

The Ohio State University  
School of Communication  
**COM 654: New Communication Systems and Organizations**

Edward Palazzolo  
3142c Derby Hall  
614.292.1909 (Office)  
614.232.8899 (Home)  
palazzolo.3@osu.edu

Teaching Assistant:

Office Hours:

Office Hours:

**Course Objectives:**

Communication plays a vital role in the success or failure of virtually any organization known to exist today. Though it is impossible to explore the full breadth of information suited for studying this topic, the course will demonstrate the importance aspects of communication technologies within organizations.

This course will focus on the role of various technologies within organizations and for work team members. It will examine contemporary organizational theories, with particular emphases on the adoption of new technologies, the influence of these technologies on knowledge and communication networks, and the differences between brick and mortar and virtual organizations.

Students will learn about various collaborative technologies that can impact organizational communication patterns. They also will explore the means by which business is conducted within and between firms with respect to these technologies. When possible, students will be given first hand experience with the technologies discussed in class and asked to analyze these technologies for organizational use.

**Required Readings:**

DeSanctis, G., & Fulk, J. (Eds.). (1999). *Shaping organizational form: Communication, connection and community*. Newbury Park, CA: Sage.

Wenger, E. (1998). *Communities of practice: Learning, meaning, and identity*. New York: Cambridge University Press.

**Special Needs:**

If you have any special needs, please let me know as soon as possible so that I can be sure to accommodate them. Please act responsibly and notify me of any needs that you may have requiring special attention. Also, please contact the Office for Disability Services at 614-292-3307 in room 150 Pomerene Hall to coordinate reasonable accommodations for your documented needs.

**Academic Integrity:**

It is imperative that all work you submit be your own. When you use someone else's ideas, you must give proper credit to the original author(s). Please adhere to the 5th edition of the APA manual of style.

According to the Committee on Academic Misconduct "Academic misconduct is defined as any activity which tends to compromise the academic integrity of the institution, or subvert the educational process," (<http://oaa.osu.edu/procedures/1.0.html>). Any evidence of academic misconduct will be reported to the Committee for an investigation.

**Evaluation:**

Response Papers	40%
Exam I	30%
Exam II	30%
<b>TOTAL:</b>	<b>100%</b>

There will be **NO** extra credit assignments to make up for missed points on the papers or exams.

**Response Papers**

You are expected to come to class prepared to discuss the readings assigned for that week; you will gain much more from the course as an active participant. Though much of the class will be taught via lectures, there will be ample opportunities for you to demonstrate your understanding of the material and ask clarification questions, when necessary.

To help you prepare for class ahead of time, you will need to submit response papers each class session based on the assigned reading(s) in one of the following forms:

- (a) Identify a section of the readings that is of interest to you but that you feel may be incorrect or not fully developed. Then, type a response to challenge or critique that section of the text.
- (b) Apply the material to an experience in your life. Show how the lessons taught in this text coincide with your experience.

Additionally, please feel free to use the end of your response paper to raise questions about the material.

The rules for the response papers are simple.

- (a) **NO** chapter summaries will be accepted for points.
- (b) The papers are due at the **beginning** of the indicated lecture day.
- (c) The paper length should be a minimum of one full page and maximum of two full pages of double-spaced, twelve-point font.
- (d) Include citations for any direct or indirect representations of others' ideas.
- (e) You will receive credit for each assignment if it meets the above criteria. You will not get credit for the assignment if it does not meet the minimum requirements for the response papers as outlined above. Additionally, the response papers are used as a measure of participation; therefore, you cannot make up a paper unless you have a legitimate excuse (e.g., a doctor's note). There will be no partial points given for each assignment. Collectively, these papers contribute to 40% of your class grade, so be sure to be thoughtful in each of your responses.

### **Exams**

The exams in this class will not be cumulative. That is, the information taught before the first exam will be tested on the first exam and will not be directly tested on the second exam. The exams will be multiple-choice and short answer. They will be based on material from both the readings and lectures.

**Class schedule and reading list for each module:****Part I**

<b>Day</b>	<b>Date</b>	<b>Response Paper Due</b>	<b>Reading Topic</b>	<b>Reading to be completed before class</b>
TU	Week 1		Introduction to: New Communication Systems and Organizations	Introduction, p. ix
<b>New Communication Technologies and New Forms of Organizing</b>				
TH		*	Communication Technology and Organizational Forms	Chap. 1, p.5
TU	Week 2	*	In Search of a New Organizational Model	Chap. 2, p.33
TH		*	Communication Technology for Global Network Organizations	Chap. 3, p.71
TU	Week 3	*	Transformation of Work Communication with Technology	Chap. 4, p. 101
<b>Evolutionary Processes in New Form Development</b>				
TH		*	Shaping Electronic Communication	Chap. 5, p.133
TU	Week 4	*	Team-Based Organizations and Communication Flows	Chap. 6, p. 173
TH		* (1 or 2)	1) Communication Across Boundaries 2) Computer Supported Management Groups and Affects on Organizational Communication	Chap. 7, p. 211 Chap. 8, p. 247
TU	Week 5	*	Communication in Networked Organizations	Chap. 9, p. 295
TH			<b>Exam I</b>	

**Part II**

<b>Day</b>	<b>Date</b>	<b>Response Paper Due</b>	<b>Reading Topic</b>	<b>Reading to be completed before class</b>
<b>Shaping Interorganizational Relationships and Communities</b>				
TU	Week 6	*	Communities of Knowing	Chap. 10, p. 327
TH		*	Improving Interorganizational Effectiveness	Chap. 11, p. 369
TU	Week 7	*	Computer-Mediated Communication and Organizational Change	Chap. 12, p. 399
TH		*	Electronic Weak Ties in Organizations	Chap. 13, p. 415
<b>Controversies and Directions</b>				
TU	Week 8	* (1 or 2)	1) The Dark Side of New Organizational Forms 2) Challenges for New Organizational Forms	Chap. 14, p. 447 Chap. 15, p. 453
TH		*	Communicating in the Virtual Organization	Chap. 16, p. 473
<b>Communities of Practice, by Wenger</b>				
<b>The Importance of Communication for Knowledge Management</b>				
TU	Week 9	* (1,2, or 3)	1) The Concept of Practice 2) The Concept of Meaning 3) The Concept of Community	p. 45 p. 51 p. 72
TH		* (1,2, or 3)	1) Learning 2) Boundary 3) Locality	p. 86 p. 103 p. 122
TU	Week 10	* (1,2, or 3)	1) Coda 0: Understanding 2) Coda I: Knowing in Practice 3) Coda II: Learning Communities	p. 39 p. 134 p. 214
TH			Course Wrap-up and Review for Exam II	
	Finals Week		<b>Exam II</b>	

