

## **Survey of Public Relations**

PBRL 3400-001

Spring 2019

Class time: Tuesdays & Thursdays 1-2:20 p.m.

Classroom: Meeman 100

Dr. Teri Del Rosso

Office: Meeman 312

Office hours: Wednesdays 1:30-3:30 p.m. and Thursdays 2:30-4 p.m.

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## **COURSE REQUIREMENTS.**

### **CATALOG DESCRIPTION:**

Development, scope, and modern role of public relations; emphasis on problem solving, lectures, and application of major public relations tools and practices.

### **PREREQUISITES:**

None

### **TEXTBOOKS:**

Wilcox, D.L., Cameron, G. T. & Reber, B.H. (2016). *Public Relations Strategies and Tactics* (Updated 11<sup>th</sup> ed.). New York: Pearson.

You are required to purchase the **REVEL** version of the textbook. Each assigned reading chapter will include a 15-question quiz through REVEL, which is worth 20% of your grade. All quizzes are due by 12 p.m. on its assigned due date. All due dates can be found in REVEL, your syllabus, and I will do my best to remind you each day in class. Ignorance of the deadline is not an excuse for failing to complete the assignment.

While access to REVEL is required, **the printed version of this text is optional** - see purchasing options below. There are three ways to purchase REVEL access.

Choose the option that works best for you:

- Option #1: Purchase a REVEL access code from the campus bookstore.
- Option #2: Online Instant Access: If you decide not to purchase REVEL from the bookstore, you can purchase REVEL access online. You will see this as an option after clicking on the course invite link (posted below) that you will receive prior to the beginning of the semester from your instructor.
- Option #3: When you register (via access code or online instant access), you also have the option of adding the print upgrade for \$19.95 extra (no shipping cost).
- Our course REVEL code: <https://console.pearson.com/enrollment/ik6gh5>

### **RECOMMENDED TEXT:**

*The Associated Press Stylebook 2016* (or 2015). New York: Basic Books.

**CLASSROOM FORMAT & POLICIES.**

*For additional policies, approaches, and questions please see the provided Instructor & Class FAQ on eCourseware.*

**CLASSROOM FORMAT:**

This class will be presented in lecture and discussion formats. Class discussion will involve the history, contemporary status, and future of the public relations field, along with the public relations four-step process. Students will write and submit assignments to eCourseware, which will be returned with feedback meant to encourage student improvement over the course of the semester. Access to a computer or mobile electronic device (tablet or smartphone) with internet access is required to complete your REVEL quizzes. Please let me know if you need information on computers available for use on campus.

**STUDENTS WITH DISABILITIES & ACCOMODATIONS:**

If you will need accommodations to meet any of the requirements of this course, please let me know as soon as possible. Remember, this does not mean you are incapable or receiving special treatment. We all have specific tools we use to do our best work. I encourage you to consider which tools you need to be your best in this class.

**TRAUMA & EMOTIONAL NEEDS:**

This class is just one component of your life. It is important, but sometimes we experience trauma and crisis, and we need to reprioritize. As your instructor, I feel your health and well-being is more important than this class. If completing this course or an assignment to the best of your abilities is challenging, please let me know as soon as possible. I am here for you and want to work with you. More student resources posted to eCourseware.

**ASSIGNMENTS & GRADING POLICIES.**

*For additional policies, approaches, and questions please see the provided Instructor & Class FAQ on eCourseware.*

**GRADING SCALE:**

A+= 100-97, A= 96-93, A-=92-90

B+= 89-80, B= 86-83, B-=82-80

C+= 79-77, C= 76-73, C-=72-70

D+= 69-67, D= 66-63, D-=62-60

F = 59 and below

**PLAGIARISM POLICY:**

*First offense: Redo for 50%, plus meet with Teri*

*Second offense: Automatic 0, no redo*

*Third offense: Automatic class fail*

*Final assignment, regardless of which offense: Automatic 0 on assignment*

**CITATION POLICY:**

For this class, we'll use AP style and APA style.

**LATE POLICY:**

<24 hours late: -10%

24-48 hours late: -20%

>48 hours: Feedback only

**EMAILED ASSIGNMENT POLICY:**

I will not accept assignments via email unless I *tell* you to email it to me.

**THE WORK.****ATTENDANCE AND ENGAGEMENT:**

Class attendance is mandatory in the Department of Journalism and Strategic Media. You may be assigned a failing grade for the semester for non-attendance or habitual late arrival. You may not be permitted to make up any missing work unless it is for an absence due to illness or other catastrophic emergency such as death in the family.

Your physical (or virtual) body showing up is not the same as *you* showing up. Physically coming to class and not engaging will result in an average (C) score for engagement and participation.

**COURSE ASSIGNMENTS:**

Please access eCourseware for detailed guidelines on each assignment. Deadlines are also listed in the class schedule. All work should be turned in as a Word document via Dropbox in eCourseware unless otherwise noted. All work is due at 11:30 p.m. CT on the assigned Sunday, unless otherwise noted. REVEL quizzes will be due at 12 p.m. (one hour before class begins)

**Individual work (65%)**

- PR vlog (5%)
- Environmental scans (3 @ 5% each = 15%)
- Midterm (10%)
- Final (15%)
- REVEL quizzes (20%)

**Partner/group work (25%)**

- Case study paper (15%)
- Case study interview (5%)
- Case study presentation (5%)

**Engagement & participation (10%)**

- Professionalism (e.g., writing emails, showing up on time, etc.)
- Engagement (e.g., contributing to class discussion, providing feedback when asked, questions for guest speakers)

## THE SCHEDULE.

*(tentative and subject to change)*

Week	Date	Description	Readings	Week's deliverables: all due dates are Sunday at 11:30 p.m. unless otherwise noted. REVEL quizzes due by 12 p.m.
1	1/15	Course introduction + What is PR	Ch. 1	1/17: REVEL Ch. 1
	1/17	A career in PR		
2	1/22	History of PR	Ch. 2	1/22: REVEL Ch. 2
	1/24	PR Industries	Ch. 4	1/24: REVEL Ch. 4
3	1/29	Assignment day!		1/31: REVEL Ch. 3
	1/31	Ethics	Ch. 3	
4	2/5	Research: Part 1	Ch. 5	2/7: REVEL Ch. 5 2/10: Environmental scan #1
	2/7	Research: Part 2		
5	2/12	Planning	Ch. 6	2/12: REVEL Ch. 6
	2/14	Planning/Communication	Ch. 7	2/14: REVEL Ch. 7
6	2/19	Communication/Evaluation	Ch. 8	2/19: REVEL Ch. 8
	2/21	Evaluation		2/24: Interview question due
7	2/26	Midterm review		Study, study, study!
	2/28	Midterm		
8	3/5	Spring break		Three priorities during your spring break: hydrate, consent, sunscreen.
	3/7	Spring break		
9	3/12	Diverse audiences	Ch. 11	3/12: REVEL Ch. 11
	3/14	Social media	Ch. 13	3/14: REVEL Ch. 13 3/17: Environmental scan #2 due
10	3/19	Media relations	Ch. 14	3/19: REVEL Ch. 14
	3/21	Government PR	Ch. 19	3/21: REVEL Ch. 19
11	3/26	Public opinion/persuasion	Ch. 9	3/26: REVEL Ch. 9
	3/28	Crisis Communication	Ch. 10	3/28: REVEL Ch. 10 4/1: Environmental scan #3
12	4/2	Law	Ch. 12	4/2: REVEL Ch. 12
	4/4	Corporate PR	Ch. 17	4/4: REVEL Ch. 17 4/7: Case study paper due
13	4/9	Entertainment, Sports, Tourism	Ch. 18	4/9: REVEL Ch. 18
	4/11	Global PR	Ch. 20	4/11: REVEL Ch. 20

14	4/16	Nonprofit PR	Ch. 21	4/14: Case study paper edits due (optional) 4/16: Last REVEL quiz Ch. 21 due
	4/18	Presentations		
15	4/23	Presentations/Final exam review/Catch-up day		See the team presentation schedule posted to eCourseware
	4/25	No class		
Final	5/2	Take home exam due May 2 at 12:30 p.m. CT	Study!	Once you start, you will have two hours to complete the exam (do not stop once you start!)

### **FIVE PILLARS OF PBRL3400**

- *Professionalism*: Students learn the professional standards and strategies of the public relations industry by discussing and participating in PR activity simulations, learning public relations theory and history, and learning industry vocabulary. Finally, in small groups, students apply public relations theory and principles to analyze how public relations is practiced in a local organization and write a team case study paper and present it to the class.
- *Writing*: Students develop writing skills related to strategic planning, crisis communication, positioning and platform specific media requirements.
- *Multimedia*: Students learn how public relations professionals use multimedia communication and visual storytelling through class discussion and assignments that examine real-world multimedia public relations tactics.
- *Critical Thinking*: Students must demonstrate an understanding of the importance of analyzing the needs, values, and attitudes of all stakeholder groups to determine the appropriate public relations strategies to implement.
- *Media Literacy*: Students learn the vocabulary and tools of the public relations industry. Students learn how to communicate with different media outlets and the importance of selecting the appropriate media to communicate with the intended audience.

### **ASSESSMENT**

#### **PROFESSIONAL VALUES AND COMPETENCIES FOR PBRL3400:**

- Understand and apply the principles and laws of freedom of speech and press, for the country in which the institution that invites ACEJMC is located, as well as receive instruction in and understand the range of systems of freedom of expression around the world, including the right to dissent, to monitor and criticize power, and to assemble and petition for redress of grievances.
- Demonstrate an understanding of the history and role of professionals and institutions in shaping communications.

- Demonstrate an understanding of gender, race, ethnicity, sexual orientation and, as appropriate, other forms of diversity in domestic society in relation to mass communication.
- Demonstrate an understanding of the diversity of peoples and cultures and of the significance and impact of mass communication in a global society.
- Understand concepts and apply theories in the use and presentation of images and information.
- Demonstrate an understanding of professional ethical principles and work ethically in pursuit of truth, accuracy, fairness and diversity.
- Think critically, creatively and independently.
- Conduct research and evaluate information by methods appropriate to the communications professions in which they work.
- Write correctly and clearly in forms and styles appropriate for the communications professions, audiences and purposes they serve.

#### **HOW PROFESSIONAL VALUES AND COMPETENCIES WILL BE MET:**

##### ***Cognitive objectives to be mastered (ability to explain, analyze, understand, think critically):***

- Understand the definition of public relations and recognize how public relations differs from other management functions.
- Explain how public relations evolved in the United States.
- Understand the activities of public relations—what PR people do—and understand the public relations process—research, planning, implementation/communication, and evaluation.
- Recognize the importance of understanding the diversity (gender, race, ethnicity, etc.) of stakeholder groups and audience to determining the appropriate public relations strategies to implement.
- Recognize that not only do organizations operate and communicate on a global level but also that our local communities are becoming more diverse and that understanding the diversity of peoples and cultures is important to determining the appropriate public relations strategies to implement.
- Explain the major public relations theories and how they are used to inform the practice of public relations.
- Identify and understand the ethical implications of the practice of public relations, including freedoms of speech and the press.
- Recognize how to conduct public relations research to inform and evaluate public relations campaigns.

##### ***Performance standards to be met (demonstrable skills, abilities, techniques, applied competencies):***

- Earn a passing score on periodic exams and quizzes.
- Work a public relations problem within an ethical framework.
- Write measurable objectives necessary to successful application of the public relations four-step process.
- Analyze a current issue related to public relations using public relations theory and present an oral report to the class.
- Write three critical analysis papers on topics related to public relations.

- Research and analyze how public relations is practiced in a local organization.
- Write a public relations case study report and present it to the class.

### **HOW ASSESSMENT OF STUDENT LEARNING WILL BE MET FOR PBRL3400:**

#### *Awareness:*

- Learn what modern public relations is, how it differs from other management functions and how it has evolved in the United States
- Learn what a public relations professional does within an agency or organization
- Learn the four-step process of public relations
- Learn about the role of diversity in the field of public relations
- Learn public relations theories and how they are used to inform the practice of public relations
- Learn about the ethical implications of the practice of public relations
- Learn how to conduct public relations research to inform and evaluate public relations campaigns

#### *Understanding:*

- Understand the role of public relations and how it differs from other management functions
- Understand the four-step process of public relations
- Recognize the importance of diversity in the field of public relations
- Understand public relations theories and how they are used to inform the practice of public relations
- Recognize the ethical implications of the practice of public relations
- Understand how research is conducted to inform and evaluate public relations campaigns

#### *Application:*

- Work a public relations problem within an ethical framework
- Write measurable objectives necessary to successful application of the public relations four-step process
- Analyze a current issue related to public relations using public relations theory and present an oral report to the class
- Analyze current topics related to public relations
- Research and analyze how public relations is practiced in a local organization
- Write a group public relations case study report that applies the public relations four-step process and present it to the class

## **JOURNALISM AND STRATEGIC MEDIA POLICIES**

### **PORTFOLIO REQUIREMENT:**

All students in the Department of Journalism and Strategic Media are required to develop and maintain an active portfolio of their work. Undergraduate students are to begin the portfolio in JRSM 3900 and graduate students are to begin in JRSM 7002. Students are to contribute to it in every skills course thereafter. The portfolio should contain samples of the student's work from courses and/or professional experiences and should develop as the student builds skills. Portfolios will undergo a final, external review while students are enrolled in their capstone courses.

Students may use any type of web hosting for their portfolios, but it must have an independent and professional URL. Students may use any content management system, but students are encouraged to use WordPress, Wix, or SquareSpace. Students are encouraged to consider purchasing a URL and hosting if they plan to use the portfolio for a long term, but they must keep the portfolio active for six months following graduation from the University of Memphis.

Students should have a professional email address they plan to use throughout their professional lives, via a common email service, such as Gmail.

All portfolios must contain the following items:

- Samples of work from courses and/or professional activities. (Example: Broadcasting students must include a video reel)
- A current résumé
- A personal profile
- Contact information/means of contact
- Social media links

Students might wish to include a blog, video reels, photograph galleries, SoundSlides presentations, design PDFs, audio files, and writing pieces as examples of professional work. The professional work should ultimately be tailored to the career the student seeks after graduation. Thus, each student's portfolio should show a unique blend of work.

### **EMAIL:**

Students must have their UofM email accounts activated. Students using another provider, such as Google, are required to have all UofM email forwarded to that account. Students should go to the <http://iam.memphis.edu> website to implement forwarding of UofM email. Students are required to check their email daily. They are responsible for complying with any email sent to by professors or others in the University.

**MOBILE PHONES AND LAPTOPS:**

Some classes require a tablet, laptop or a smartphone. Others do not. Instructors will set the policy for their specific classes.

**ATTENDANCE:**

Class attendance is mandatory in the Department of Journalism and Strategic Media. Students may be assigned a failing grade for the semester for nonattendance or habitual late arrival. No late work will be accepted without prior arrangements with the class professor. Students may not be permitted to make up any missing work unless it is for an absence because of illness or other catastrophic emergency, such as a death in the family that can be documented (e.g. with a doctor's note or a copy of the newspaper obituary). Journalism and Strategic Media is a professional program, and students are expected to understand and comply with deadlines. Students who have some problem making it to class on time should make arrangements to correct the problem or consider taking another class. Students should consider this class as a "job" in the educational process and be on time just as they would elsewhere.

**COURSE REPETITION:**

Majors and minors who fail to earn the minimum passing grade ("C-") in a class required by their program of study in Journalism and Strategic Media more than three times will be dropped from the program.

**ACADEMIC INTEGRITY:**

In addition to University-wide policies stated in the Code of Student Rights and Responsibilities, the Department of Journalism and Strategic Media considers making up quotes from sources, turning in substantially the same assignment for credit in two different courses, or students receiving any assistance from others for work assigned to be done on their own, as acts of cheating punishable to the degree determined appropriate by the course instructor and department chair. Punishment may include grade reductions or seeking dismissal of the student from the University.

Further, as this is a journalism/mass media class, students are expected to comply with copyright law and must have sufficient permission to use any copyrighted materials used in creative projects, unless otherwise informed in cases of exercises or reproduction.

"Your written work may be submitted to Turnitin.com, or a similar electronic detection method, for an evaluation of the originality of your ideas and proper use and attribution of sources. As part of this process, you may be required to submit electronic as well as hard copies of your written work, or be given other instructions to follow. By taking this course, you agree that all assignments may undergo this review process and that the assignment may be included as a source document in Turnitin.com's restricted access database solely for the purpose of detecting plagiarism in such documents. Any assignment not submitted according to the procedures given by the instructor may be penalized or may not be accepted at all." (Office of Legal Counsel, October 17, 2005)

**ONLINE SETEs:**

Students are urged to complete the SETEs evaluation of this course. Once the instructor has posted grades, student can immediately see that grade, provided they have completed a the SETE for that class. To access evaluation forms, students should log in to MyMemphis using their UUIDs and email passwords; click on the gray “Student” tab; complete an evaluation for each course listed and hit the “Submit” button at the bottom of the form. Completing the SETE will only take a few minutes. Faculty take the evaluations very seriously and use them to improve courses and instructional quality. Student feedback is essential and is appreciated.

**DEADLINES:**

All deadlines are firm. This is journalism and strategic media. Students needing an extension on an assignment must receive approval from the instructor. Exceptions will be made for reasonable circumstances if the student notifies the instructor prior to the due date.

**AP STYLE AND GRAMMAR:**

All written work in this class must follow the AP Stylebook and accepted rules of grammar and punctuation. Students are responsible for learning these rules and checking their work for errors.

**DISABILITY:**

Students who need an accommodation based on the impact of a disability should contact the Office for Disability Services at 901-678-2880 in 110 Wilder Tower Hall to coordinate reasonable accommodations for students with documented disabilities.

**DIVERSITY:**

Students are required to respect the differences of others and treat all persons with respect. Discriminatory, derogatory and threatening language or behavior will not be tolerated. Further, students are expected to consider their work through a diverse mind. Media reach a mass audience, and students should be aware of how those messages are received by a diverse audience.

**WEATHER POLICY:**

Always check with local media and the University of Memphis website regarding inclement weather. If the university is closed or classes are canceled, this course will not meet. However, students will still be responsible for that day’s work.

**STUDENT SUPPORT:**

Student who are experiencing personal or academic challenges including, but not limited to food or housing issues, family needs, or other stressors, should visit the Office of Student Accountability, Outreach & Support page to learn about resources that can help: <https://www.memphis.edu/saos/sos/crisis-resources.php>. Any student who faces personal challenges including, but not limited to securing their food or housing and believes this may affect their performance in the course is urged to contact the Office of Student Accountability, Outreach & Support (901-678-2187) located in the University Center, Suite 359 for assistance. Students may also talk with course instructors about the challenges they are experiencing. Instructors may be able to assist in connecting with campus or community support.