Workforce Center-----915-6194

Important Note: This syllabus, along with course assignments and due dates, are subject to change. It is the student's responsibility to check for corrections or updates to the syllabus. Any changes will be clearly noted in course announcement, email, or in class.