

Social Media & Society

JRSM 4910-M90

Spring 2022

Online

Tori Cliff

Office: virtual via Zoom or phone

Office Hours: MW 2:15-4:15 p.m.

Book appointments: [click here](#)

Email: tmcliff@memphis.edu

COURSE REQUIREMENTS

Catalog description

Discussion of social media's impact on individuals, organizations, and society. Examines the fundamentals of social media-based community, diversity, and influence. Social media has altered how journalists and strategic communication professionals do their jobs and how we communicate as a society.

While platforms like Twitter, Instagram, and Snapchat will come and go in this fast-changing environment, the need for high quality social content and understanding is constant.

Prerequisites

None

Textbooks, Software and Required Materials

Freberg, K. J. (2022). *Social Media for Strategic Communication: Creative Strategies and research-based applications*. SAGE Publications, Inc.

Classroom format

This is an online class. It is imperative that students read the textbook and any supplemental reading, view or listen to any included materials such as video or podcast, and complete any work contained within each week's requirements in Canvas. Class materials are organized by week in Canvas. Each week, complete the materials in the appropriate weekly folder and read the corresponding chapter in our text. Each week's work is due NLT 11:59 p.m. CST on the Sunday that concludes the week unless otherwise specified.

The primary method of communication for the class is email. Students are required to check their university email account each weekday at 9 a.m. to remain current on class news and information. Students should only email the instructor at tmcliff@memphis.edu from their official university email account. To maintain FERPA guidelines, emails from other email providers will not receive a response.

If a student is experiencing trouble or needs to discuss anything with the professor, students are encouraged to email tmcliff@memphis.edu right away and not to let things snowball. Students may also book a meeting by [using this link](#).

A general discussion board will be available as a tool for students to communicate with one another if desired. This is for student use and will not be graded/monitored by the professor. In the event that the professor wants the class to participate in a specific discussion board post for a grade, I will include a link to it within that week's content folder and provide the discussion board prompt/question.

Accessing the course website

1. Go to the University of Memphis eLearn home page: <http://elearn.memphis.edu>
2. Log in using your University of Memphis username and password.
3. In the Term Year course list available to you, click on the link for JRSM 4910-M90 to enter your course and read the instructions on the welcoming page

Course Requirements

The basic requirements for this course include these elements:

1. Complete assigned weekly readings, viewings, etc., by each Sunday NLT 11:59 p.m. unless otherwise noted.
2. Check campus email each weekday morning by 9 a.m.
3. Submit high-quality work on assignments, activities, quizzes, or projects on or before deadline.
4. Submit professional work that reflects logical, well-informed, critical thinking skills.
5. Be respectful of classmates and professor.
6. Participate in meaningful class discussion when discussion topics are posted.
7. Log into course a minimum of twice weekly to stay abreast of content.
8. Email professor or schedule meeting immediately if experiencing trouble or need clarification.

Accessing the course website

1. Go to the University of Memphis home page: <https://www.memphis.edu>
2. Click Canvas from the menu at the bottom of the page.
3. Log in using your University of Memphis username and password.
4. From your Canvas dashboard, click on the desired class.

Grading

These are the assignment categories that will be used in this class, and their percentage weights by category.

Exams = 40%

Assignments, Activities, Participation, Presentations, Reports, Exams, Exercises = 60%

A= 100-90%

B= 89-80%

C= 79-70%

D= 69-60%

F= 59-0%

Other issues

While you may use your notes and textbook while taking quizzes/knowledge checks/exams, you may not take them with anyone else's aid. Taking a quiz, knowledge check/exam with anyone else's input is considered cheating and is grounds for failure of the quiz and perhaps the course.

COURSE SCHEDULE

Week 1, Jan. 18-23: Welcome & Ch. 1 Introduction to Social Media: An Art and Science

Acclimate to course content and syllabus. Secure textbook. Explore Week 1 content.

Readings: Ch. 1

Assignments: Read, view, listen to any content within Week 1 content in Canvas.

Week 2, Jan. 24-30: Ethical and Legal Fundamentals in Social Media

This week we will explore Week 2 content.

Readings: Ch. 2

Assignments: Read, view, listen to any content within Week 2 content in Canvas.

Week 3, Jan. 31-Feb. 6: Personal and Professional Branding for Social Media / Test 1

This week we will explore Week 3 content.

Readings: Ch. 3

Assignments: Complete Test 1 NLT 11:59 p.m. Sunday, Feb. 6. Read, view, listen to any content within Week 3 content in Canvas.

Week 4, Feb. 7-13: Diversity, Equity, and Inclusion in Social Media

This week we will explore Week 4 content.

Readings: Ch. 4

Assignments: Read, view, listen to any content within Week 4 content in Canvas.

Week 5, Feb. 14-20: Industry Qualifications and Roles in Social Media

This week we will explore Week 5 content.

Readings: Ch. 5

Assignments: Read, view, listen to any content within Week 5 content in Canvas.

Week 6, Feb. 21-27: Research in Social Media: Monitoring, Listening, and Analysis

This week we will explore Week 6 content.

Readings: Ch. 6

Assignments: Read, view, listen to any content within Week 6 content in Canvas.

Week 7, Feb. 28-March 6: Review & Study / Test 2

This week we will review what we have covered Weeks 1-6.

Readings:

Assignments: Complete Test 2 NLT 11:59 p.m. Sunday, March 6. Read, view, listen to any content within Week 7 content in Canvas.

Week 8, March 7-13: Spring Break

Prioritize personal wellness.

Readings: none

Assignments: none

Week 9, March 14-20: Strategic Planning for Social Media

This week we will explore Week 9 content.

Readings: Ch. 7

Assignments: Read, view, listen to any content within Week 9 content in Canvas.

Week 10, March 21-27: Influencer Marketing

This week we will explore Week 10 content.

Readings: Ch. 8

Assignments: Read, view, listen to any content within Week 10 content in Canvas.

Week 11, March 28-April 3: Paid Media / Test 3

This week we will explore Week 11 content.

Readings: Ch. 9

Assignments: Complete Test 3 NLT 11:59 p.m. Sunday, April 3. Read, view, listen to any content within Week 11 content in Canvas.

Week 12, April 4-10: Strategic Writing for Social Media

This week we will explore Week 12 content.

Readings: Ch. 10

Assignments: Read, view, listen to any content within Week 12 content in Canvas.

Week 13, April 11-17: Audience Segmentation and Analysis

This week we will explore Week 13 content.

Readings: Ch. 11

Assignments: Read, view, listen to any content within Week 13 content in Canvas.

Week 14, April 18-24: Creating, Managing and Curating Content / Test 4 opens

This week we will explore Week 14 content.

Readings: Ch. 12

Assignments: Complete Test 4 NLT 11:59 p.m. Tuesday, April 27. Read, view, listen to any content within Week 14 content in Canvas.

Week 15, April 25-27: Last day of class Tuesday, April 27, Test 4 closes

Assignments: Submit any outstanding work and complete Test 4 NLT 11:59 p.m. Tuesday, April 27.

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 JRS 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.

Electronic devices

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 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.

Students may not use or submit work from a previous course, even if it is the same course being repeated, to fulfill requirements for assignments in another course. If students wish to substantially rework the original submission, or to work with the same general idea, that may be permissible upon discussion with and written approval from the professor of the current course. All written work will be checked for policy adherence via TurnItIn.com. All creative work will be checked for policy adherence by the professor, and judged against previous submissions. The only exception to this policy is the student’s online portfolio and its attendant pieces (for example, the résumé and logo).

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 and strategic 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 rating originality of your ideas. Also to evaluate proper use and assignment of sources. As part of this process, you may require to submit electronic as well as hard copies of your work. Other instructions to follow may also be given. By taking this course, you agree that all assignments may undergo this review process. The assignment may be included as a source document in Turnitin.com's restricted access database. It is solely for the purpose of detecting plagiarism in such documents. Assignments not submitted according to the instructor's procedures may be penalized or may not be accepted at all. (*Office of Legal Counsel, October 11, 2018*)

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 and accommodations

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

Diversity and inclusivity

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.

COVID-19 protocols for this course

COVID-19 Health and Safety Policy - Masks and Social Distancing

Faculty, staff, students and visitors are expected to monitor current health and safety measure requirements posted to our website and shared through other official communication channels including, but not limited to University email. Definitions related to those requirements and enforcement mechanisms appear in the [COVID-19 Health and Safety Policy \(GE2040\)](#). **Please be reminded that the University currently requires that all persons, regardless of vaccination status, wear masks indoors and in places where appropriate social distancing is not possible.**

Classroom experiences from recent semesters have shown that the campus community generally understands and complies voluntarily with the mask requirement. The policy does permit faculty members to take action for non-compliance of mask use. Additionally, if students have concerns

about faculty or staff mask use, contact Human Resources at hr@memphis.edu or 901.678.3573. Faculty who are delivering on-campus instruction may remove their face mask to teach, provided they are located within a delineated teaching area that is no less than 6 feet from students.

Student Health

Students who are experiencing symptoms such as sneezing, coughing or a higher than normal temperature should inform me by email so they can be excused from class and should stay home. Students should contact their health care provider or the Student Health Center at <https://www.memphis.edu/health/>.

Students who have a positive COVID-19 test should contact the Dean of Students at deanofstudents@memphis.edu or 901.678.2187.

Testing & Notification

The University will continue to provide testing for the entire campus community. The details regarding test availability and locations can be found [here](#). Do not come to campus if you are experiencing symptoms, are in isolation or quarantine due to positive test results or exposure, pending test results, or have reason to believe you have come in contact with the virus.

Student Resources

Students who need additional resources can contact the Dean of Students Office at <https://www.memphis.edu/deanofstudents/crisis/index.php>.

Guidelines for classes, labs and equipment in Meeman Journalism Building in Spring 2022

- Anyone feeling sick should stay home.
- Social distance from all others at least 6 feet when possible.
- Wear a mask at all times when in University buildings and outside when social distancing isn't possible.
- Wash hands or use hand sanitizer regularly.
- No more than one person in the elevator at a time.
- Disinfect your workstation before and after use, including desks, keyboards, mice and screens. Wash your hands after cleaning.
- Air purifiers must run at all times during class meetings.