

COMSTRAT

Online MA Strategic Communication Capstone

701

INSTRUCTOR

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COURSE OVERVIEW

The Capstone (COMSTRAT 701) is the final course in the online MA program.

- Credits: 3 credits; Pass/Fail (S/U)
- Prerequisites: Admitted to an online degree program or graduate certificate in communication.
- Final semester of enrollment in the program. Cumulative GPA of 3.0 or higher in the program.
- Course Delivery: Course is delivered online, asynchronously through WSU's Learning Management System (Canvas).

COURSE DESCRIPTION

Capstone deliverables are a demonstration of the student's mastery of core MA concepts through a comprehensive exam and professional online portfolio. Students are assessed in three core attributes: critical thinking, written communication, and creativity. The comprehensive exam includes prompts for students to respond to four questions, case studies, or activities. Each response is open-book (not proctored) and completed individually (non-collaborative). With these prompts, students are asked to demonstrate their understanding and proficiency in the following core areas:

- Research methods
- Crisis communications and reputation management
- Professional ethics
- Persuasion in communication
- Brand and consumer behavior
- Multimedia content creation
- Storytelling across multiple channels
- Integrated campaign strategy and development

COURSE EXPECTATIONS

For each hour of lecture equivalent, students should expect to have a minimum of six hours of work outside of class. Therefore, students should expect to devote 6-10 hours/week on engagement activities, prompts, and development of an online portfolio.

COMMUNICATING WITH REBECCA

Office hours are by appointment via rebecca.cooney@wsu.edu or live Slack chat anytime. You can also use the "questions for the instructor" discussion board as needed.

REQUIRED BOOK

Mindset: The New Psychology of Success by Carol S. Dweck, PhD. Order through the [Bookie](#) or on [Amazon](#). ISBN-10: 0345472322 or ISBN-13: 978-0345472328

COURSE PROFESSIONALISM

Respectful engagement applies to all course collaborators including the instructor, teaching assistants, students, secondary graders, and virtual mentors

COURSE MATERIALS

All course content will be housed in Canvas. Students should refer there for announcements, discussion forums, information, and support materials for deliverables and other information. A Slack channel is also available for real-time communication.

ANNOUNCEMENTS

Announcements are posted regularly to help keep students on track, remind students of critical deadlines, and provide them with helpful resources and tips and other information related to the course.

KEY DATES

- M, Sep 6: Labor Day holiday
- F, Oct 1: Deadline to apply for a graduate degree
- TR, Nov 11: Veterans Day
- F, Nov 19: Deadline to withdraw from a class
- F, Nov 19: Deadline for balloting
- Nov 22-28: Fall break
- Sat, Dec 11: Commencement
- W, Dec 22: Final grades posted

COURSE SCHEDULE [see attached]

ASSIGNMENTS

CREATIVE ACTIVITY

As a way to further promote and demonstrate your creative skills, a series of imaginative activities have been designed to further enhance your ongoing professional development, quality of your online portfolio, and enhancement of your personal brand.

BOOK CLUB & DISCUSSION

Interaction among peers is a cornerstone of the online MA program. Through these engagements, students learn from each other, share stories, support one another, and create valuable and sustainable connections. The Capstone is run differently than other courses, but engagement and interaction remain equally important as a way for students to not feel isolated, alone, or unsupported. For this reason, I incorporated a book club model as a mechanism for student engagement and gaining new skills and insights.

PROMPTS

Online MA faculty and past course work are the inspiration for questions, case studies, and creative activities that validate a students' competency level in each of the MA program core areas (research methods, digital marketing, crisis communications, etc.). Research, writing, creativity, and critical thinking are core attributes of Capstone prompts. Each prompt includes an overview of layout requirements and references, instructions, and grading criteria. Templates or outlines are provided and the use of free web-based tools in digital content creation or market research is often incorporated. Students are not expected to make additional purchases or subscription commitments as part of completing prompts.

With all prompts, it is important that I provide expectations and reminders regarding citation and attribution. This is a critical point as all prompts are run through Turnitin prior to assessment. Using APA, MLA, or Chicago standards, please include sourced references as appropriate throughout the document and in the reference section at the end of the prompt.

XTRA CREDIT (optional) (5pts each)

Students will be given the opportunity to earn extra credit throughout the semester by completing value-add tasks related to each lesson.

PROFESSIONAL ONLINE PORTFOLIO

The professional online portfolio assignment is an opportunity for students to showcase their individual suite of talents – be it professional work product, creative work, applicable coursework examples, writing samples, or highlights of special projects, volunteer work, or works in progress. It is their opportunity to feature professional and academic work, refine their personal brand, and share evidence of core competencies. The development of the online portfolio is broken up into four parts with distinct tasks and deliverables at each stage. Any student who already has an active professional online portfolio will use the assignment as an opportunity to audit, evaluate, refine, and improve their work.

SUBMISSION OF PREVIOUSLY GRADED WORK

Pursuant to WSU Academic Integrity Policy (WAC 504-26-010 (3j) "Unauthorized multiple submissions of the same work" ([reference](#)) unless otherwise previously arranged with your instructor, students are not permitted to re-submit previously graded work.

GRADING

Table for assessment, points, and percentages

Students can earn up to 303 points for required tasks. An additional 20 points can be earned for the completion of extra credit tasks within each lesson. S= pass; U= fail

Grade	Pts	%		Grade	Pts	%
S	284-303	94-100%		U	224-232	74-76%
S	272-283	90-93%		U	212-223	70-73%
S	263-271	87-89%		U	203-211	67-69%
S	251-262	83-86%		U	194-202	64-66%
U	242-250	80-82%		U	189-193	61-63%
U	233-241	77-79%		U	≤ 188	0-60%

If a grade falls into a non-specified range (e.g. 89.5% or 89.2%), the grade will be rounded to the closest whole number. Therefore, if a grade was 89.5%, the student would receive an A-; if the grade as 89.2% the student would receive a B+.

GRADING POLICY

COMSTRAT 701 is Pass/Fail (S/U). Letter grades are not referenced in the course. Instead, points and percentages are used for the assessment of activities. In accordance with [WSU Graduate School Policies and Procedures Chapter 3E](#), students must receive the equivalent of 83% or better to receive a “pass” assessment in the Capstone. Assignments are graded using weighted rubrics. Extra credit opportunities will be made available if needed.

- If a student receives an assessment of 25 pts (82%) or less on a prompt, they will be given the opportunity to revise and resubmit to make up points. Students have the option of making revisions to ONE prompt only.
- To grade prompts, I use a rubric to determine scores. With the complexity of the prompts, I give very few students a full 30 points as I evaluate a full spectrum of depth and breadth in level of research, use of stats and facts and backing up key findings, overall layout and appearance of the document with the use of style and formatting, and quality of assessment. Because the process to assess prompts is a bit subjective, I rely on the rubric to help me determine where I believe a piece falls within the 0-3 scoring for each item on the rubric and the tenths of a point in between.
- If a student receives an assessment of 16 pts (82%) or less on a phase of the online portfolio development process, they will be given the opportunity to revise and resubmit to make up points. Students have the option of making revisions 1x at each phase.
- Revisions are not permitted on creative activities or book club discussion tasks.
- Students are encouraged to complete the optional extra credit tasks within each lesson as a mechanism for making up lost points throughout the semester.

The grade page for the [WSU catalog](#) clarifies how pass/fail is shown on the final transcript. "S" is what is designated to students who pass the Capstone. "U" would be designated for any student who did not pass the Capstone and had to re-take it at a later semester. And an "X" would be designated for a student who had special circumstances and was unable to finish, etc. GPA is not impacted positively or negatively with a final "S" or "U" designation in the course. However, if a student gets a "U" assessment, they would not qualify for graduation and would have to repeat and pass the course at a later date to complete the program.

LATE WORK OR WORK NOT TURNED IN

Students must complete all four prompts and online portfolio to pass the Capstone. Students who fail to turn in a response to a prompt or incomplete/unfinished online portfolio may receive a “U” assessment for the course. Students may not opt-out of these assignments regardless of the total points earned in the course.

All graded tasks are due by midnight (11:59 pm) by the deadline stated in the course schedule. Students who miss a deadline for are subject to a 10% penalty for every day the assignment is late. If a prompt or phase of the online portfolio is not received within 72 hours of the deadline, students are at risk of receiving a “U” assessment in the course for failure to complete.

With regard to late work - please do not ask for after-the-fact exceptions. Some consideration, however, might be given (at the discretion of the instructor) if there are extenuating circumstances such as prolonged hospitalization, family death, or extended individual sickness previously discussed. In cases of documented university conflict, you are responsible for making alternative arrangements in advance and responsibilities must be fulfilled before the normally scheduled time.

The course is broken out into four lessons. Within each lesson students complete the following activities by a single due date:

- Creative Activity
- Book Club discussion
- Prompt
- Portfolio Phases 1-4
- Optional extra credit

COURSE LEARNING OUTCOMES

COURSE LEARNING GOALS

Course Learning Goal 1: At the end of this course, students should be able to gather and assess strategically relevant information using analyses and research (critical thinking)

- Students research and gather digital assets required to produce effective multimedia communications. All reflections illustrate the ability to effectively critique work and provide suggestions for constructive practical alternatives.
- Students learn to develop multi-modal designs and stories using various digital content creation tools. All of the photographs, concept maps, spreadsheets, graphics, audio and/or video files effectively enhance understanding of concepts, ideas, and relationships, create interest, and are appropriate for the chosen purpose.
- Students learn how to apply narrative and design principles to develop graphic design, vector illustrations, audio stories, and video stories. All work samples are clearly and directly related to the purpose of the online portfolio.

Course Learning Goal 2: At the end of this course, students should be able to provide evidence of professional skills to develop communication materials using best practices and industry standards presented in the curriculum (written communication)

- Issues/problems presented are considered critically is stated clearly and described comprehensively, delivering all relevant information necessary for full understanding. Students are expected to meet all the criteria of the prompts. All content is in the students' own words and is accurate. Students are expected to provide clear purpose and subject; pertinent examples, facts, and/or statistics; supports conclusions/ideas with evidence.
- Information is taken from the source(s) with enough interpretation and evaluation to develop a comprehensive analysis or synthesis. Student thoroughly (systematically and methodically) analyzes own and others' assumptions and carefully evaluate the relevance of contexts when presenting a position.

- Students demonstrate graduate-level writing and critical thinking skills through the completion of five prompts. Students must use stylistic and sophisticated language that is precise, engaging, with a notable sense of voice, awareness of audience and purpose, and varied sentence structure.

Course Learning Goal 3: At the end of this course, students should be able to demonstrate knowledge of strategic, entrepreneurial communication skills such as managing an online presence, self and organizational presentation, and collaboration in an increasingly global world (creativity)

- Students demonstrate creativity and innovation in completing the prompt guidelines for design elements. The final creative works within prompts are unique, effective, and compelling.
- Students demonstrate the thoughtful exploration of purposeful research with proven accuracy, citing resources, and evidence of thoughtful and thorough preparation.
- Students are expected to deliver prompt responses and online portfolio components that are easy to read, clearly written, and labeled. Materials and written sections must be free of misspellings and grammatical errors. All outline sections are expected to be complete and thorough.

EVALUATION OF OUTCOMES

- Completion of 4-5 questions, case studies or activities (referred to in this course as "prompts")
- Completed professional online portfolio
- Participation in engagement activities designed to maintain student and instructor connection and add value to the course
- Completion of creative activities

GRADUATE REVIEW COMMITTEE & BALLOTING

Although this is a professional degree and absent of a research project or thesis, the WSU Graduate School requires final examination and balloting for COMSTRAT 701. Requirements around “final examination” are accomplished through response to prompts and completion of a professional online portfolio. Balloting is managed by a Graduate Review Committee - a committee of three faculty members assigned to each student. More info:

- The Graduate Review Committee is made up of clinical and research faculty affiliated with The Edward R. Murrow College of Communication and the Online MA program.
- In addition to overall course design, management, and delivery, the primary role for the instructor is to prepare thoughtful review and assessment of each student’s response to prompts – providing analysis and feedback against a pre-determined rubric designated for each prompt. The instructor is also responsible for reviewing and assessing students’ final online portfolio to ensure assignment expectations are met.
- The role of the remaining two Graduate Review Committee members is primarily one of support and counsel to the instructor should issues or questions arise throughout the semester as part of assessment such as suspected academic integrity violations, disputes or debates about assessment scores for prompts, or providing a second opinion as needed.
- Final balloting occurs at the end of the semester upon the completion of the assessment of all prompts and online portfolio. All three members of the Graduate Review Committee will meet to discuss the instructor’s final recommendations for pass/fail assessment and provide written verification through balloting that students have met all requirements of the course.
- Students only interact directly with the instructor. All communication with the committee is facilitated by the instructor.
- Reference: WSU Grad School Policies and Procedures [Ch 14 Professional Master’s Degree Programs, section E. Capstone Project and/or Examination Requirements](#)

POLICIES & PROCEDURES

ACADEMIC CALENDAR

Please review the current Academic Calendar to become familiar with critical deadlines on your campus. Visit the WSU Academic Calendar page: <http://www.registrar.wsu.edu/Registrar/Apps/AcadCal.ASPX>. and select your home campus from the drop-down menu.

ACADEMIC FREEDOM

WSU supports the faculty's academic freedom, right to freedom of expression, and responsibility to fulfill course objectives that are approved by the Faculty Senate. This is fundamental to who we are as an institution. Along with these rights comes the responsibility to protect the freedom of expression of all members of our community, including students.

"As teachers, professors encourage the free pursuit of learning in their students. They hold before them the best scholarly standards of their disciplines. They demonstrate respect for the student as an individual and adhere to their proper role as intellectual guides and counselors...They protect students' academic freedom." (Source: Faculty Responsibilities section of the WSU Faculty Manual)

"Freedom of expression is recognized as one of the essential elements of academic freedom. On a healthy campus, there is respect for the dignity and worth of all members of the campus community and a concern for the rights of others. ...It is the policy of Washington State University to support and promote the rights of all individuals to express their views and opinions for or against actions or ideas in which they have an interest... The above rights exist in equal measure for each member of the University community." (Source: Section IIB of the Faculty Manual - page 14)

At WSU, the faculty has a strong interest in promoting respectful dialogue in the classroom setting. Speech and conduct that disrupts the educational process and creates a hostile environment, as that term is defined in WSU's non-discrimination policy (Executive Policy 15), is not protected. If concerns arise, faculty will consult the WSU's Office for Equal Opportunity at 509-335-8288 or oeo@wsu.edu. We aim to protect the freedoms and rights of every member of the WSU community and to promote learning about diverse perspectives while ensuring that students experience a safe, constructive learning environment.

ACADEMIC INTEGRITY

Washington State University, a community dedicated to the advancement of knowledge, expects all students to behave in a manner consistent with its high standards of scholarship and conduct. Students are expected to uphold these standards both on and off-campus and acknowledge the university's authority to take disciplinary action. Cheating is defined in the Standards for Student Conduct WAC 504-26-010(3). It is strongly recommended that you read and understand these definitions: <http://apps.leg.wa.gov/wac/default.aspx?cite=504-26-010>.

University instructors have the authority to intervene in all situations where students are suspected of academic dishonesty. In such instances, responsible instructors retain the authority to assign grades to students considering, from an academic standpoint, the nature of the student action. Violation of academic integrity on any assignment will involve (i) an academic penalty ranging from a minimum of both a zero on that assignment and the reduction of a full letter grade on your final grade to failure of the entire course, (ii) filing of case with the Office of Student Conduct, and per university regulations, (iii) inability to withdraw from the course.

Cheating includes, but is not limited to, plagiarism and unauthorized collaboration as defined in the Standards of Conduct for Students, WAC 504-26-010(3). You need to read and understand all of the definitions of cheating: <http://app.leg.wa.gov/WAC/default.aspx?cite=504-26-010>. If you have any questions about what is and is not allowed in this course, you should ask course instructors before proceeding.

If you wish to appeal a faculty member's decision relating to academic integrity, please use the form available at conduct.wsu.edu.

ACADEMIC REGULATIONS

Students enrolled in online courses are subject to the same University academic regulations as on-campus students. Students may only repeat a course graded C- or below one time at WSU during fall or spring semesters. Additional repeats are allowed from another institution or at WSU during summer terms or by special permission of the academic unit offering the course. Learn more at <http://www.catalog.wsu.edu/General/AcademicRegulations/ListBy/73>.

ACCOMMODATION FOR RELIGIOUS OBSERVANCES OR ACTIVITIES

Washington State University reasonably accommodates absences allowing for students to take holidays for reasons of faith or conscience or organized activities conducted under the auspices of a religious denomination, church, or religious organization. Reasonable accommodation requires the student to

coordinate with the instructor on scheduling examinations or other activities necessary for course completion. Students requesting accommodation must provide written notification within the first two weeks of the beginning of the course and include specific dates for absences. Approved accommodations for absences will not adversely impact student grades. Absence from classes or examinations for religious reasons does not relieve students from responsibility for any part of the

course work required during the period of absence. Students who feel they have been treated unfairly in terms of this accommodation may refer to Academic Regulation 104 – Academic Complaint Procedures.

CAMPUS SAFETY STATEMENT

Classroom and campus safety is of paramount importance at Washington State University and is the shared responsibility of the entire campus population. WSU urges students to follow the “Alert, Assess, Act” protocol for all types of emergencies and the “Run, Hide, Fight” response to an active shooter incident. Remain ALERT (through direct observation or emergency notification), ASSESS your specific situation, and ACT in the most appropriate way to assure your own safety (and the safety of others if you are able).

Please sign up for emergency alerts on your account at MyWSU. For more information on this subject, campus safety, and related topics, please view the FBI’s Run, Hide, Fight video and visit the WSU safety portal.

COVID-19 POLICY

Students are expected to abide by all current COVID-19 related university policies and public health directives, which could include wearing a cloth face covering, physically distancing, self-attestations, and sanitizing common use spaces. All current COVID-19 related university policies and public health directives are located at <https://wsu.edu/covid-19/>. Students who do not comply with these directives may be required to leave the classroom; in egregious or repetitive cases, students may be referred to the Center for Community Standards for university disciplinary action.

DISCRIMINATORY CONDUCT STATEMENT AND EMPLOYEE REPORTING REQUIREMENTS

Discrimination, including discriminatory harassment, sexual harassment, and sexual misconduct (including stalking, intimate partner violence, and sexual violence) is prohibited at WSU (See [WSU Policy Prohibiting Discrimination, Sexual Harassment, and Sexual Misconduct](#) (Executive Policy 15) and [WSU Standards of Conduct for Students](#)).

If you feel you have experienced or have witnessed discriminatory conduct, you can contact the WSU Office for Equal Opportunity (OEO) and/or the [WSU Title IX Coordinator](#) at 509-335-8288 to discuss resources, including confidential resources, and reporting options. (Visit oeo.wsu.edu for more information).

Most WSU employees, including faculty, who have information regarding sexual harassment or sexual misconduct are required to report the information to OEO or a designated Title IX Coordinator or Liaison. (Visit oeo.wsu.edu/reporting-requirements for more info).

EMAIL POLICY

All official WSU email communication **must be sent to students’ WSU email address**. Absolutely NO communication will be sent to external addresses (e.g., Yahoo, Gmail, and so forth). We will use either the email within Canvas or “email.wsu.edu” system.

E-TUTORING

As a WSU student, you have FREE unlimited access to eTutoring.org, a tutoring platform that enables students and tutors to collaborate in an online environment. This is not a course requirement, but simply an available resource that you may utilize as needed. With three ways to access a tutor, you can choose the one that best fits your needs.

- Writing Lab tutors will respond to papers in ANY academic subjects, including history, anthropology, sociology, and everything else. If you're working on a paper for ANY of your courses our tutors can help you. Just submit your paper, ask specific questions on the submission form and a tutor will respond within 24-48 hours.

- Chat rooms allow students to meet with tutors in one-on-one sessions via a fully interactive, virtual online environment.
- Students can also leave specific questions for an eTutor in any of our subjects by taking advantage of our questions option. Our tutors will respond to your question within 24-48 hours.

The list of available tutoring subjects can be found on the <http://etutoring.org/login.cfm?institutionid=176> site. Current subjects include Accounting, Anatomy & Physiology, Biology, Chemistry, Math and Calculus, Medical Coding, MS Office 2007, Physics, Spanish, Statistics, Web Development, and Writing!

FERPA

WSU students have legal rights under the Family Educational Rights and Privacy Act (FERPA) for the protection of their academic records. For a complete explanation of these rights, visit the URL associated with each home campus in the Academic Regulations section or <http://www.registrar.wsu.edu/Registrar/Apps/FERPA.ASPX>.

FINAL EXAM (NON-THESIS)

Please note that “final exam” in COMSTRAT 701 is cumulative with the completion of four prompts and online portfolio. There is no separate, final exam, dissertation, or research projects.

GPA, ACADEMIC DEFICIENCY, AND DISENROLLMENT

- GPA: The Graduate School requires that all graduate students maintain a cumulative 3.0 GPA throughout their graduate program. Students who are not able to maintain a 3.0 will be disenrolled from the program.
- Academic Deficiency: A student who does not maintain a cumulative 3.0 GPA will be considered academically deficient. A notice of deficiency will be sent to the student from the Graduate School. The student will have the option to request reinstatement, per the Graduate School’s instructions. The department will consider reinstatement requests but are not required to request readmission for any students below a 3.0.
- Disenrollment: Students who do not maintain a 3.0 GPA and who are academically deficient are subject to disenrollment. If a student submits a request for reinstatement it will be reviewed by the committee. If a reinstatement request is not received by the department the student’s program will be terminated. Following termination, if a student wishes to return to the program they will have to go through the application process again.

GRADE CHANGE POLICY

An instructor may not change a grade after it has been filed with the Registrar, except in the case of a clerical error, which the instructor may correct by so certifying to the Registrar. Such change must be approved (signature required) by the chairperson of the department in which the course was offered. Grade corrections must be processed within one year of the end of the term for which the original grade was given. In extenuating circumstances, exceptions to the one-year limit for correction of grade errors may be considered by petition to the Registrar’s Office.

INCOMPLETE POLICY (Academic Rule 90h)

Incompletes are granted only with permission of the instructor and are subject to the following guidelines:

1. Students must request an incomplete in writing or by e-mail from the instructor before the end of the semester.
2. The request must be signed and dated by the student (or identified by student's e-mail address) and must explain the reasons behind the request for the incomplete.
3. To be considered for an incomplete, **there are two main conditions:**
 - A. A student must complete a minimum amount of the assigned course work. Specifically, a student must complete 75 percent of the coursework.
 - B. A student must have a mathematical possibility of passing the class. A passing grade is 60 percent or above for the entire course.

If extraordinary circumstances (e.g., family emergency, serious illness) are involved and are documented to the instructor's satisfaction, the professor/ instructor retains the discretion to grant an incomplete even if the minimum conditions outlined in item 3 above are not met.

If an incomplete is granted, the standard WSU policy applies (i.e., ALL work must be completed within one full year from the end of the enrollment semester at issue, unless a shorter time is specified by the instructor. Otherwise, an automatic grade of "F," or failing, will be entered on the student's transcript).

INSTRUCTIONAL METHODS

Work completed in the course is independent and non-collaborative. Students are expected to work independently on each task and assignment. The course is a combination of lecture review, readings, discussion forum contribution, and graded assignments. Evaluation of your work will be completed by your instructor using established rubrics for each assignment.

INTELLECTUAL PROPERTY

Syllabi and all course-related materials, presentations, lectures, etc. are the intellectual property of individual faculty (or the intellectual property of their references) and may be protected by copyright. Selling class notes through commercial note-taking services, without instructor written advance permission, could be viewed as copyright infringement and/or an academic integrity violation, WAC 504-26-010 (3)(a,b,c, i). Further, the use of University electronic resources (e.g., Canvas) for commercial purposes, including advertising to other students to buy notes, is a violation of WSU's computer abuses and theft policy (WAC 504-26-218), a violation of WSU's Electronic Communication policy (EP 4), and also violates the terms of use for the Canvas software program.

Any course-related materials, presentations, lectures, etc. are the instructor's intellectual property and may be protected by copyright. The use of University electronic resources (e.g., Angel) for commercial purposes, including advertising to other students to buy notes, is a violation of WSU's computer abuses and theft policy (WAC 504-26-218).

LIBRARY SUPPORT

All students enrolled in Washington State University online courses can use the WSU Libraries online databases and receive reference and research assistance from their home campus. Students can also borrow books and other circulating material and access full-text journal articles.

- [General Library Links by campus](#) (Review the Libraries' Online Information for more guidance.)
- [Online Library Tour for WSU Online Campus Students](#)

ONLINE COLLABORATION

The essence of education is exposure to diverse viewpoints. In your threaded discussion posts, you'll meet students with vastly different opinions and backgrounds. You're encouraged to disagree with the substance of others' ideas and opinions but do so with respect, and without losing focus on the topic at hand. Personal attacks and inflammatory statements do not have a place in academic discourse. Please review these tips and academic regulations.

At Washington State University, netiquette is governed by both conduct rules and common-sense guidelines: [Conduct Rules](#)

Your instructors will promote high-quality academic discussions by removing posts they view as disruptive of the educational process and alerting students whose posts have been removed that they have violated course expectations. Students who continue to misuse the discussion boards after a warning may be subject to the removal of access rights, course failure, and referral to the Office of Student Conduct.

Postings must comply with university policy on the use of computing resources, including those regarding harassment and discrimination, as well as conform to the [Standards of Conduct for Students](#). Students are encouraged to review the standards, particularly WAC 504-26-218, 504-26-220, and 504-26-222.

Netiquette Guidelines

- Be polished and professional. Write your post in a word-processing program, such as Word. Reread your post for spelling, grammar, tone, clarity, and relevance. After using spell check, cut and paste into your group discussion.
- Treat others with respect. Encourage conversations by asking questions and explaining your position: "I didn't understand what you meant by this. Can you explain it more clearly?" "I found your argument unconvincing because..."
- First, be nice. Before you raise a concern with someone else's idea or work, first point out something positive: "That's a good point, but ..."

- Discuss issues or concerns, not individuals or personalities.
- Be specific. Responding to individuals by name, commenting on specific ideas and approaches, and providing specific suggestions encourage learning.
- Set clear deadlines that allow time for editing, questioning, and revising. If someone cannot meet the deadline, discuss how the group would like to manage the situation.
- Use humor cautiously. Someone else may interpret what is funny to you as disrespectful or negative. Sarcasm and irony often fail to be humorous online.
- Avoid using jargon and acronyms. If someone uses terms you don't understand, ask for clarification. If you don't understand the terms, others may not.
- Avoid judgmental responses such as, "That doesn't make any sense." Try phrasing it as a question: "How do you reconcile that with what we read in Chapter 2?"
- Be tactful. Read your communications carefully, and try to imagine how they could be interpreted by other people. Be more tactful than you would be in person
- Encourage others. Your role is not only to learn but also to help others learn.
- Be open to being wrong. Remember that you may be wrong, and there's no shame in that. Nobody is right all the time, and everyone is here to learn.

Online Harassment

The definition of harassment includes a knowing and willful course of conduct directed at a specific person that seriously alarms, annoys, harasses, or is detrimental to such person, and which serves no legitimate or lawful purpose.

For more information, please visit the [WSU cyber harassment webpage](#).

REASONABLE ACCOMMODATIONS

Reasonable accommodations are available for students with a documented disability. If you have a disability and need accommodations to fully participate in this class, please either visit or call the Access Center (Washington Building 217; 509-335-3417) to schedule an appointment with an Access Advisor. All accommodations MUST be approved through the Access Center.

RESPECTFUL ENGAGEMENT

Respectful engagement applies to all course collaborators including the instructor, teaching assistants, students, secondary graders, and virtual mentors (reference (verbatim) Global Campus Online Safety:

<https://online.wsu.edu/currentStudent/supportTeam/CampusSafety.aspx>)

SAFETY INFORMATION FOR GLOBAL CAMPUS

As a Washington State University Global Campus student, you have the same rights and responsibilities as any other WSU student.

Responsibilities include creating a safe and welcoming atmosphere for your fellow classmates. In the online environment, that means practicing basic [netiquette skills](#). WSU provides students with information about key computer viruses. WSU is committed to maintaining an environment free from all forms of harassment, discrimination, and abuse and will take action to address any incidents that arise.

Virus Alerts and Computer Safety Information

- University wide policy—WSU requires antivirus software on all computers [connected to the WSU network](#).
- [How to Set Up Multi-Factor Authentication](#)

STUDENT APPEALS PROCESS

“The [Appeals Board](#) is composed of employees who review a decision made by the University Conduct Board, or a conduct officer, that a student violated the University's Standards of Conduct for Students. When a student disagrees with a decision of the Conduct Board or a conduct officer, he/she may appeal the decision to the University Appeals Board.” – WSU Office of Student Conduct University Appeals Board

TECHNICAL SUPPORT

1. Submit a request via the Crimson Service Desk <http://crimson servicedesk.wsu.edu/>
2. Email: support@instructure.com
3. Use the Canvas Chat Tool
4. Report an issue through the “Report a Problem” link located under the “Help” icon in the Canvas course space.
5. Access the common questions knowledge base at <https://community.canvaslms.com/community/answers/guides/>

WSU ONLINE SUPPORT

The WSU Online Web site (<http://online.wsu.edu>) has all the non-content and administrative related information you need to be a successful online learner. Log in using your WSU Network ID and password to access your personalized information.

- Student Services information is available to provide assistance with any non-advising administrative questions
- Study tips and resources give you a good head start in assuring success with your course are located on the Web site.