



TEXAS A & M UNIVERSITY-COMMERCE

COMMERCE CAMPUS

Department of Literature and Languages

Communication Studies Program

**COMS 408 Section 01W Intercultural Communication
COURSE SYLLABUS: Spring, 2019**

Course Instructor: Stephen A. Furlich, Ph.D.

Office PAC 120

Office Hours: Wed (9:00AM-3:00PM)

Class Time: On-Line

E-Mail: Stephen.furlich@tamuc.edu

Prerequisites: None

"Having knowledge but lacking the power to clearly express it is no better than never having any ideas at all." Pericles

Communication Studies B.A./B.S.

The Communication Studies program is designed as an area of study to apply scholarly communication research for a variety of careers and personal goals in an interconnected world.

Two general goals of the program for graduates are:

1. Each graduate will be the most communicatively informed person in every communication situation they find themselves in, such as understanding others verbally and nonverbally in professional and personal situations.

2. Each graduate will be the most effective communicator verbally and nonverbally in each communication situation they find themselves in, such as professional and personal contexts. Furthermore, an essential part of effective communication is the ability to communicate strategically verbally and nonverbally to accomplish one's goals.

“Life is 10% what happens to you and 90% how you respond to it.”

Lou Holtz, Notre Dame Football Coach (Retired)

Course Materials

Required Textbook: Liu, S., Volcic, Z., & Gallois, C. (2015). *Introducing Intercultural Communication: Global Cultures and Contexts* (2nd Ed.). ISBN-13: 978-1446285916

Students **MUST** have access to the **INTERNET**.

E-Mails: Label your Name, Class, and Section number, Examples: Smith, 408-01W, in e-mails such as in subject lines.

Course Description

The world is becoming more globalized every day. It is essential to understand intercultural communication to succeed professionally and personally. This course applies intercultural communication concepts, principles, strategies and techniques to your professional and personal life. Intercultural communication is examined with face to face communication and through the use of technology.

Student Learning Outcomes

1. Understand intercultural communication in interpersonal, organizational, and technological contexts and how communication can be used productively.
2. Be able to recognize different cultural communicative traits and conflict tactics.
3. Learn concepts and skills for successful intercultural communication.
4. Understand and apply the vocabulary and practice of intercultural communication.

5. Become more aware of other cultures use of communication as well as a better sense of the student's own cultural communication.
6. Students will be able to apply knowledge of the interconnectedness of global dynamics.
7. Students will be able to view themselves as engaged citizens within an interconnected and diverse world.

Course Requirements

Minimal Technical Skills Needed

Using MyLeao DL2 Bright Space, Microsoft Word, Power Point

Student Responsibilities

Checking TAMUC email account three times a week. Checking student grades in MyLeao DL2 Bright Space, Submitting Assignments through MyLeao DL2 Bright Space in Content, Assignments, Appropriate envelopes

Grades

Assignments will be submitted electronically through DL2 Brightspace and must be received by 5:00 P.M. Central Friday the week it is assigned. This includes discussion postings. Please note the last week of class for Test 3. **Please do not send an e-mail asking if your paper was received until at least 1 week after it is due.** Answering e-mails about receiving the papers slows down the process of grading speeches. **An e-mail from the Instructor to ALL students will be sent AFTER ALL papers have been graded to notify the class that paper assignment grades have been posted.**

Please Label All Submitted Assignments with your Name, Section, & Assignment Number. Examples: Smith, 201-01W Paper 2. Please also use these labels in e-mails, such as in subject lines. Both Paper assignments are submitted in the proper envelop in Course Shell, Content, Assignments, Proper Envelop. Tests are taken in Course Shell, Activities, Quizzes.

Assessments

Course Assignments/Assessments: The department of Literature and Languages supports university policies of academic excellence as noted in the student handbook. Interpretation of grades should be considered within the university framework: A=excellent, B=good; C=average; D=inferior; and F=failure. Final grades in this course will be based on:

*** Tests - (70%)**

20% Test 1

25% Test 2

25% Test 3

Test questions will come from the assigned chapters as well as any notes sent out. Students must take the tests without any assistance from other people. They may use their textbooks and notes but the tests will be timed. Academic integrity is described in the student handbook for Texas A&M University-Commerce. Failure to abide by the rules outline may result in failing the class. If a week has both a test and discussion in that week, the discussion will not be part of that test but will be covered on the next test. Due to multiple sections of this class taking similar tests, **test answers will not be given after the test as to correct and incorrect answers.** The students' scores will be the feedback that they receive concerning their test performance. **Students preparing for tests should study how concepts are related to each other, how they differ, and come up with personal examples of the concepts. The test questions are usually not straight forward definitions but often give an example and ask the student which concept the example best represents.**

***Please only submit written assignments as attachments in WORD. Other files such as PDF files are too difficult to grade.**

Discussion- (10%) (each discussion = .84% of total grade)

All discussions are finished by the Friday of the week they are assigned at 5:00 PM Central Time. A list of questions is given at the end of the syllabus for each section. The first student to post a comment or question for a section should consider addressing one of these questions. Students are required to **post 2 questions and respond to 2 other questions** that are posted each week. **Students need to come up with their own original questions to post and not re-post previous questions from other students or the syllabus. Likewise, students need to refrain from answering the same questions other students previously fully answered.** Some repetition is acceptable if it helps to develop the ideas and concepts. The objective is to expand and apply the course material. Students cannot post questions or comments for any section except the present one. Hence, you need to stay on top of your participation for each section. **It is helpful for viewing in DL2 Brightspace if students begin a new post with each of their original questions they post rather than connected to a previous comment or posting more than one question together.**

Chapter Case Study (20%)

The end of each chapter in the book has a case study that can help students better understand their own intercultural communication style. These case studies are designed to help students become more active in the learning process. For each case study assignment, write **1-2 paragraphs** describing how you can apply some of the findings to better communicate in an intercultural fashion. Your application can be general about a theme that emerged. For example, if a case study addresses intercultural communication of people living in a remote part of a jungle, apply how you can better communicate with others removed from modern society rather than specifically with the group mention who you will most likely never meet. Listed below in the course schedule are the case studies and the weeks they are due. **Please note that a case study assignment is not due for every chapter or every week. Please abide by the syllabus schedule below for the appropriate submissions.** Please submit the case study activity through Course Shell, Content, Assignments for this class in

then the appropriate file .

TECHNOLOGY REQUIREMENTS

LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

YouSeeU Virtual Classroom Requirements:

<https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
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Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - 512 MB of RAM, 1 GB or more preferred
 - Broadband connection required courses are heavily video intensive
 - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

- You must have a:
 - Sound card, which is usually integrated into your desktop or laptop computer
 - Speakers or headphones.
 - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site](http://www.java.com/en/download/manual.jsp)
<http://www.java.com/en/download/manual.jsp>

- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
 - [Adobe Reader](https://get.adobe.com/reader/) <https://get.adobe.com/reader/>
 - [Adobe Flash Player \(version 17 or later\)](https://get.adobe.com/flashplayer/) <https://get.adobe.com/flashplayer/>
 - [Adobe Shockwave Player](https://get.adobe.com/shockwave/) <https://get.adobe.com/shockwave/>
 - [Apple Quick Time](http://www.apple.com/quicktime/download/) <http://www.apple.com/quicktime/download/>
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words “click here” to submit an issue via email.



System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

Interaction with Instructor Statement

Go to the following link [Academic Success Center](#)- focused on providing academic resources to help you achieve academic success.

Interaction with Instructor Statement

The instructor will email back attachments with feedback for the two papers and exams and discussions will have grades posted for feedback.

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

Assignments will be submitted electronically through

Course Shell, Content, Assignments, and then the appropriate file

for the two papers and must be received by 5:00 P.M. Central Time Friday the week it is assigned. This includes discussion postings which are posted weekly discussion link. Please note the last week of class is not a complete week and the discussion is due the last day of class. **Please do not send an e-mail asking if your paper was received until at least 1 week after it is due.** Answering e-mails about receiving the papers slows down the process of grading speeches. **An e-mail from the Instructor to ALL students will be sent AFTER ALL papers have been graded to notify the class that paper assignment grades have been posted.**

University Specific Procedures

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the Student Guidebook.

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Tenets of Common Behavior statement: All students enrolled at the university shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See current Student Guidebook);

Academic Integrity

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

Undergraduate Academic Dishonesty 13.99.99.R0.03

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

Graduate Student Academic Dishonesty 13.99.99.R0.10

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: <https://www.britannica.com/topic/netiquette>

TAMUC Attendance

Punctual attendance is expected on weekly assignments and tests. Excessive absences are defined by the instructor missing a weekly assignment, excused or unexcused. Attendance is measured by submitting appropriate assignments for the week such as exams or papers or posting in discussions for the week. If you participate in University sponsored activities (e.g., intercollegiate sports) you must check with the instructor with appropriate documentation before you are absent. Students are responsible for all missed work.

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

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<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

Graduate Student Academic Dishonesty 13.99.99.R0.10

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

*** Course Behaviors**

Students may lose 10% of their final grade or be dropped from the class for acting disrespectful the first time. This includes but is not limited to offensive comments to another student, etc. Students can receive an 'F' in the class for academic dishonesty. This includes but is not limited to cheating on tests, using previous work from another class for assignments, copying another's work from anywhere, etc.

Course Procedures

Assignments - Assignments must be completed on time. Late work will result in loss of points. Academic integrity is expected on all course assignments and activities. Violations of academic integrity (e.g., plagiarism, cheating, etc.) are serious offenses and will be dealt with according to university policy.

Make-Up Assignments and Examinations - If you miss an exam or paper submission deadline it must be for one of the following types of documentable reasons: death in the family, severe personal illness, university sponsored activities, etc. If you have an unexcused absence on a day you are scheduled to make a presentation or take a test, you cannot make up that presentation or test. Additionally, because of time constraints, the instructor may elect not to grant make-up speeches for any reason. In order to take a make-up examination you must submit verifiable and official documentation to your instructor (e.g., a doctor's note for the specific day missed). If your request is approved, you may take a make-up test on the appointed day. All make-up exams must be given for qualified persons within 2 weeks of the missed test.

Observance of a Religious Holy Day – Texas House Bill 256 requires institutions of higher education to excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day. The student shall also be excused for time necessary to travel. An institution may not penalize the

student for the absence and allows for the student to take an exam or complete an assignment from which the student is excused. No prior notification of the instructor is required.

Extra Credit - Extra credit can be earned for participation in departmental research conducted in or outside of class, if the opportunity arises. Extra credit points awarded will be determined by the nature of the project.

Students with Disabilities-- ADA Statement

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library- Room 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in

possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

Students with complaints should first address those concerns with their instructor.

Course Schedule

Please note this is a tentative schedule for topics that will be explored this semester.

Slight changes may be made as the semester progresses.

An important reminder:

All **Papers** and **Exams** are in bold. Notice how these are close to each other.

Therefore, it is imperative for you to plan ahead and prepare in advance so you don't fall behind in the course.

Keeping up with the readings and staying active in class are the best ways to stay afloat in this class.

Intercultural Communication Course Schedule – Spring, 2019

Dates are Monday of each week. Assignments start on Monday and end by Friday of each week.

Assignments due by Friday each week 5PM Central

Jan. 14: DISCUSSION: Ch. 1 (Challenges of Living in Global Society), 2 (Understanding Comm.) **Pre-Test**

Case Study Ch. 1 Migration & Diversity in Australia. Write 1-2 paragraphs how to apply the specific case to your life.

Case Study Ch. 2 Hanging out in the Public Sphere. Write 1-2 paragraphs how to apply the specific case to your life.

Jan. 21: DISCUSSION: Ch. 3 (Understanding Culture)

Case Study Ch. 3 Mobile Banking... Write 1-2 paragraphs how to apply the specific case to your life.

Jan. 28: DISCUSSION: Ch. 4 (Influence of Culture on Perception)

Feb.4: **Test 1**

Feb. 11: DISCUSSION: Ch. 5 (Cultural & Value Orientations)

Ch. 5 Case Study Museums as a site of culture. Write 1-2 paragraphs how to apply the specific case to your life.

Feb. 18	Discussion: Ch.6 (Categorization, Subgroups, & Identities)
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Feb. 25	DISCUSSION: Ch. 7 (Verbal Comm. & Culture)
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March 4	DISCUSSION: Ch. 8 (Nonverbal Comm. & Culture)
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	Ch. 8 Case Study Nonverbal Expressions in Politeness. Write 1-2 paragraphs how to apply the specific case to your life.
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March 11	Test 2
March 18	Spring Break
March 25	DISCUSSION: Ch. 9 (Immigration & Acculturation) Ch. 9 Case Study The Cronulla Riots. Write 1-2 paragraphs how to apply the specific case to your life.
April 1	Discussion: Ch. 10 (Relations with culturally different others) Ch. 10 Case Study Love by Arrangement in India. Write 1-2 paragraphs how to apply the specific case to your life.
April 8	DISCUSSION: Ch. 11 (Intercultural conflicts) Case Study 11 Hollywood celebrity activism in war-torn societies. Write 1-2 paragraphs how to apply the specific case to your life.
April 15	DISCUSSION: Ch. 12 (Mass Media, Technology, & cultural Change) Ch. 12 Case Study OhMyNews in South Korea. Write 1-2 paragraphs how to apply the specific case to your life.
April 22	DISCUSSION: Ch. 13 (Effective Intercultural Comm.) Ch. 13 Case Study Doctors without Borders. Write 1-2 paragraphs how to apply the specific case to your life. Post-Test Send
April 29	Test 3

I'm looking forward to getting to know each one of you!

Have a great semester!

Discussion Questions

Week 1: What is intercultural communication and why is it important? What contributes to cultural diversity in our society? What challenges does a global village present? What is the influence of culture with communication? What are some characteristics of communication?

Week 2: What are some different characteristics of culture? What are subcultures? What are the different layers of culture? What is identity and what role does it have with culture?

Week 3: Define perception. What are three stages of the perception process? How does culture influence perception? What is ethnocentrism?

Week 4: Test 1

Week 5: What are some differences between high context and low context cultures? How do value orientations influence communication behaviors? What are some principles of ethical intercultural communication?

Week 6: What are some characteristics of verbal codes? How does language influence perception? What are some gender differences in communication?

Week 7: What are some different areas of nonverbal communication? What are some ways cultures can communicate differently nonverbally? Compare and contrast the role of nonverbal communication with verbal communication with intercultural communication?

Week 8: What are some sources of identities? What are some characteristics of identities? What is identity negotiation? What role does identity have with intercultural communication?

Week 9: TEST 2

Spring Break

Week 10: Describe some characteristics of human relationships. What are some stages of relationship development? What influence does culture have with human relationship development?

Week 11: What are some sources of intercultural conflicts? What are the stages of the conflict process? What are the five different conflict styles? What are some ways to manage intercultural conflict?

Week 12: What role does technology and mass media have with globalization? How does the mass media influence thoughts, perceptions, and cultural change?

Week 13: What role does immigration have with cultural diversity? Describe cultural shock and acculturation. What are some ways to improve cross cultural adaption?

Week 14: What are the local and global dimensions of culture? Explain balancing of homogenization and fragmentation of cultures. Describe strategies to develop intercultural competence.

Week 15: TEST 3