Syllabus for
COM 322—Interviewing
3 Credit Hours
Spring 2010

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, exit, performance appraisal, 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

Dahlstrom & Company (2002). The job hunting handbook: Job outlook to 2005. Holiston: Dahlstrom & Company, Inc.

Stewart, C. (2008). Interviewing: Principles and practices. New York: McGraw-Hill Publishing

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, video, multimedia, or computer software. 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.
      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 ePortfolio 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 Sciences, 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), click on **Academics**, then **ePortfolio**, then **Department Resources**, then **CAM Handbook HTML**.

C.   Course Policies and Procedures
1.   Evaluation Procedures

a.   **Exams**   % of Final Grade
       Midterm   15%
       Final   15%

b.   **Interviews**
       Skill Building Interview   10%
       Probing Interview   10%
       Recruiting Interview   10%
       Employment Interview   10%
       Persuasive Interview   10%

c.   **Field Project**   20%
       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

1st Day   Syllabus and introduce class

Week 1   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 2010

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 defines each outcome and each of the proficiencies/capacities.

	OUTCOMES & Proficiencies/Capacities	Significant Contribution	Moderate Contribution	Minimal Contribution	No Contribution
1	**Outcome #1 – Spiritually Alive** Proficiencies/Capacities				
1A	Biblical knowledge			X	
1B	Sensitivity to the Holy Spirit			X	
1C	Evangelistic capability			X	
1D	Ethical behavior		X		
2	**Outcome #2 – Intellectually Alert** Proficiencies/Capacities				
2A	Critical thinking	X			
2B	Information literacy	X			
2C	Global & historical perspectives			X	
2D	Aesthetic appreciation			X	
2E	Intellectual creativity		X		
3	**Outcome #3 – Physically Disciplined** Proficiencies/Capacities				
3A	Healthy lifestyle			X	
3B	Physically disciplined lifestyle				X
4	**Outcome #4 – Socially Adept** Proficiencies/Capacities				
4A	Communication skills	X			
4B	Interpersonal skills	X			
4C	Appreciation of cultural & linguistic differences	X			
4D	Responsible citizenship		X		
4E	Leadership capacity	X			