Course Details

Instructor: Michael Clarke
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Office Hours
Office hours by appointment only.

Class Meeting Time
Tuesday/Thursday
11 AM – 10:50 PM

Class Location
The primary classroom is Hinds 011, also called the Innovation Studio. Because this class involves distributed collaboration, we may also make use of other spaces.

Course Description

Organizations around the world are increasingly turning to geographically distributed collaboration and virtual organizations as a means of expanding their global reach. This hands-on course will provide an introduction to the key technologies used for collaboration in a globally distributed enterprise. The course will also focus on best practices that make virtual and cross-cultural collaboration most effective. We will review strategies for synchronous and asynchronous collaboration and the challenges of team building in a globally distributed environment. (1.5 credits)

Textbook
There is no required text. Required readings will be available on Blackboard.

Resources
This course will utilize a number of iSchool resources. All resources used in this course are at no additional cost to students. Some of the resources that may be used in this class include:

Blackboard: Your Syracuse University NetID controls access to Blackboard (Your NetID and password are used for access to MyMail, SU licensed software, SU web space, AirOrange, and other SU computing resources). You can get to Blackboard from IST web page (http://ischool.syr.edu/) or directly (http://ischool.syr.edu/learn).

Adobe Connect Pro: Adobe Connect Pro is a real-time web conferencing/collaboration tool. The instructors will create “rooms” or sessions, and then invite students to the room with a unique URL. The entire experience in Flash-based, so users do not need to install any software. Once in the room,
users can share/present content, PowerPoint, collaborate on documents and communicate using web cams, audio (including phone conference) and text chat.

**SharePoint:** SharePoint provides a one-stop organizational portal for digital projects and content. Faculty, staff and students can create sites on the University SharePoint server:

- For project and portfolio management
- To create online libraries to store and search for documents and slides
- To control document versions during collaborative editing
- To collaborate through discussion boards, blogs and wikis, and feedback surveys

SharePoint is integrated with Microsoft applications including Word and Outlook to make scheduling and document sharing and editing a breeze.

### Course Objectives

Upon completion of this course, students will be able to:

- Describe the full array of communication and collaboration technologies available to globally distributed organizations;
- Evaluate these technologies for utility in specific organizational situations;
- Describe and execute best practices for using these technologies for distributed organizational collaboration;
- Describe and practice the principles of influential communication;
- Analyze a target audience and describe an intended communication outcome for that audience;
- Select the most appropriate medium for achieving a collaboration objective in a given context;
- Use an appropriate medium (or several media in combination) to effectively craft influential messages;
- Effectively lead and participate in distributed, global group meetings; create and use effective meeting support materials.

### Instructional Approach

Students will have extensive opportunities for hands-on practice of effective communication techniques. The course will use some lecture/discussion supplemented with extensive simulation of organizational communication and collaboration situations.
## Student Evaluation

| Production, Interpretation, and Critique of Collaboration Artifacts | Students will demonstrate the ability to write clear, concise, professional emails and meeting decks to achieve specific behavioral, cognitive, or emotional objectives. These will be predominantly (but not exclusively) homework assignments and reading checks. | 20% |

## FERPA

The Family Educational Rights and Privacy Act of 1974 (FERPA) and SU’s FERPA institutional policy [http://supolicies.syr.edu/studs/ferpa.htm](http://supolicies.syr.edu/studs/ferpa.htm) set forth requirements regarding the privacy of student records. Federal regulations and University policies are fairly complex, but in general, you should err on the side of caution whenever dealing with issues of student privacy. Specific questions may be directed to the iSchool Student Services office or to the Registrar’s Office (443-3535).

## Faith-Based Observances

Syracuse University recognizes the diverse faith traditions represented among its campus community and supports the rights of faculty, staff, and students to observe according to these. A more detailed student policy can be found at [http://supolicies.syr.edu/studs/religious_observance.htm](http://supolicies.syr.edu/studs/religious_observance.htm). Under this policy, students are provided an opportunity to make up examination, study, or work requirements that may be missed due to religious observance provided they notify the university and their instructors before the end of the second week of classes. Students will have access to an online notification system for this purpose on MySlice during the first two weeks of the semester. Instructors will also have MySlice access to a list of students who have provided notification. We ask that you be as flexible as possible in accommodating these students.

## Learning Management System (LMS)

Effective fall 2011, the iSchool transitioned its learning management services from a locally administered system to the centrally supported SU Blackboard system. This system is our primary delivery vehicle for online instruction and it serves as an important supplement to an increasing percentage of on-campus courses. We strongly encourage you to incorporate Blackboard into your course and we have extensive staff expertise to help you find the right blend between traditional and online instruction. For information about Blackboard in the iSchool, see [https://answers.syr.edu/display/ischool/iSchool+BlackBoard+Resources](https://answers.syr.edu/display/ischool/iSchool+BlackBoard+Resources). For assistance with online course development, contact Peggy Brown (pbrown01@syr.edu; 315- 443-8144). If you or your students need to report problems on the Blackboard System, the best way to get the fastest possible response is to submit a trouble ticket at [http://ischool.syr.edu/it/](http://ischool.syr.edu/it/). Click on the Get Help button. It’s quick and easy.
IT Services

IT Services works closely with SU’s central Information Technology and Services group to provide IT support services to students, faculty and staff. Students have access to a range of specialized software and hardware in our labs and also to a large library of applications through our participation in the Microsoft Academic Alliance and the VMware e-academy. In addition, faculty and staff may also have access to certain specialized applications. For more information about software availability, visit http://ischool.syr.edu/facstaff/it/. Faculty can find answers to other common questions at our Top Ten Faculty questions page: http://subnet.ischool.syr.edu/announcements/ischool-faculty-top-ten-technical-faq-if3faq/.

Academic Integrity

The academic community of Syracuse University and of the School of Information Studies requires the highest standards of professional ethics and personal integrity from all members of the community. Violations of these standards are violations of a mutual obligation characterized by trust, honesty, and personal honor. As a community, we commit ourselves to standards of academic conduct, impose sanctions against those who violate these standards, and keep appropriate records of violations. The academic integrity statement can be found at: http://supolicies.syr.edu/ethics/acad_integrity.htm.

Disabilities

If you believe that you need accommodations for a disability, please contact the Office of Disability Services (ODS), http://disabilityservices.syr.edu, located in Room 309 of 804 University Avenue, or call (315) 443-4498 for an appointment to discuss your needs and the process for requesting accommodations. ODS is responsible for coordinating disability-related accommodations and will issue students with documented disabilities Accommodation Authorization Letters, as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact ODS as soon as possible.

Ownership of Student Work

This course may use course participation and documents created by students for educational purposes. In compliance with the Federal Family Educational Rights and Privacy Act, works in all media produced by students as part of their course participation at Syracuse University may be used for educational purposes, provided that the course syllabus makes clear that such use may occur. It is understood that registration for and continued enrollment in a course where such use of student works is announced constitutes permission by the student. After such a course has been completed, any further use of student works will meet one of the following conditions: (1) the work will be rendered anonymous through the removal of all personal identification of the work’s creator/originator(s); or (2) the creator/originator(s)’ written permission will be secured. As generally accepted practice, honors theses, graduate theses, graduate research projects, dissertations, or other exit projects submitted in partial fulfillment of degree requirements are placed in the library, University Archives, or academic departments for public reference.