UNIV 2350 Seminar in Critical Inquiry
Taking Calls in Mumbai: Technology and Intercultural Communication
100% Online
Virtual Office Hours: MWF 9-11am*
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Course Description

What impact does technology have on intercultural communication? Does it enable it? Inhibit it? Improve it? Complicate it? What issues do individuals and groups face when they attempt to communicate cross-culturally via the internet for instance? What implications does this have on businesses, for example, that rely on computer mediated communication (CMC) to interact with international business partners? These are the questions that will occupy us throughout UNIV 2350: Intercultural Communication and Technology. Students will use this theme to address the goals of UTEP’s UNIV 2350 course goals. Students will study issues in intercultural communication, the history and development of CMC, issues in intercultural CMC all through the study of specific cases related to international business.

Regarding the course theme, students should be able to:

1. Articulate basic issues pertaining to Intercultural Communication.
2. Articulate the ways in which technology helps/hinders Intercultural Communication.
3. Critically evaluate technology as a tool and its ethical implications.
4. Plan, execute, and refine basic research (quantitative and qualitative) using a variety of tools (i.e., library, quantitative and qualitative assessment, etc.)

UNIV 2350 Course Goals

Goal 1. Enhance students’ ability to assess technology

Goal 2. Develop and promote student teamwork

Goal 3. Enable Students to Relate Technology to Community Context

Goal 4. Advance students’ communication skills using technology

Goal 5. Engage students in exploring the ethics of technology.

*As a general rule, I will be online and available to answer questions at this time via chat. I am not available for in-person meetings in this course, with the except in the case of emergencies. I reserve the right to adjust these hours on any given week to accommodate committee meetings, unexpected events, etc. Please check the announcements.
Teaching Method

The teaching method for this course, given its online nature, will involve a combination of guided group discussions/readings, audio/film presentations, and individual direction/instruction via email or chat. The online nature of the course will also require students to take responsibility to do the assigned individual and group work and seek help in a timely manner for things they do not understand.

Course Materials

All required readings will be made available online.

Technology Requirements

As this is a 100% online course it is imperative that you make sure your computer’s software and browsers are capable of handling the technical demands of working extensively online. **Incompatible software or outdated hardware will not be an excuse for unfinished or failure to submit work.**

Make sure you are using compatible and up to date versions of:

- Adobe Acrobat/Flash Player
- Java
- QuickTime
- Windows Media Player

Early in the course go to the “Getting Started” link on our course’s main menu and make sure follow the links/instructions to check your browser to make sure it is compatible with Blackboard.

Course Requirements Descriptions

Participation (20%)

Students will be expected to participate at two crucial levels: 1.) Complete all online assignments, participate in all online discussions and group projects. While attendance will not be graded in this class students are subject to the attendance policy enumerated below. 2.) Critically and thoughtfully engage the assignments, your fellow students, your professor and peer leader. Failure to demonstrate this engagement (as determined by the instructor) will result in the reduction of grade.

Weekly Assignments/Discussions (30%)

Students will be expected to complete a variety of reading assignments. All readings will be made available online or in class. Students may be assigned to respond to readings in a variety of ways (e.g., individually in quizzes or group discussions online).

Failure to participate and give evidence of deep engagement with readings will result in reduction of grade. Students will also need to complete a variety of assignments related to
research development and the course themes that may involve different kinds of engagement (discussion, reports, etc.)

Students must demonstrate serious engagement in addition to simply completing the work. Failure to do so will result in reduction of grade.

Research Portfolio (50%)

Students must complete a research portfolio. The portfolio will be completed in three stages throughout the semester. Students will

- write a paper,
- develop/conduct a survey (as a group), and
- produce a presentation from research conducted as a group.

Students are responsible to complete each stage of the assignment (both individual and group work) in full and by the appropriate due date (see schedule). Students will have the opportunity to evaluate fellow group members on their participation on any group work, this evaluation may impact students’ final grade.

Grading

A=90-100%  B=80-89%  C=70-79%  D= 60-69%  F= 0-59%

[Please Note: Because this course is a core requirement, students must attain a C or better. Students with a D or lower will be required to retake UNIV 2350.]

Grading Forms/Rubrics have been made available in each folder/learning modules for the assignments. I will also make them available in Blackboard. They are also linked below:

- Journal/Group Discussion Response Rubric
- Research Portfolio Paper Rubric
- Research Portfolio Survey Rubric
- Research Portfolio Presentation Rubric

Suggested Procedure for Completing Work

I would recommend you complete each session in Blackboard in the following manner:

- Read any posted announcements
- Check your email and reply as necessary
- Review the course calendar to double check daily/weekly requirements
- Complete your next individual module requirements (module quizzes open at 8am on Monday and are available until 8am the following Monday, all quizzes are open book and limited to 3 attempts)
- Complete your next group work module requirements (if due soon)
- Read/Review Research Portfolio instructions for the different parts
• Conduct any group work/communication needed depending on time during semester and proximity of due date

At any point: email your peer leader or instructor with questions.

**Expected workload**

In a normal face to face course the workload expectation would be 3 hours a week for every one hour in class (i.e., 9 hours a week for a 3 credit hour class for a total of 12 hours weekly workload). Since our course is 100% online what would normally be “class time” is applied to the readings, journals, group work, and portfolio work. One can expect to spend between 10-12 hours a week reading, responding and working on assignments.

This is an *average* guideline and the amount of time required for work on any given week may differ significantly from student to student.

**Policies and Procedures**

**Contacting Instructor**

Generally emails will only be accepted through Blackboard. But in the event of a system outage or other emergency I can be reached at bspihlaja@utep.edu or by phone at (915) 747-8444.

- Include a subject line with some indication of what the email is about
- Always remember to include your “signature,” your first and last name.

I will do my best to respond to emails within 24 hours (barring interruptions) until 5pm on weekdays.

If you do not receive a response within that time period, *send a second email* or contact the peer leader if it is an emergency.

Expect emails sent after 5pm on Friday to be answered Monday at the earliest.

Feel free also, to contact me during my “Virtual Office Hours.”

**Attendance**

As this is a 100% online course: Failure to complete any assignment in each of the course “areas” (journals, discussions, Research Portfolio requirements) on time (or within the prescribed late work period [see below]), online or in class will constitute an “absence.” If a requirement area has more than one reading or requirement, completion of one part of the assignment will count as participation for that area and you will *not* be counted absent (though you will be penalized for not completing the assignment).

If you are absent from class (as defined above) more than 4 times before the drop deadline for the semester [see: UTEP Academic Calendar] the instructor will have the right to withdraw you from the course and you will receive a “W.” *You are, however,*
still responsible for withdrawing yourself from the course. Failure to do so may result in you receiving an “F” for the course.

If you are absent from class (as defined above) more than 4 times after the semester’s drop deadline, the instructor has the right to fail (“F”) you for the course.

PLEASE NOTE: As this is an online course, participation is all the more crucial. You will still be responsible for completing assignments (individual and group) on time. There is not less work with an online class only more work you must do on your own. Please be aware of this and plan accordingly.

**Late Work**

Turn in all work online by the time specified in the schedule.

Late work will not be accepted.

**Missed Assignments**

There is no make-up work for any assignment with the potential exception of legitimate, verifiable medical emergencies, verified within a reasonable amount of time after the fact.

**Extra Credit**

Given the advanced nature of this course, no extra credit will be offered.

**Format**

All written assignments must be typed on white paper, double spaced, 12 pt. Times New Roman Font, with one inch margins, and conform to the APA style for citations, bibliography, and paper formatting (with minimal changes which will be discussed in class). All written assignments must be uploaded via blackboard. Further instruction will be provided in class.

**Policy for final exams** [From the online Schedule of Classes]

Exemption from final examination may not be given. Final examinations are scheduled to be two hours, forty-five minutes in length and take place during the final examination period. It is the policy of the university not to administer a second final examination in the course. It is also university policy that students shall not have more than two final examinations in a single day. In the unlikely event that the examination schedule results in a student having three final examinations on a single day, the faculty member upon the request of the student shall reschedule the second of that student’s three examinations.

**Copyright Statement**
Some of the materials in this course are copyrighted. Violation of US copyright law can result in civil damages up to $100,000 for each work copied. Copying of textbooks is not “fair use” under the Copyright Act. The “fair use doctrine” only permits non-commercial copying of part (in general, not more than 10%) of a copyrighted work. Your cooperation is expected.

1.3 Student Conduct: [From the Handbook of Operating Procedures: Student Affairs]

Students are expected to respect other students in the class, the peer leader, and the instructor. Class discussions are to be conducted with respect for one another.

Each student is also responsible for notice of and compliance with the provisions of the Regents Rules and Regulations, which are available for inspection electronically at http://www.utsystem.edu/bor/rules/homepage.htm.

Online Conduct

Communicating online can make us feel “safe” and comfortable. Sometimes it makes us feel too safe which, ironically, makes our behavior feel “unsafe” for others. Pay special attention to how you and your colleagues conduct yourselves in this class on the discussion boards, in emails to one another, in emails to your instructor and peer leader.

Some things to think about:

**Language:** Given the absence of face-to-face clues, written text can easily be misinterpreted. Avoid the use of strong or offensive language and the excessive use of exclamation points. If you feel particularly strongly about a point, it may be best to write it first as a draft and then to review it, before posting it, in order to remove any strong language.

**Be Forgiving:** If someone states something that you find offensive, mention this directly to the instructor. Remember that the person contributing to the discussion is also new to this form of communication. What you find offensive may quite possibly have been unintended and can best be cleared up by the instructor.

**This is Permanent:** Think carefully about the content of your message before contributing it. Once sent to the group, there is no taking it back. Also, although the grammar and spelling of a message typically are not graded, they do reflect on you, and your audience might not be able to decode misspelled words or poorly constructed sentences. It is a good practice to compose and check your comments in a word-processor before posting them.

**Test For Clarity:** Messages may often appear perfectly clear to you as you compose them, but turn out to be perfectly obtuse to your reader. One way to test for clarity is to read your message aloud to see if it flows smoothly. If you can read it to another person before posting it, even better.
**Remember Your Place:** A Web-based classroom is still a classroom, and comments that would be inappropriate in a regular classroom are likely to be inappropriate in a Web-based course as well. Treat your instructor and your fellow students with respect.

**Follow the Parameters/ Stick To The Point:** Follow the posting requirements and parameters set up by your professor. Contributions to a discussion should have a clear subject header, and you need to stick to the subject. Don't waste others' time by going off on irrelevant tangents.

**Read First, Write Later:** Don't add your comments to a discussion before reading the comments of other students unless the assignment specifically asks you to. Doing so is tantamount to ignoring your fellow students and is rude. Comments related to the content of previous messages should be posted under them to keep related topics organized, and you should specify the person and the particular point you are following up on.

*(Guidelines provided courtesy of Instructional Support Services)*

You should also remember:

- Consider your audience. Remember that members of the class and the instructor will be reading any postings.
- Respect and courtesy must be provided to classmates and to instructor at all times. No harassment, flaming, or inappropriate postings will be tolerated.
- Do not use inappropriate language, all capital letters, or language short cuts. Online entries should be written in Standard English with edited spelling, grammar, and punctuation.
- When reacting to someone else's message, address the ideas, not the person. Post only what anyone would comfortably state in a face-to-face situation.
- Be sure to read everyone's responses before posting. Avoid repetition of what someone else has already said. Add something new to the discussion!
- No credit will be received for yes/no answers. Posts should justify positions and provide specific examples. Students must demonstrate that they have read the assignment and their classmates' comments carefully and thoughtfully.
- Be sure to post in a timely fashion to receive credit for attendance and for the discussion. Pay close attention to the posted deadlines.

*(Courtesy of Instructional Support Services Digital Academy)*

1.3.1 *Scholastic Dishonesty:* [From the Handbook of Operating Procedures: Student Affairs]

It is the official policy of the University that all suspected cases or acts of alleged scholastic dishonesty must be referred to the Dean of Students for investigation and appropriate disposition. It is contrary to University policy for a faculty member to assign a disciplinary grade such as an "F" or zero to an assignment, test, examination, or other course work as a sanction for admitted or suspected scholastic dishonesty in lieu of normally charging the student through the Dean of Students. Similarly, students are
prohibited from proposing and/or entering into an arrangement with a faculty member to receive a grade of "F" or any reduced grade in lieu of being charged with scholastic dishonesty. Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes, but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

1.3.12 Plagiarism: [From the Handbook of Operating Procedures: Student Affairs]

"Plagiarism" means the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own academic work offered for credit, or using work in a paper or assignment for which the student had received credit in another course without direct permission of all involved instructors.

Students with Disabilities Policy:

If you have or suspect a disability and need an accommodation you should contact The Center for Accommodations and Support Services Office at 747-5148 or at cass@utep.edu or go to Room 302 (Temporarily) Union East Building. Accommodations made through CASS must be discussed and available to instructor on the first day of class.

Foster Homeless Adopted Resources (FHAR)

If you have aged out of foster care in Texas, were adopted, or find yourself homeless or with unstable/inadequate housing, there may be resources available to you. See me or a FHAR advisor at the Academic Advising Center. If you know someone in these circumstances, please also refer them to me or a FHAR advisor.

Syllabus Change Policy:

This syllabus is a guide for the course and is subject to change with advance notice.

Course Content
Schedule by Week
(You can also check the Course Calendar in the Course Menu for a monthly or weekly schedule)

Week 1 (8/27-9/3)

*Online Learning Aptitude Test*

*Permission to Use Student Work*

Due Friday 8/31, 11:59pm

Week 2 (9/3-9/10)

*Online Learning Aptitude Test*

Due Friday 9/7, 11:59pm
**Learning Module 2 Quiz**
Due Monday 9/10, 8:00am

**Group Module 1**
Individual posts due by Thursday 9/6 by 11:59pm, completed discussion (comments, responses, etc.) due by Monday 9/10, 8:00am

**Library/Evaluating Research Modules**
Due Monday 9/10, 8:00am

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**Week 3 (9/10-9/17)**

**Learning Module 3 Quiz**
Due Monday 9/17, 8:00am

**Group Module 1**
Individual posts due by Thursday 9/6 by 11:59pm, completed discussion (comments, responses, etc.) due by Monday 9/10, 8:00am

**Draft work Assignment 1**
Due Monday 9/17, 8:00am

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**Week 4 (9/17-9/24)**

**Learning Module 4 Quiz**
Due Monday 9/24, 8:00am

**Group Module 3**
Individual posts due by Thursday 9/20 by 11:59pm, completed discussion (comments, responses, etc.) due by Monday 9/24, 8:00am

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**Week 5 (9/24-10/1)**

**Learning Module 5 Quiz**
Due Monday 10/1, 8:00am

**Group Module 4**
Individual posts due by Thursday 9/27 by 11:59pm, completed discussion (comments, responses, etc.) due by Monday 10/1, 8:00am

**Research Paper Final Draft**
Due Monday 10/1, 8:00am

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**Week 6 (10/1-10/8)**
Learning Module 6 Quiz  
Due Monday 10/8, 8:00am

Group Contract  
Due Monday 10/8, 8:00am

Week 7 (10/8-10/15)  
Learning Module 7 Quiz  
Due Monday 10/15, 8:00am

First Draft of Survey  
Due Monday 10/15, 8:00am

Week 8 (10/15-10/22)  
Learning Module 8 Quiz  
Due Monday 10/22, 8:00am

Week 9 (10/22-10/29)  
Learning Module 9 Quiz  
Due Monday 10/29, 8:00am

Week 10 (10/29-11/5)  
Learning Module 10 Quiz  
Due Monday 11/5, 8:00am

Final Draft of Survey  
Due Monday 11/5, 8:00am

Work Log  
Due Monday 11/5, 8:00am

Individual Write Ups  
Due Monday 11/5, 8:00am

Peer Reviews  
Due Monday 11/5, 8:00am

Week 11 (11/5-11/12)  
Learning Module 11 Quiz  
Due Monday 11/12, 8:00am
Week 12 (11/12-11/19)  
Work on Group Presentation

Week 13 (11/19-11/26)  
Work on Group Presentation

Week 14 (11/26-12/6)  
Final Presentation, Peer Evaluations for Final Presentation  
Due Thursday, 12/6 by 11:59pm.

Week 15 (12/6-12/13)  
Comments and Group Responses  
Due by Thursday, 12/13 by 11:59pm