

About the Instructor

Name: Nancy L. Huyck, D.P.A.
Phone: 618-650-3762
Email: nelling@siue.edu
Office Hours: Remote via Zoom by appointment

Welcome

This is a compressed 3 week, online graduate seminar focusing on communication skills and practices for public administrators. It runs from December 19, 2022 through January 08, 2023.

Bio

I have been faculty within the Department of Public Administration since 2011. My research interests revolve around HR, public policy as it affects healthcare, and sustainability practices. I have taught a wide range of both core and elective courses for PAPA. Before becoming faculty in the Department of Public Administration, I also taught communications courses for SIUE for roughly 5 years.

Teaching Philosophy

Learning is a life-long endeavor. The best way to learn is to understand why you are pursuing the knowledge and to also focus on how the information will aid you in your goals. I aim to make information as clear and straightforward as possible. I also strive to connect academic principles with real word applicability. For the purposes of this course, we will discuss communication skills and practices for administrators. All materials will be assigned in advance and available through the online Blackboard course shell. I am readily available should you have any questions or concerns.

Communicating with the instructor

The best way to reach me if you have a question is via email. I will be checking email regularly.

You may also message me using the Blackboard messaging tab. Please ensure you email me and not the entire class.

About the Course

This course will focus on professional communication in the workplace, as well as communication considerations for working in teams or groups. It will also address diversity and cultural considerations within public service. Aspects of career communications will also be explored, such as interviewing, resume considerations and planning and delivering effective presentations. There will also be content on supporting online communication, as numerous administrators work from a remote environment at this time.

Course description

The is a 500 level graduate, online course. It is designed to discuss communications topics for administrators from both a professional and applied practitioner perspective.

Prerequisite knowledge and credit hours

3 credit hours. No prerequisites.

Course goals and objectives

CLO1: Examine characteristics and components of professional communication in the workplace for both independent work and team oriented tasks.

CLO2: Discuss varying communication skills and practices, through the usage of online forums and blogs, to generate discussion among participants in the online learning environment.

CLO3: Demonstrate the ability to produce professional memos and the understanding to create effective presentations within public service.

CLO4: Create an employment portfolio consisting of a resume, cover letter and reference list for professional networking purposes.

CLO5: Identify how diversity and cultural considerations may influence communication within the public sector.

CLO6: Discuss remote work considerations and how to navigate online communication as appropriate for a public manager.

Course textbooks

Floyd, Kory, and Peter W. Cardon. *Business and Professional Communication*. McGraw-Hill Education, 2020. ISBN 978-1-260-51449-0

Other course materials

All course materials will be available within Blackboard.

Course requirements (see below)

Course activities/assessments

Students will be responsible for all readings and guidelines listed in the syllabus. This is an elective course in a graduate master's program. All assignments and examinations will be graded accordingly with collegiate standards. Although there are no artificial limits placed on the number of "A" or "B" grades given, the student should be aware that an "A" grade will require "excellent" work and "B" grade will require "above average" work.

Submitting work

All coursework will either be submitted within the Blackboard course shell or emailed to my university email address by the posted deadline. My email is nelling@siue.edu

Online discussions

It is vitally important that our classroom environment promote the respectful exchange of ideas, including being sensitive to the views and beliefs expressed during online discussions. Your success in this course will depend on your communication, consistent engagement and active participation in all course activities. Success in this course requires that you adhere to the deadlines given below as you complete assignments, discussions, and other course activities. Timely participation in online discussions is very important and is not optional. You are

expected to post and reply to discussions in a timely manner consistent with the requirements contained within the course syllabus.

Discussion board postings:

Discussion board postings will be found within the **forums** tab of Blackboard and due dates for each forum will be listed. Forums require both individual and peer-based discussions. **Discussion board forums cannot be made up.**

Online Blogs:

Blogs will be assigned that correspond to specific readings posted by the instructor. The student will be expected to read all correlating assignments as well as participate in the online blog instructions. The blogs will require online peer feedback and interaction. Details of each blog will be specific to each assignment and will be clearly posted within the course shell in advance of each assignment.

Online class behavior

- **Reflect** before you post an emotional response and reread what you have written to be sure it is professional. Communicate as if your comments are printed in a newspaper.
- **Communicate** effectively.
 - Do not use all caps or multiple punctuation marks (!!!, ???, etc.).
 - Be sure to define or explain acronyms, jargon or uncommon terms so everyone can understand and participate in the discussion.
- **Sign your name.** Take responsibility for your comments in order to build a strong classroom community.
- **Foster community.** Share your ideas and contribute to ongoing discussions. Make comments that add to, not detract from, a positive learning environment for the course.
- **Be constructive.** Challenge ideas and the course content, but do so in positive ways. It's fine to disagree, but when done politely you stimulate and encourage helpful discussion, and you maintain positive relationships with fellow students.
- **Keep the conversation on topic.** Online dialogue is like conversation. If there is a particular dialogue going on, please add to it, but if you have something new to say, start a new thread.

Technology requirements

At a minimum, you will need the following software/hardware to participate in this course:

- Computer with an updated operating system (e.g. [Windows](#), [Mac](#), [Linux](#))
- Updated Internet browsers ([Apple Safari](#), [Google Chrome](#), [Mozilla Firefox](#)). See [Blackboard's Browser Checker page](#) to see if your browser and operating system are compatible with Blackboard.
- DSL or Cable Internet connection or a connection speed no less than 6 Mbps.
- Media player such as, QuickTime or Windows Media Player.
- [Adobe Reader or alternative PDF reader](#) (free)
- [Java plugin](#) (free)
- Any other specialized software or basic software (e.g., Microsoft Office, Adobe Photoshop). SIUE students can [download MS Office](#) at no charge

Technology capabilities

Students in an online course should be able to:

- Use a word processor, such as MS Word, to compose assignments and communicate with others in class
- Attach files to emails or course areas
- Navigate websites and course materials
- Reach out to tech support staff when issues arise and troubleshoot to resolve problems

Course and University policies

Academic integrity/plagiarism

Plagiarism is the use of another person's words or ideas without crediting that person. Plagiarism and cheating will not be tolerated and may lead to failure on an assignment, in the class, or dismissal from the University, per the [SIUE academic dishonesty policy](#). Students are responsible for complying with University policies about academic honesty as stated in the [University's Student Academic Conduct Code](#).

Turnitin

This course will utilize the Turnitin plagiarism detection software. A Turnitin link will be available anywhere written work is to be submitted in the course. [Find out more about using Turnitin](#).

Grading

Portfolio	50
Memo	50
Forums	60
Blogs	30
Exam	60

Total 250

Grading scale

There are 250 points, which may be earned for this course.

90-100	A
80-89	B
68-79	C
58-67	D
58 (or below)	F

Grading rubric[s]

All rubrics or information detailing assignments and/or course projects will be detailed within the Blackboard course shell.

Feedback and grading timeline

Discussion board grades will be posted within 72 hours of the discussion due date. Other assignments may take longer to grade. You can find your grade by clicking the My Grades link on the left menu of the Blackboard course. If there is a rubric attached to the assignment, you can click your score to see my personal feedback on the rubric.

Late or Missed Assignments

Late work will be penalized 10% for each day that it is submitted past the posted deadline. After 3 days, it will not be accepted for late credit.

Accessibility

Students needing accommodations because of medical diagnosis or major life impairment will need to register with Accessible Campus Community & Equitable Student Support (ACCESS) and complete an intake process

before accommodations will be given. Students who believe they have a diagnosis, but do not have documentation should contact ACCESS for assistance and/or appropriate referral. The ACCESS office is located in the Student Success Center, Room 1270. You can also reach the office by e-mail at myaccess@siue.edu or by calling [618-650-3726](tel:618-650-3726). For more information on policies, procedures, or necessary forms, please visit the ACCESS website at www.siue.edu/access.

Diversity and Inclusion Syllabus Statement

SIUE is committed to respecting everyone's dignity at all times. In order to learn, exchange ideas, and support one another, our virtual and physical classrooms must be places where students and teachers feel safe and supported. Systems of oppression permeate our institutions and our classrooms. All students and faculty have the responsibility to co-create a classroom that affirms inclusion, equity, and social justice, where racism, sexism, classism, ableism, heterosexism, xenophobia, and other social pathologies are not tolerated. Violations of this policy will be enforced in line with the SIUE Student Conduct Code. The Center for Student Diversity & Inclusion is an excellent resource for students for support and community. Any person who believes they have experienced or witnessed discrimination or harassment can contact Ms. Jamie Ball, Director in the Office of Equal Opportunity, Access and Title IX Coordination at (618) 650-2333 or jball@siue.edu.

Online form for reporting bias incidents

https://cm.maxient.com/reportingform.php?SIUEdwardsville&layout_id=10

Additional Support

Academic and Other Student Services

As an enrolled SIUE student, you have a variety of support available to you, including:

- [Lovejoy Library Resources](#)
- [Academic Success Sessions](#)
- [Tutoring Resource Center](#)
- [The Writing Center](#)
- [Academic Advising](#)
- [Financial Aid](#)
- [Campus Events](#)
- [Counseling Services](#)

If you find that you need additional support, please reach out to me and let me know.

Cougar Care

Dealing with the fast-paced life of a college student can be challenging, and I always support a student's decisions to prioritize mental health. Students have access to counseling services on campus (Student Success Center, 0222). Make an appointment by visiting cougarcare.siue.edu or by calling [618-650-2842](tel:618-650-2842).

Technical Support

This section of PAPA 555-WS2 has a Blackboard location. Registered students should go to <http://bb.siue.edu/>, follow instructions, and check course listings or sections on a regular basis. This includes the course syllabus, the grade book, as well as articles, internet links, power point presentations and other items of interest posted by me to enhance the course.

Due to this course being offered in an online format, it is imperative that you are familiar with Blackboard and utilize it daily.

Since this is an online course, you are expected to have reliable Internet access on a regular basis. It is your responsibility to address any computer problems that might occur. Such problems are not an excuse for delays in meeting expectations or for missing course deadlines.

Contact ITS at [618-650-5500](tel:618-650-5500) or at help@siue.edu with any technical concerns. You can also check the functionality of University systems, including Blackboard, at the [ITS System Status page](#), or search the [ITS Knowledge Base](#) for various how-to and troubleshooting guides.

Tips for taking online assessments:

- Set up a wired (Ethernet) Internet connection on your computer
- Do not use a mobile device, such as a phone or tablet
- Read the instructions and directions carefully
- Be prepared to complete the assessment in the allotted time

Academic Integrity

Students are reminded that the expectations and academic standards outlined in the Student Academic Code (3C2) apply to all courses, field experiences and educational experiences at the University, regardless of modality or location. The full text of the policy can be found here: <https://www.siue.edu/policies/3c2.shtml>.

Recordings of Class Content

Faculty recordings of lectures and/or other course materials are meant to facilitate student learning and to help facilitate a student catching up who has missed class due to illness. As such, students are reminded that the recording, as well as replicating or sharing of any course content and/or course materials without the express permission of the instructor of record, is not permitted, and may be considered a violation of the University's Student Conduct Code (3C1), linked here: <https://www.siue.edu/policies/3c1.shtml>.

Potential for Changes in Course Schedule or Modality

As the COVID-19 pandemic continues, there remains a possibility that planned classroom activities will need to be adjusted. Depending on circumstances and following state-issued recommendations, potential changes include changes in course modality (e.g., transition from face-to-face to online) or in course scheduled meetings. These changes would be implemented to ensure the successful completion of the course. In these cases, students will be provided with an addendum to the class syllabus that will supersede the original version.

Course Schedule:

Week	Topics & Content	Assignments	Due Dates
Dec 21	Communicating for Professional Success Culture, Diversity, and Global Engagement Listening and Perception for Managers (also: read chapters 1-5)	Discussion Forum 1 & 2 Blog 1 Portfolio Applied Assignment: Resume, Cover Letter and Reference List Due 12/28	See Blackboard
Dec 28	Career Communication (chapters 6-9): Networking and Interviewing Effective Team Communication and Effective Meetings Navigating Social Media in the Workplace	Discussion Forum 3 & 4 Blog 2 Applied Writing Exercise: Memo Assignment Due 1/4	See Blackboard
Jan 4	Applied Skills: Writing for Public Administrators (chapters 10-14) Emails, Memos, Resumes, Reports, and Professional Presentations Navigating the Online Environment	Discussion Forums 5 & 6 Blog 3 Huyck Exam: Will post 1/4, due to my email by 1/6 at 11:59pm	See Blackboard

Subject to change notice

All material, assignments, and deadlines are subject to change with prior notice. It is your responsibility to stay in touch with your instructor, review the course site regularly, or communicate with other students, to adjust as needed if assignments or due dates change.