### PURDUE UNIVERSITY
REQUEST FOR ADDITION, EXPIRATION, OR REVISION OF AN UNDERGRADUATE COURSE
(10000-49999 LEVEL)

#### DEPARTMENT Communication

**INSTRUCTIONS:** Please check the items below which describe the purpose of this request.

- [x] 1. New course with supporting documents
- [ ] 2. Add existing course offered at another campus
- [ ] 3. Expiration of a course
- [ ] 4. Change in course number
- [ ] 5. Change in course title
- [ ] 6. Change in course credit type
- [ ] 7. Change in course attributes (department head signature only)
- [ ] 8. Change in instructional hours
- [ ] 9. Change in course description
- [ ] 10. Change in course requisites
- [ ] 11. Change in prerequisite offered (department head signature only)
- [ ] 12. Transfer from one department to another

#### PROPOSED:

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<tr>
<th>Subject Abbreviation</th>
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<th>Course Number</th>
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<tr>
<th>Long Title</th>
<th>Communication Consulting</th>
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| Short Title | |
|-------------||

Abbreviated title will be entered by the Office of the Registrar if omitted. (20 CHARACTERS ONLY)

#### CREDIT TYPE

- [ ] 1. Fixed Credit: Cr. Hrs. 3
- [ ] 2. Variable Credit Range: Minimum Cr. Hrs. (Check One) To Or
- [ ] 3. Equivalent Credit: Yes No

#### COURSE ATTRIBUTES: Check All That Apply

- [ ] 1. Pass/Not Pass Only
- [ ] 2. Satisfactory/Unsatisfactory Only
- [ ] 3. Repeatable
- [ ] 4. Credit by Examination
- [ ] 5. Fees: Coop Lab Rate Request
- [ ] 6. Registration Approval Type
- [ ] 7. Variable Title
- [ ] 8. Honors
- [ ] 9. Full Time Privilege
- [ ] 10. Off Campus Experience

**COURSE DESCRIPTION (INCLUDE REQUISITES/RESTRICTIONS):**

Introduction to the consulting methods for communication problems in organizational settings. Development of analysis, intervention, and training skills used in applying communication theory to organizational practice. P: COM 32400 or permission of instructor.

**COURSE LEARNING OUTCOMES:**

Upon completing this course, you should be able to: 1) Understand the role communication consultants play in organizations; 2) Understand common organizational communication problems and techniques used to address them; 3) Analyze a communication situation and design an appropriate intervention; and 4) Facilitate active learning techniques commonly used in training.

#### TERMS OFFERED

- [x] Fall
- [x] Spring
- [x] Summer

#### CAMPUS(ES) INVOLVED

- Catamar
- Cont Ed
- Ft. Wayne
- Indiana State
- N. Central
- Tech Statewide
- W. Lafayette

#### SCHEDULE TYPE

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<tr>
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#### Cross-Listed Courses

- [ ]

#### OFFICE OF THE REGISTRAR

- Cabinet Department Head Date: 3/11/13
- Cabinet School Dean Date: 3/11/13
- Fort Wayne Department Head Date: 3/11/13
- Fort Wayne School Dean Date: 3/11/13
- Indianapolis Department Head Date: 3/11/13
- Indianapolis School Dean Date: 3/11/13
- North Central Faculty Senate Chair Date: 3/11/13
- Vice Chancellor for Academic Affairs Date: 3/11/13
- West Lafayette Department Head Date: 3/11/13
- West Lafayette College/School Dean Date: 3/11/13
- West Lafayette Registrar Date: 3/11/13
Indiana University-Purdue University Fort Wayne Department of Communication
COM 4xx00 – Communication Consulting – Fall Semester 2012 – 3 credits
Section 01 – Course Reference Number 1xxx

Mondays and Wednesdays, 6:00-7:15 p.m. – Ketter Hall G45
Instructor: Professor Irwin Mallin – Office: Neff Hall 230J
Office Hours: Mondays and Wednesdays: 2-4 p.m.
Please check the course website for exceptions. Other times by appointment.
Phone: 481-6553 – E-Mail: mallin@ipfw.edu
Course Web Site: http://users.ipfw.edu/mallin/

I. Course Description: Introduction to the consulting methods for communication problems in organizational settings. Development of analysis, intervention, and training skills used in applying communication theory to organizational practice.

II. Prerequisite: COM 32400 or consent of instructor; junior or senior standing

III. Course Goals: Upon completing this course, you should be able to:
1) Understand the role communication consultants play in organizations;
2. Understand common organizational communication problems and techniques used to address them;
3) Analyze a communication situation and design an appropriate intervention; and
4) Facilitate active learning techniques commonly used in training

IV. Portfolio Requirement for Communication Majors: If you are working toward a major administered by the IPFW Department of Communication via 2009-2010 bulletin or a later bulletin, you will be required to create a portfolio as part of the sequence of required one-credit classes: COM 12000, COM 30800, and COM 48000. In COM 4xx00 you will create work product that can be used as evidence for a student learning objective for that portfolio. Assignment instruction sheets will suggest which portfolio objectives may be met through each assignment.

V. Course Tools:
• One required textbook, available from Follett’s IPFW Bookstore in the Walb Student Union, The Bookmark on North Anthony Boulevard, and from various web-based booksellers:

• You are required to have an e-mail account and access to the World Wide Web. Important course information and readings may be distributed via e-mail or the course web site. Accordingly, it is expected that your e-mail account will not be set to block e-mail from me as spam and that you will check this account regularly.

VI. Course Assignments: This course will be graded on a 1000 point scale, as follows:

• Tests (2 at 175 points each = 350 points). The tests will cover material in lecture, class discussions and the textbook, as well as any brief additional readings that may be assigned. The tests will be cumulative only to the extent explicitly noted in test review.

• Consulting Research Paper (100 points). This assignment will require you to interview and conduct library research on a local provider of communication consulting services to create well written essay of 3 to 5 pages. This assignment will be introduced and described in more detail in class, as indicated on the Course Schedule.
• **Needs Assessment** (150 points). This assignment will require you to work in groups to analyze a real-life organizational communication problem and produce a well-written and researched 8 to 10 page analysis of the problem. This assignment will be introduced and described in more detail in class, as indicated on the Course Schedule.

• **Intervention Proposal** (150 points). This assignment will require you to work in groups to design an intervention to manage the problems identified in your Needs Analysis and produce materials to be used in conducting that intervention. This assignment will be introduced and described in more detail in class, as indicated on the Course Schedule.

• **Training Exercise** (150 points). This assignment will require you to deliver, in class, the intervention you proposed. This assignment will be introduced and described in more detail in class, as indicated on the Course Schedule.

• **Class contributions** (100 points) You are expected to attend class. Beyond mere attendance, though, this is a participatory course. Your *productive* contributions to class discussions and activities are important. In addition, brief homework assignments beyond the readings will be assigned. This portion of your grade reflects my assessment of your participation in class discussions and activities and brief homework assignments. *Each unexcused absence will reduce your grade for this component by 10 points. 11 or more unexcused absences will result in a grade of F for the course.* All that is required here is that you account for yourself for each class period, as follows: 1) If you know in advance you won’t be able to attend a given class, you should let me know the reason in advance, preferably by e-mail as that provides us with a written record. 2) In emergency situations where you can’t tell me in advance of your absence, it’s your responsibility to account for those absences as soon as possible afterward and in no event more than two weeks afterward. 3) If you arrive to class after I have taken attendance, it’s your responsibility to see me after class to insure that I have recorded your presence. 4) Leaving class early without permission shall constitute an unexcused absence. 5) Use of a cell phone in class for any purpose without express prior permission from the instructor shall constitute an unexcused absence.

**VII. Grading Scale:**

A = 930-1000; A- = 900-929; B+ = 870-899; B = 830-869; B- = 800-829; C+ = 770-779; C = 730-769; C- = 700-729; D+ = 670-699; D = 630-669; D- = 600-629; F = 0-599.

**VIII. Late or Missing Assignments and Tests:** In the absence of extreme circumstances, written assignments will not be accepted after the class period in which they are due., presentations may not be made up after the date they are to be presented, and examinations not taken on the designated date can not be made up. Failure to turn in an assignment, make a presentation, or take a test will result in a grade of F for the course.

**IX. Academic Integrity:** You are expected to be familiar with what constitutes academic misconduct in this course and at IPFW, and with what the penalties are for such conduct, as set forth in parts II and III of the IPFW Code of Student Rights, Responsibilities and Conduct, which is available online at [http://new.ipfw.edu/committees/senate/code/](http://new.ipfw.edu/committees/senate/code/).

**X. Incompletes:** A grade of incomplete will only be given in compliance with IPFW’s policy on incomplete grades as set forth in Section 6.4 of the IPFW Academic Regulations, available online at [http://new.ipfw.edu/committees/senate/regulations/grades.html](http://new.ipfw.edu/committees/senate/regulations/grades.html) and then only under extraordinary circumstances. If such circumstances arise, please let me know and we will discuss whether an incomplete is appropriate.

**XI. Campus Services:**

• **Services For Students With Disabilities**, Walb Student Union 113, 481-6657, [http://new.ipfw.edu](http://new.ipfw.edu)
/disabilities/>, provides specialized academic support services and other assistance to persons with qualifying disability conditions. You become eligible for those services in this class only after you deliver your SSD Accommodation Letter to me.

- **The Writing Center**, Helmke Library 2nd Floor, 481-5740, <http://new.ipfw.edu/writing/>, provides one-on-one assistance with writing, both in person and online. There are also links to valuable writing resources on their web page.

- **Center for Academic Support and Advancement (CASA)**, Kettler Hall G21, 481-5419, <http://new.ipfw.edu/casa/>, provides tutoring by appointment. You may also find useful the hints on their web page for note taking, text reading, and test taking.

- **Information Technology Services**, Kettler Hall 206, 481-6030 <http://new.ipfw.edu/its/>, provides student e-mail accounts and web space and administers the student computing labs. Valuable computing help is available on their web site and by telephone.

- **The Learning Community**, 2041 Reed Road (Cor. State), 424-8852 <http://www.tleckidsfirst.com/>, provides childcare services for students.

- A variety of other student services are described on pages 75-85 of the 2012-2013 Student Handbook and Planner. You're encouraged to grab a paper copy on campus if you can. Additionally, a PDF is available at http://new.ipfw.edu/dotAsset/66fac074-4cfe-4b5a-9e1-228832b76d66.pdf

**XII. Course Contract**: This document, together with assignments and other handouts you may receive from the instructor throughout the semester, explains some of the official course policies. Please read it carefully. If you have any questions, ask your instructor immediately. Your continued enrollment in this course after the first week of class signifies that you understand these policies and agree to participate in this course according to them.

**COM 4xx00-01 Course Schedule (subject to change)**

- **Week 1**: The nature of consulting, Part I. Read Chapter 1 in DeWine. Consulting Research Paper Assigned.

- **Week 2**: The nature of consulting Part II. Read Chapter 2 in DeWine.

- **Week 3**: The consulting process. Read Chapter 3 in DeWine.

- **Week 4**: Conducting needs assessments. Read Chapter 4 in DeWine. Consulting Research Paper Due, Needs Assessment Assigned

- **Week 5**: Data Analysis. Read Chapter 5 in DeWine

- **Week 6**: Exam 1/Group Work on Needs Assessment

- **Week 7**: Group Work on Needs Assessment.

- **Weeks 8 and 9**: Techniques for Training. Read Chapters 6 and 7 in DeWine. Needs Assessment Due

- **Week 10**: Designing Interventions. Read Chapter 8. Intervention Proposal and Training Exercise Assigned

- **Weeks 11 and 12**: Exam 2/Group Work on Needs Assessment and Training Exercise
Week 13: Group Meetings with Instructor on Intervention Proposal  
First Drafts of Intervention Proposal and Training Exercise Papers Due

Week 14: Group Work on Training Exercise

Weeks 15 and 16: Training Exercise Presentations  
Final Drafts of Intervention Proposal Training Exercise Papers Due

Two of your classmates:

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