Syllabus for

COM 322—Interviewing
3 Credit Hours
Spring 2013

I. COURSE DESCRIPTION

A study of the theory and practice of developing interviewing skills appropriate to a broad range of interviewing situations. Emphasis is on the interview as a communication process, a tool for management of communication effectiveness, a means of collecting and disseminating information by means of the mass media, and a strategy for research.

Prerequisite: COM 101.

II. COURSE GOALS

This course is designed to assist the student in his or her quest to do the following:

A. Develop practical skills in planning, researching, conducting, and evaluating informational, exit, performance and employment interviews.

B. Study the theoretical components of the interview process.

C. Develop questioning strategies to be more proficient as an interviewer and interviewee.

D. Learn to incorporate appropriate interpersonal behaviors as both the interviewer and interviewee to increase the overall success of the interview.

III. STUDENT LEARNING OUTCOMES FOR THIS COURSE

Upon successful completion of this course, the student will be able to do the following:

A. Define and explain components of the interview process.

B. Identify specific questioning techniques used in each section of the interview.

C. Conduct, participate in and evaluate informational, persuasive, and employment interviews.

D. Write multiple strong resumes and corresponding letters.

IV. TEXTBOOKS AND OTHER LEARNING RESOURCES

A. Required Materials
   1. Textbooks
      none
   2. Other
      One VHS video tape

B. Optional Materials
   Textbooks
V. POLICIES AND PROCEDURES

A. University Policies and Procedures

1. Attendance at each class or laboratory is mandatory at Oral Roberts University. Excessive absences can reduce a student’s grade or deny credit for the course.

2. Students taking a late exam because of an unauthorized absence are charged a late exam fee.

3. Students and faculty at Oral Roberts University must adhere to all laws addressing the ethical use of others’ materials, whether it is in the form of print, electronic, video, multimedia, or computer software. Plagiarism and other forms of cheating involve both lying and stealing and are violations of ORU’s Honor Code: “I will not cheat or plagiarize; I will do my own academic work and will not inappropriately collaborate with other students on assignments.” Plagiarism is usually defined as copying someone else’s ideas, words, or sentence structure and submitting them as one’s own. Other forms of academic dishonesty include (but are not limited to) the following:
   a. Submitting another’s work as one’s own or colluding with someone else and submitting that work as though it were his or hers;
   b. Failing to meet group assignment or project requirements while claiming to have done so;
   c. Failing to cite sources used in a paper;
   d. Creating results for experiments, observations, interviews, or projects that were not done;
   e. Receiving or giving unauthorized help on assignments.

By submitting an assignment in any form, the student gives permission for the assignment to be checked for plagiarism, either by submitting the work for electronic verification or by other means. Penalties for any of the above infractions may result in disciplinary action including failing the assignment or failing the course or expulsion from the University, as determined by department and University guidelines.

4. Final exams cannot be given before their scheduled times. Students need to check the final exam schedule before planning return flights or other events at the end of the semester.

5. Students are to be in compliance with University, school, and departmental policies regarding Whole Person Assessment requirements. Students should consult the WPA handbooks for requirements regarding general education and the students’ majors.
   a. The penalty for not submitting electronically or for incorrectly submitting an artifact is a zero for that assignment.
   b. By submitting an assignment, the student gives permission for the assignment to be assessed electronically.

B. Department Policies and Procedures

1. **Attendance**—At Oral Roberts University, students are expected to attend all classes. Understanding that there are sometimes unavoidable circumstances that prevent perfect attendance, each student is allowed to miss class the number of times per week a class meets. This allowance is for illness, personal business, and personal emergency. Students may consider these personal days or sick leave. If a student has absences in excess of this number, the earned grade for the course will be reduced one letter grade for each hour’s absence above those allowed. A student missing class due to illness must take an unexcused absence.
Extended illnesses are handled on an individual basis and require a doctor’s excuse.

2. **Administratively Excused Absences**—Students who must miss class for University sponsored activities must follow these procedures:
   a. Inform the professor before the event.
   b. Arrange to complete missed work within one week.
   c. Not commit to class performances (oral reports, speeches, television tapings, group presentations, etc.) on a date the student will be gone. Makeup work is not permitted if the student voluntarily commits to a performance on the date of an administratively excused absence.
   d. Present an excuse, signed by the Dean of Arts and Cultural Studies, the day the student returns.

3. **Tardies**—Tardies are an inconvenience to the other class members and the professor, and they prevent the late student from obtaining maximum value from the class. Therefore, tardies are calculated in the attendance provision for this course. Three tardies equal one absence and are included in the absences when determining the course grade. It is to the student’s advantage to make sure that the professor is informed immediately following the close of the class that the student was tardy and not absent. It is not the professor’s responsibility to stop the class to mark the student late; the student is the one responsible to convey that information following that class. Students should not expect to be credible the following class session concerning a late arrival on a previous day.

4. **Late Work**—The student is responsible for obtaining class assignments and material covered during an absence. All work must be completed as scheduled. An absence is not an excuse for turning in late work or for being unprepared with assignments for the class following the absence. If late work is accepted, a substantial penalty will be assessed.

5. **Literacy**—The Communication, Arts, and Media Department does not accept for credit any written assignment that contains more than an average of three grammatical and/or typographical errors per page.

6. **Whole Person Assessment**—Refer to the Communication, Arts, and Media WPA handbook for policies at [http://oru.edu](http://oru.edu), click on Academics, then WPA, then Department Resources, then CAM Handbook HTML.

C. **Course Policies and Procedures**

1. **Evaluation Procedures**
   a. **Exams**
      - Midterm 15%
      - Final 15%
   b. **Interviews**
      - Skill Building Interview 10%
      - Informational Interview 10%
      - Recruiting Interview 10%
      - Employment Interview 10%
      - Persuasive Interview 10%
   c. **Field Project**
      Written assignment based on interviews performed by the student outside of the class-
room.  

TOTAL  100%

2. Whole Person Assessment Requirements: students are responsible for including this portfolio item.
   a. Project 1
   b. Artifacts not submitted electronically or incorrectly submitted receive a zero for that assignment.

3. Other Policies and/or Procedures
   Any examination not taken at the scheduled time due to an excused absence must be made up at a time arranged with or by the instructor. Generally, tests missed for an unexcused absence cannot be made up. If a test absence is allowed to be made up, the University $15 late-test fee must be paid in advance. Exams taken late because of an unexcused absence are penalized two letter grades.

VI. COURSE CALENDAR

Week 1 Syllabus & Course Introduction; Questions & their uses in interviewing
Week 2 Structuring the interview; Skill Building interview assigned
Week 3 Structuring the interview, cont.
Week 4 In-Class Skill Building Interviews
Week 5 Surveys & polls; Introduction to Probing Interviews; Probing interview & field project (FP) assigned
Week 6 Probing interview, cont.;
Week 7 In-Class Probing Interview; Phase 1 FP due
Week 8 Midterm
Week 9 BREAK
Week 10 Introduction to Employment/Recruiting interviews; Phase 2 FP due
Week 11 Employment/Recruiting interviews, cont.; In-Class Employment/Recruiting interviews
Week 12 In-Class Employment/Recruiting interviews
Week 13 Persuasive Interviews
Week 14 Persuasive Interviews, cont.
Week 15 In-class persuasive interviews
Week 16 Phase 3 FP due; Class wrap-up
Week 17 Final Exam
Course Inventory for ORU’s Student Learning Outcomes

COM 322—Interviewing
Spring 2013

This course contributes to the ORU student learning outcomes as indicated below:

**Significant Contribution** – Addresses the outcome directly and includes targeted assessment.

**Moderate Contribution** – Addresses the outcome directly or indirectly and includes some assessment.

**Minimal Contribution** – Addresses the outcome indirectly and includes little or no assessment.

**No Contribution** – Does not address the outcome.

The Student Learning Glossary at [http://ir.oru.edu/doc/glossary.pdf](http://ir.oru.edu/doc/glossary.pdf) defines each outcome and each of the proficiencies/capacities.

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<th>Moderate Contribution</th>
<th>Minimal Contribution</th>
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<td>Outcome #1 – Spiritually Alive</td>
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