



ACOM 3316: Interviewing

ACOM 3316-991 31030
ACOM 3316-9U1 31031

Summer 2019 - **Online**

3 Credit Hours

Syllabus subject to change

Instructor: Dr. Bailey M. Oliver

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Office: Virtual Office via Skype/Google Hangouts

Business Hours Contact: (501) 683-7264

Weekends Contact: via email

Office Hours:

Online by appointment, contact me via email to set up

Course Objectives

- This course was carefully designed to help you:
 - Explain theoretical concepts associated with interviewing.
 - Understand and demonstrate ethical behaviors related to the interview process.
 - Construct and use effective questioning techniques in several interviewing contexts.
 - Answer questions appropriately and competently in several interviewing contexts.
 - Conduct an effective probing interview and analysis.
 - Demonstrate professionalism, preparation, and competence in multiple stages of an employment interview as both interviewer and interviewee.

Catalog Course Description

This course develops the student's ability to effectively prepare for and participate in a variety of interview situations. Topics include impression management, rapport building, interview organization, effective questions and answers, and effective listening. The focus is on using in-class activities to develop effective interviewing skills. Three credit hours.

Course Rationale

This course examines the theory, method, and practices underlying interviewing. This course helps students locate their own strengths, then apply those strengths to the the job application process from both the perspective of a potential employee and as a hiring employer/professional. Students will also learn how to promote themselves professionally via constructing a resume, cover letter, and online professional website. Topics and course discussions also include: different types of interviews, professionalism, providing feedback, and methods of proposing questions and answers. This course was created and is therefore implemented in conjunction with the goal of the Department of Applied Communication to "foster the co-creation of better social worlds through positive communication".

Course content is thus focused on using communication theories, practices, and applications to display professionalism to aid in co-creating positive professional relationships within the workplace and within research as a potential interviewing researcher.

Required Texts

- Stewart, C., & Cash, W. B. (2018). *Interviewing: Principles & Practices* (15th Edition). New York: McGraw Hill Education.
 - ISBN: 9781259870538
 - **Please feel free to rent this textbook for cost purposes.**
- Required Online Readings (will be available on Blackboard)

Blackboard/UALR Email

As an online course, it should be of no shock that a required part of this course is accessing announcements, updates, lectures, assignments, and grades through Blackboard. The Blackboard website provides vital announcements, assignment handouts/rubrics, and a course calendar—information that may not be discussed in emails. You should check our Blackboard page daily. You should access the ACOM 4323 Blackboard website within the first two days of the start of the class.

In order to get key course announcements, you also **MUST** regularly access your UALR-sponsored email address. If you want to use an alternate email, you must redirect your UALR email address. Furthermore, students must regularly clean out their email accounts so that they are able to receive course announcements. ***Do not send emails to me through Blackboard.*** The only way to contact me is by emailing bmoliver1@ualr.edu

Assignments

Grades will be calculated based on the following assignments. There are 400 total possible points for this course with the following grade breakdown:

Introduction Discussion Board:		5 points
2 Quizzes (Midterm & Final):	(2 at 25 points each)	50 points
Strength Finder Self Reflection Paper:		30 points
Network Interview Assignment:		70 points
Resume, Cover Letter, Website:		100 points
Mock Interview Assignment:		140 points
<i>Total:</i>		<i>400 points</i>

Quizzes:

2 (midterm and final) at 25 points each: 50 points total.

Quizzes are based on assigned readings, lectures, and other class materials. Generally, quizzes are constructed with multiple choice questions and short answers or brief applications. Video or document reviews will be provided, but be warned they are more of an outline of topics instead of answered questions. Quizzes will be administered online and questions will have time restrictions. Safe Assign (anti-plagiarism software embedded within our Blackboard page) notes patterns in similar answers across multiple student answers and if content used on a quiz is used from course presentations or outside websites. Be warned that this constitutes academic dishonesty and will result in a failure of the assignment. Quizzes should be completed individually and not with other students. *Quizzes will not be accumulative.*

Strength Finder Self Reflection Paper:

30 points total.

You will take an online assessment to locate your top five strengths as an individual. You will use this assessment (and the results) to write a personal reflection essay on the strengths you would bring (or currently are bringing) to the workplace. This assignment is intended to assist you in creating your cover letter, resume, professional website, and responding to questions from a potential employer in a mock hiring interview. Further information and a rubric/instructions for this assignment will be provided within handouts posted online to our Blackboard page.

Network Interview Assignment:

Interview Protocol (10 pts), Interview Transcription (25 pts), Reflection (35 pts): 70 points total.

The best way to understand informative interviewing is to engage in the process first hand! This assignment will thus ask you to create an interview protocol (list of organized questions) and conduct an actual interview with someone. The person you interview should be someone who holds a position or is in the career you aspire to be in. Your interview may be focused on a particular aspect of the job, the overall career, and/or the person's background that led them to this career. You will be asked to transcribe this interview (must be at least 20 minutes in length) and write a reflection paper after your transcription is complete. Further information and a rubric/instructions for this assignment will be provided within handouts posted online to our Blackboard page.

Resume, Cover Letter, Websites:

Resume and Cover Letter (50 pts), Website (50 pts): 100 points total.

You will be tasked in this course to locate a job description/posting/ad for a position you will (or hypothetically would want to) apply for. Using this job as a focus, you will create a resume and cover letter in response to the position requirements. You will also create a free professional website (using Wix.com) to display your resume and overall professionalism. Tutorials, handouts, video lectures, and additional resources on how to use Wix and how to create a resume and cover letter will be provided online via our Blackboard page.

Mock Interview Assignment:

Job Description (10 pts), Interview Protocol (50 pts), Mock Interview (80 pts): 140 points total.

As mentioned above, you will be tasked in this course to locate a job description/posting/ad for a position you will (or hypothetically would want to) apply for. You will also be asked to create an interview protocol as if you were this hiring employer. In order to create this interview protocol as the

interviewer, you will need to research this company/organization and their job requirements. You will then partake in a mock interview (virtually) with your professor. The professor will pose as the hiring employer, and use the questions you created in this protocol as potential questions to ask you during the interview. Additional questions asked by the professor (i.e. the hiring employer) will originate you're your resume, cover letter, and professional website. Further information and a rubric/instructions for all aspects of this assignment will be provided and posted online to our Blackboard page.

Grading Policy

Generally, in the course, 'excellent' work earns "A" grades, 'good' work earns "B" grades, 'average' work earns "C" grades, 'below average' work earns "D" grades, and 'unacceptable' work earns an "F" or "0" grade. [More specific guidelines as to what counts as 'excellent' and 'good' will be explicated in class or presented to you on a handout before each assignment.]

Due to course policy, I cannot offer extra credit.

A – 90-100	Percent	360-400 Points
B – 80-89	Percent	320-359 Points
C – 70-79	Percent	280-319 Points
D – 60-69	Percent	240-279 Points
F – 0-59	Percent	0-239 Points

Course Policies

Participation and Attendance:

Although attendance is not evaluated in an online course, participation is expected in all discussion boards and across course assignments. Please also note Blackboard allows instructors to see when you have last logged in. Participation and preparedness are expected. All assignments are due by the date on the syllabus/schedule, and by 11:59 PM Central Time. Waiting until just before the deadline to complete or submit a graded assignment carries the risk of missing that deadline due to unforeseen problems. Missing the deadline for completion of a quiz, reflection paper, or discussion posting is never acceptable. Deadlines are absolute. Extensions are not granted in this online course. Please be advised that missed discussion posts will receive a zero. Also, you should be very careful and fully prepared when you take online quizzes. You should study and review course materials before accessing an online quiz. You should use a reliable Internet source. If you should lose connectivity while taking a quiz, immediately email your instructor as the timer continues to count down when you are offline or may prevent you from logging back in.

Makeup Polices:

If you do miss an assignment due date, you must have an excused absence to make up the assignment. An excused absence includes a note from a physician, attorney, police, judge, religious holiday, official schedule for university-sponsored events, or an obituary/funeral program. For an absence to be excused, you will need to provide the instructor with appropriate documentation. If you are going to miss an assignment for religious holidays or university-sponsored events, please notify me at least two weeks in advance so that appropriate accommodations can be made. Students who have some prior conflict with a due date have the responsibility of discussing the conflict and making alternative arrangements **in advance** with their instructor.

Written work will **not** be accepted late for full credit. Assignments may be turned in the following day for half credit (50% less credit) at most. Papers will not be accepted after two full days from the original due date. **I do not accept papers via email**, so please do not ask. All papers must be correctly submitted and include your name for grading.

Regular and Substantive Contact:

I am dedicated to interacting with my students to ensure their academic success. As such, I will remain in regular and substantive contact with you all throughout the semester by: sending weekly emails, commenting on discussion board posts, and providing online feedback and grades within two weeks of an assignment submission. I will also be available for virtual or in-person office hours and via email throughout the semester.

Academic Integrity:

Cheating and plagiarism will not be tolerated. Plagiarism is the deliberate use of another's work as your own. This means lifting passages from books, journal articles, or other scholarly material without proper citations. I read these types of articles regularly and recognize the type of writing. Please also be advised that all work for this class must be **original** to this class. You may not recycle papers or work from other courses you've taken, including if you are taking this course over again. This behavior is considered to be academically dishonest and/or plagiarism as well. You should also not be taking online exams with others – all work, including exam answers, should be original. If you have any questions about these policies, please contact me. All material in this course- exam answers, any discussion board comments and posts, and paper submissions will be reviewed for plagiarism. Recognized plagiarism will result in at least an immediate deduction of 20% of the assignment's points, and possibly a failure for the assignment.

Student Conduct:

I want to build a classroom climate that is comfortable for all. In a communication class, it is *especially* important that we (1) display respect for all members of the classroom – including the instructor and students, (2) pay attention to and participate in all class sessions and activities; (3) avoid unnecessary disruption during class time (e.g., having private conversations, reading the newspaper, surfing the internet, doing work for other classes, making/receiving cell phone calls, text messaging, etc.); and (4) avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom. This is *not* an exhaustive list of behaviors; rather, it represents examples of the types of things that can have a dramatic impact on the class environment. Your final grade may be reduced by 1% *each time* you engage in these sorts of behaviors (via discussion boards, submitted assignments, or in-class discussions). Further, students who are verbally or physically aggressive towards the instructor, the TAs, or another student before, during, or after class will have their grade lowered by 25% *each time* they engage in this sort of behavior (and, students engaging in such behaviors will be permanently removed from the class and the proper authorities notified). A breach of any of these student conduct expectations may also result in being sent to an academic disciplinary dean.

Please note that my office and all of our online spaces are all Safe Zones. Safe Zone spaces are locations where there is support and understanding, where bigotry and discrimination are not tolerated. I am a trained Safe Zone supporter and will not tolerate discrimination.



Students with Disabilities:

Students with Disabilities: Your success in this class is important to me, and it is the policy and practice of the University of Arkansas at Little Rock to create inclusive learning environments consistent with federal and state law. If you have a documented disability (or need to have a disability documented), and need an accommodation, please contact me privately as soon as possible, so that we can discuss with the Disability Resource Center (DRC) how to meet your specific needs and the requirements of the course. The DRC offers resources and coordinates reasonable accommodations for students with disabilities. Reasonable accommodations are established through an interactive process among you, your instructor(s), and the DRC. Thus, if you have a disability, please contact me and/or the DRC, at 501.569.3143 (V/TTY) or 501.683.7629 (VP). For more information, please visit the [DRC website](#).

Inclement Weather:

During inclement weather, UA Little Rock will make a decision whether or not to close based on all available information. The chancellor will decide whether or not conditions warrant canceling classes and activities and closing the campus or whether classes and activities will be canceled but with specified campus offices open. Online or web-enhanced classes will continue as scheduled at the discretion of the faculty member. The [UA Little Rock website](#), UA Little Rock email, the university's main telephone number (501.569.3000), and the Rave campus alert notification system are the official means of communicating information concerning weather-related closings. When necessary, the university will announce a separate decision about canceling night classes (those classes starting at 4:20 p.m. or later) by 2 p.m., if possible. The Policy Advisory Council of the University Assembly will recommend to the chancellor if and when missed undergraduate and graduate class days should be made up. In the event that the university is closed during a final examination day, the provost, in consultation with the Faculty Senate president, will reschedule any missed graduate or undergraduate final examinations with the exception of online exams which will continue as scheduled. Weather and road conditions vary from place to place. Employees and students are expected to exercise good judgment regarding the safety of travel when road conditions are affected by the weather.

Class Rules

- All students will be professional and considerate of others and act in an appropriate and mature manner throughout online class interactions.
- Emails will be composed using proper language and grammar, and will include a proper greeting. Failure to do so will result in the deletion of the email without a response.
- Emails sent after 5 PM may not be responded to until after 8 AM the following morning.

Tentative Course Calendar

Week	Dates	Topic(s)	Readings	Assignments
Week 1	Tuesday, May 28 - Sunday, June 2	Syllabus & Course Overview		OL "Welcome Video 1 & 2" Optional Syllabus Quiz Due Sunday, June 2 Self Intro Discussion Board Due Sunday, June 2
Week 2	Monday, June 3 - Sunday, June 9	Interviewing as Communication Process	S&C Chap 1 S&C Chap 2	OL "Interviewing as Communication Process" Self-Evaluation Paper Due Sunday, June 9
Week 3	Monday, June 10 - Sunday, June 16	Interview Structure	S&C Chap 3 S&C Chap 4	OL "Interview Protocols & Questions" Network Interview Assignment Due Sunday, June 16
Week 4	Monday, June 17 - Sunday, June 23	Resumes & Cover Letters	OBBs	OL "Resumes & Cover Letters" Mock Interview Job Description Due Sunday, June 23
Week 5	Monday, Jun 24 - Sunday, Jun 30	Employment Interviewing	S&C Chap 8	OL "Employment Interviewing" Midterm Quiz Due Sunday, June 30
Week 6	Monday, July 1 - Sunday, July 7	Professional Websites	OBBs	OL "Professional Websites" OL "Using Wix"
Week 7	Monday, July 8 - Sunday, July 14	Responding to Interview Questions		OL "The STAR & PAR Method" Mock Interview Protocol Due Sunday, July 14
Week 8	Monday, July 15 - Sunday, July 21	Additional Interview Types	S&C Chap 10 S&C Chap 11	OL "Additional Interview Types" Resume, Cover Letter, Website Due Sunday, July 21
Week 9	Monday, July 22 - Tuesday, July 30			Mock Interviews Held June 22 - 28 Final Quiz Due Tuesday, July 30

OL = Watch Online Lecture

S&C = Read Chapter in Stewart & Cash Textbook

OBBs = Read Online Articles/Documents posted to our course Blackboard