AU: COMM 104 Communication Skills
WAU: COMM 105 Introduction to Human Communication
AU: COMM104 Communication Skills
WAU: COMM 105 Introduction to Human Communication
Consortium of Adventist Colleges and Universities

Self-Paced Courses
This course follows a self-paced online format. You have 180 days from your selected start date to complete the course. The last day to withdraw with a full refund is 15 days after your start date.

Instructor Contact
Please refer to course in LearningHub for the teacher contact information.

Other Assistance

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username and password assistance</td>
<td><a href="mailto:helpdesk@andrews.edu">helpdesk@andrews.edu</a></td>
<td>(269) 471-6016</td>
</tr>
<tr>
<td>Enrollment and withdrawal questions</td>
<td><a href="mailto:sderegister@andrews.edu">sderegister@andrews.edu</a></td>
<td>(269) 471-6323</td>
</tr>
<tr>
<td>Technical assistance with online courses</td>
<td><a href="mailto:dltit@andrews.edu">dltit@andrews.edu</a></td>
<td>(269) 471-3960</td>
</tr>
<tr>
<td>Exam requests and online proctoring</td>
<td><a href="mailto:sdeexams@andrews.edu">sdeexams@andrews.edu</a></td>
<td>(269) 471-6566</td>
</tr>
<tr>
<td>Distance Student Services - any other questions</td>
<td><a href="mailto:sdestudents@andrews.edu">sdestudents@andrews.edu</a></td>
<td>(269) 471-6566</td>
</tr>
</tbody>
</table>

Part 1: Course Information

Course Description

Andrews University
Study of the human communication process—including a multicultural perspective and the importance of diversity—focusing on interactions with oneself, with one other person, with a small group, and within public-speaking situations. Transfer students, juniors and seniors meet the General Education requirement by taking one of the following: COMM 320, 436, or 456. Communication majors who transfer in take COMM 320, 436, or 456.

Washington Adventist University
A study of the human communication process, verbal and non-verbal through theory and practice focusing on intrapersonal, interpersonal, small group, and public communication contexts.

Prerequisite

Andrews University
None

WAU
None
Course Learning Outcomes
Program outcomes:
- Understand and explain the elements of communication, credibility and confidence
- Understand the influences of intrapersonal communication
- Gain a basic understanding of interpersonal communication
- Experience and understand the dimensions of diversity
- Prepare and deliver effective presentations

Course outcomes:
- Communicate competently with credibility and confidence
- Demonstrate sensitivity to the dimension of diversity within a community
- Build relationship and specifically with your working group members
- Apply communication skills to everyday life

Required Textbook and Course Material

Credit Hours and Commitment
This course is offered for 3 semester credits; therefore it is expected that you will spend 135 hours total on this course. This course has 15 modules with 15 lessons, a number of assignments in each, a mid-term exam and a final reflection paper. Each module represents a week of a typical semester course and consists of a lesson. It is recommended that you budget 8 hours for studying and completing the activities for each module. There are suggested schedule(s) to accomplish this work and are included in this syllabus.

Part 2: Course Methods and Delivery

Methods of Instruction
Methods of instruction include assigned readings from the textbook and the course material, short essays and reflections on the reading, short open book quizzes on the readings, Blogs, case studies and two exams. Regular participation in the course is essential to good performance.

Technical Requirements
- Internet connection (DSL, LAN, or cable connection desirable).

LearningHub Access
This course is delivered online through LearningHub at http://learninghub.andrews.edu

Your username and password are your Andrews username and password. You need to activate your username and password to access LearningHub.

Please do this online here: https://vault.andrews.edu/vault/pages/activation/information.jsp if you haven’t already. If you need assistance, call or email us: (296) 471-6016 or helpdesk@andrews.edu.

If you need technical assistance at any time during the course, or to report a problem with LearningHub, please email dlit@andrews.edu or call (269) 471-3960.
Part 3: Course Requirements

Important Note: Activity and assignment details will be explained in detail within each learning module. If you have any questions, please contact your instructor.

Your Schedule
In LearningHub, you will access online lessons, course materials, and resources. This course is self-paced. You must complete the course within 180 days. This is the Consortium policy. You may have a stricter deadline imposed by graduation, financial aid, or other restrictions.

Start by creating a schedule for completion of the course.
- Determine your deadline. Do you need a transcript sent to your home institution?
- Working from your deadline, count backwards. Allow 2 weeks after you take your final exam for your final grade to be calculated. Allow another 2 weeks for the transcript to be processed and sent.
- Now use the suggested schedules to create a schedule for yourself that ensures completion 4 weeks before your deadline.

Submit your course plan to your instructor within LearningHub AND discipline yourself to make regular progress.

Assessment Descriptions

Please note the following:
There are 3 important factors for being successful in this communication course:

A. That you have a group of people who are your working group members; that will be your audience for your presentations; that will be the group that you will communicate with and improve as a competent, credible and confident communicator. You can invite people to be your working group from your friends, your family, a church group such as Prayer Meeting, a Sabbath School class, Pathfinders or a Boys and Girls club. If your working group members are not college age then please notify the instructor of an adult who will also be one of your group members.

B. That you are tech savvy enough and have equipment to videotape/record your activities and presentations for grading and feedback on your progress as a communicator;

C. That you practice your communication skills and find opportunities beyond the required activities and assignments to communicate and relate to people.

Lesson 1 is scheduled for the 1st week of the course so it is important that you begin immediately. The activities are designed to make sure that you can meet the requirements as listed above. If for any reason you cannot meet these, you will have discovered this in time to withdraw from the course with a 100% refund according to the policies of the University.

Start by creating your schedule for completion of the course.
- Determine your deadline. Do you need a transcript sent to your home institution?
- Working from your deadline, count backwards. Allow 2 weeks after you complete the
Communication Skills

- final paper and course evaluation for your final grade to be calculated. Allow another 2 weeks for the transcript to be processed and sent.

- Now use the suggested schedules to create a schedule for yourself that ensures completion 4 weeks before your deadline. It will be very difficult to complete the work in 8 weeks.

Discipline yourself to make regular progress. Plan to read and view and/or complete some part of the module you are working on, every day of the week.

Submit your course plan to your instructor within LearningHub.

**How to submit a Video**

Please refer to the introduction section in LearningHub for detailed instructions on submitting your video in MP4 format.

**Exams**

All exams in this course require proctoring. To ensure the registered student is taking the exam, a photo ID must be shown at the start of each exam session.

If living near Berrien Springs, exams must be taken in the School of Distance Education Testing Center, on the Andrews University main campus. If you live anywhere outside of the United States, exams are proctored online through this Center. Students living in the United States may choose online or local proctoring. Appointments for proctoring in or online through the Testing Center are set up using our online calendar, using the link provided in the exam request form.

Approved local proctors include university, college or school faculty and teachers, student service workers, advisors, counselors and librarians, as well as educational, military, and workplace testing centers. The proctor's full name, position/title, employer name, phone and email, must be filled in on the exam request form when arranging local proctoring, so gather this information before clicking into the exam request form.

The exam request form, link in your course space, should be completed two weeks before each exam deadline to allow adequate time for proctor approval and scheduling proctored exam sessions.

Note that an exam code is never released to the student, and cannot be sent to a proctor who has the same address as the student unless the address is known to be that of a school or mission facility. All students must present photo identification at the start of each exam session.

If you cannot take your exam by the deadline date, email specific reasons and your recovery plan to your instructor before the deadline.

No exam is returned to the student. Instructor feedback on exams prior to the final exam will be provided to aid studying for future exams.

For more details on taking exams and how online proctoring works, please see [www.andrews.edu/distance/students/exams.html](https://www.andrews.edu/distance/students/exams.html)
The midterm exam is worth 20% of your grade. You are allowed 120 minutes to complete this exam. The final exam is worth 20% of your grade. You are allowed 120 minutes to complete this exam.

**Suggested schedule for completion in 8 weeks:**

<table>
<thead>
<tr>
<th>Week</th>
<th>Module(s)</th>
<th>Readings</th>
<th>Assignments</th>
</tr>
</thead>
</table>
| Intro 1 | Introduction and Orientation Lesson 1: Getting Started and Communication Dynamics - Credibility/Confidence | Orientation Syllabus Chapter 1 & 2 | • Submit Schedule  
• Read the syllabus  
Read Lesson 1 materials  
• Videotape your introduction of yourself - About Me Assignment  
• Get acquainted with the technology  
• Select 4 members for your working group and audience  
• Videotape an interview with your 4 group members to introduce them  
• Do quiz and other assignments  
• Journal 1 |
| 2 | Lesson 2: Culture Lesson 3: Perception | Textbook: Culture sections of the following:  
Ch 1 (7,8)  
Ch 2 (33)  
Ch 3 (59)  
Ch 5 (112)  
Ch 6 (132)  
Chapter 3 | Read Lesson 2 materials  
• Research culture terms, continuums  
• Do culture assignments  
• Research the Culture Iceberg  
• Decide on Culture Presentation and Activity topic  
Read Chapter 3  
• Read and view supplemental materials  
• Do quiz and other assignments  
• 1st draft of outline of Culture presentation and activity due |
| 3 | Lesson 4: Listening Lesson 5: Nonverbal | Chapter 4 Chapter 5 | Read Chapter 4  
• Read and view supplemental materials  
• Do quiz and other assignments  
• Journal 2  
Read Chapter 5  
• Read and view supplemental materials  
• Do quiz and other assignments  
• Final outline for Culture presentation and activity due |
| 4 | Lesson 6: Verbal Communication Lesson 7: Climate and Conflict | Chapter 6 Chapter 7 | Read Chapter 6  
• Read and view supplemental materials  
• Do quiz and other assignments  
• Present (and record) Culture topic and activity to working group (audience)  
Read Chapter 7  
• Read and view supplemental materials  
• Do quiz and other assignments  
• Journal 3 |
| 5 | Lesson 8: Personal Relationships Lesson 9: Midterm Exam | Chapter 8 | Read Chapter 8  
• Read and view supplemental materials  
• Do quiz and other assignments  
Read Lesson 9 |
|   | Lesson 10: Creating/Rehearsing Speeches | Lesson 11: Speaking to Inform | Read Chapter 12 & 13  
   |   | Chapter 12 & 13 | Chapter 14 | - Read and view supplemental materials  
   |   |   |   | - Do quiz and other assignments  
   |   |   |   | - Submit topic for Informative Speech  
   |   |   |   | - Journal 4  
   |   |   |   | Read Chapter 14  
   |   |   |   | - Read and view supplemental materials  
   |   |   |   | - Do quiz and other assignments  
   |   |   |   | - Submit draft of informative speech outline  
   | 7 | Lesson 12: Informative Speech | Lesson 13: Speaking to Persuade | Informative Speech Presentation to working group audience. Record.  
   |   | Chapter 15 |   | - Working group evaluation  
   |   |   |   | - Self-evaluation  
   |   |   |   | - Submit topic for persuasive speech  
   |   |   |   | - Journal 5  
   | 8 | Lesson 14: Professional Relationships And Group Communication | Lesson 15: Persuasive Speech And Wrap Up | Read Chapter 9  
   |   | Chapter 9 | Chapter 10 & 11 | - Read and view supplemental materials  
   |   |   |   | - Do quiz and other assignments  
   |   |   |   | Read Chapter 10 & 11  
   |   |   |   | - Read and view supplemental materials  
   |   |   |   | - Do quiz and other assignments  
   |   |   |   | - Submit draft of persuasive speech outline  
   |   |   |   | - Present Persuasive Speech  
   |   |   |   | - Journal 6  
   |   |   |   | - Final Paper  
   |   |   |   | - Course Evaluation  

**Suggested schedule for completion in 16 weeks (1 Lesson per Week for a semester)**

<table>
<thead>
<tr>
<th>Week</th>
<th>Module/Lessons</th>
<th>Readings</th>
<th>Assignments</th>
</tr>
</thead>
</table>
| 1    | Introduction and Orientation  
   | Lesson 1: Getting Started and Communication Dynamics - Credibility/Confidence | Syllabus  
   | Chapter 1 & 2 | Submit Schedule  
   |   |   | Read the syllabus  
   |   |   | Read Chapter 1 & 2  
   |   |   | Videotape your introduction of yourself - About Me Assignment  
   |   |   | Get acquainted with the technology  
   |   |   | Select 4 members for your working group and audience  
   |   |   | Videotape an interview with your 4 group members to introduce them  
   |   |   | Do quiz and other assignments  
   |   |   | Journal 1 |
| 2    | Lesson 2: Culture | Textbook: Culture sections of the following:  
   | Ch 1 (7,8)  
   | Ch 2 (33)  
   | Ch3 (59)  
   | Ch 5(112)  
   | Ch 6 (132) | Read Chapter 2  
   |   |   | Research culture terms, continuums  
   |   |   | Do culture assignments  
   |   |   | Research the Culture Iceberg  
   |   |   | Decide on Culture Presentation and Activity topic  
| 3    | Lesson 3: Perception | Chapter 3 | Read Chapter 3  
   |   |   | Read and view supplemental materials  
   |   |   | Do quiz and other assignments  

Last Updated: 11/19/2018
<table>
<thead>
<tr>
<th>Lesson</th>
<th>Topic</th>
<th>Chapter</th>
<th>Read</th>
<th>Assignments &amp; Activities</th>
</tr>
</thead>
</table>
| 4      | Lesson 4: Listening | Chapter 4 | Read Chapter 4 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Journal 2 |
| 5      | Lesson 5: Nonverbal | Chapter 5 | Read Chapter 5 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Final outline for Culture presentation and activity due |
| 6      | Lesson 6: Verbal Communication | Chapter 6 | Read Chapter 6 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Present (and record) Culture topic and activity to working group (audience) |
| 7      | Lesson 7: Climate and Conflict | Chapter 7 | Read Chapter 7 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Journal 3 |
| 8      | Lesson 8: Personal Relationships | Chapter 8 | Read Chapter 8 | • Read and view supplemental materials  
• Do quiz and other assignments |
| 9      | Lesson 9: Midterm Exam | | Read Lesson 9 | |
| 10     | Lesson 10: Creating/Rehearsal Speeches | Chapter 12 & 13 | Read Chapter 12 & 13 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Submit topic for Informative Speech  
• Journal 4 |
| 11     | Lesson 11: Speaking to Inform | Chapter 14 | Read Chapter 14 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Submit draft of informative speech outline |
| 12     | Lesson 12: Informative Speech | | | • Informative Speech Presentation to working group audience. Record.  
• Working group evaluation  
• Self-evaluation |
| 13     | Lesson 13: Speaking to Persuade | Chapter 15 | Read Chapter 15 | • Read and view supplemental materials  
• Do quiz and other assignments  
• Submit topic for persuasive speech  
• Journal 5 |
| 14     | Lesson 14: Professional Relationships and Group Communication | Chapter 9, Chapter 10 & 11 | Read Chapter 9 | • Read and view supplemental materials  
• Do quiz and other assignments |
### Completing Assignments
All assignments for this course will be submitted electronically through LearningHub unless otherwise instructed.

### Part 4: Grading Policy

**Graded Course Activities**
Your final grade will be the result of four components: Quizzes and Assignments (10%), Journals (10%), Culture Presentation and Activity (20%), Informative Speech (20%), Persuasive Speech (20%), and Midterm Exam (10%) and Final Paper (10%). You will need to complete every Assignment, the Midterm Exam, and the Final Paper before the final grade can be issued.

<table>
<thead>
<tr>
<th>Percent %</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>10%</td>
<td>Quizzes/Assignments</td>
</tr>
<tr>
<td>10%</td>
<td>Journals</td>
</tr>
<tr>
<td>20%</td>
<td>Culture Diversity Workshop</td>
</tr>
<tr>
<td>20%</td>
<td>Informative Speech</td>
</tr>
<tr>
<td>20%</td>
<td>Persuasive Speech</td>
</tr>
<tr>
<td>10%</td>
<td>Midterm Exam</td>
</tr>
<tr>
<td>10%</td>
<td>Final Paper</td>
</tr>
<tr>
<td>100%</td>
<td>Total Percent Possible</td>
</tr>
</tbody>
</table>

#### Viewing Grades in LearningHub
- Click into the course.
- Click on the **Grades** link in the Administration Block on the left side of the course

#### Letter Grade Assignment

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>94-100%</td>
</tr>
<tr>
<td>A-</td>
<td>90-93%</td>
</tr>
<tr>
<td>B+</td>
<td>87-89%</td>
</tr>
<tr>
<td>B</td>
<td>83-86%</td>
</tr>
</tbody>
</table>
### Part 5: Course Policies

**Withdrawal and Incomplete Policies**
The current withdrawal policy can be found online at [https://www.andrews.edu/distance/students/gradplus/withdrawal.html](https://www.andrews.edu/distance/students/gradplus/withdrawal.html). The incomplete policy is found online at [http://www.andrews.edu/weblmsc/moodle/public/incompletes.html](http://www.andrews.edu/weblmsc/moodle/public/incompletes.html).

**Maintain Professional Conduct Both in the Classroom and Online**
The classroom is a professional environment where academic debate and learning take place. Your instructor will make every effort to make this environment safe for you to share your opinions, ideas, and beliefs. In return, you are expected to respect the opinions, ideas, and beliefs of other students—both in the face-to-face classroom and online communication. Students have the right and privilege to learn in the class, free from harassment and disruption.

**Netiquette**
In this course you will communicate with your classmates and instructor primarily in writing through the discussion forum and e-mail.

"Online manners" are generally known as "netiquette." As a general rule, you should adhere to the same classroom conduct that you would "off-line" in a face-to-face course. Some examples of proper netiquette are:

1. **Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING.**
2. **Be careful what you put in writing. Even if you are writing an e-mail message to one person, assume that anyone could read it. Though you may send an e-mail to a single person, it is very easy to forward your message to hundreds or thousands of people.**
3. **Grammar and spelling matter. Online courses demand the same standard of academic communication and use of grammar as face-to-face courses.**
4. **Never use profanity in any area of an online course. The transcripts of online course discussion forums, e-mail, and chat sessions are savable.**
5. **When responding to messages, only use "Reply to All" when you really intend to reply to all.**
6. **Avoid unkindly public criticism of others. Publicly criticizing others in an inappropriate way is known as "flaming." Consider this course a practice forum for selecting your verbiage thoughtfully and professionally.**
7. **Use sarcasm cautiously. In the absence of nonverbal cues such as facial expressions and voice inflections, the context for your sarcasm may be lost, and your message may thus be misinterpreted.**
8. In a face-to-face setting, our tone of voice and facial expressions may convey as much of our meaning as the words we use. In a written message, the subtext of your meaning may be confused or misinterpreted. Write clearly. Use active verbs.

[Source: University of Maryland, Communications Department]

Academic Accommodations

Students who require accommodations may request an academic adjustment as follows:

1. Read the Andrews University Disability Accommodation information at https://www.andrews.edu/services/sscenter/disability/
2. Download and fill in the disability form at http://www.andrews.edu/services/sscenter/disability/accommodationsreqform.pdf. Preferably type answers. To save a digital copy, 1) print to file and save or 2) print and scan. Email the completed form and disability documentation (if any) to success@andrews.edu or fax it to (269) 471-8407.
3. Email sdestudents@andrews.edu to inform the School of Distance Education that a disability has been reported to Student Success.

1. changes on revised material depends much on meeting objectives, content development, editing, and following all the criteria for evaluation of an essay (as outlined in this syllabus). If you essay is not actually revised but merely edited (proofread with resulting minor surface-level changes), your grade will not reflect any significant percentage increase.
2. Please note that you cannot revise a paper you have not written. If you fail to turn in an assigned essay, you cannot submit a revision of that paper. You are encouraged to revise any paper with which you are not satisfied. Unfortunately you can only revise your essays. You cannot revise Blog postings, journal entries, midterm exam, or final exam.

Commitment 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 integrity in your behavior in and out of the classroom.

Commitment to Excellence

You deserve a standing ovation based on your decision to enroll in, and effectively complete this course. Along with your pledge of “commitment to Integrity” you are expected to adhere to a “commitment to excellence.” Andrews University has established high academic standards that will truly enhance your writing and communication skills across the disciplines and in diverse milieu with many discourse communities in the workplace.

Honesty

Using the work of another student or allowing work to be used by another student jeopardizes not only the teacher-student relationship but also the student’s academic standing. Lessons may be discussed with other students, tutors may help to guide a student’s work, and textbooks, encyclopedias and other resource materials may be used for additional assistance, but the actual response must be the student’s own work. A student who gives information to another student to be used in a dishonest way is equally guilty of dishonesty.

Any violation of this policy will be taken before the Higher Education Academic and Curriculum Committee for appropriate punitive action.