



MMC5007: Introduction to Audiences

Academic Term: Summer 2022

3 Credit Hours

Instructor Information

Name: Brittani Sahm, Ph.D.

Email Address: bsahm3@ufl.edu

Office Phone Number and Times: All meetings will be held via Zoom using my personal room (ID: 201 876 4788).

Virtual Office Hours: By appointment only. Please email me to arrange meetings.

Course Description and Prerequisites

Course Description:

The purpose of this course is to provide students with an understanding of the nature and evolution of contemporary audiences and how they can be conceptualized from both firm and consumer perspectives. The students will examine the diversity of audiences and how they can best be served in today's marketplace. In addition, students will learn about the ethical implications of serving modern consumers, including the challenges that accompany new technologies and data access.

Course Prerequisites / Co-Requisites – None

Course Expectations

This is a fully online course, and you must log in to Canvas with your Gatorlink username and password to access the materials and assignments. The course is organized into modules with due dates. Unless otherwise specified, each module begins on Monday at 12:00 AM, ET, and ends on Sunday at 11:59 PM, ET.

Time Commitment & Student Workload Expectations

Expect to spend between 10 to 20 hours per week, per course, watching or attending lectures, reading, working on assignments and projects, and engaging in discussions.

Expectations for Writing Assignments: Writing Style

To meet the academic rigor and standards of a graduate program, all students are required to use the Publication Manual of the American Psychological Association (APA) 7th Edition style in their courses when appropriate for the assignment. The APA 7th Edition Manual has a plethora of guidelines that includes scholarly writing, publishing principles, elements, and format for your papers, writing style, and grammar, bias-free language guidelines, mechanics of style, in-text citing references, etc. For additional information on notable changes, see changes between APA 6th Edition and APA 7th Edition.

Late Assignment Policy

Late assignments will not be accepted unless it is a [University excused absence](#) as stated in the attendance policies. **No late work will be accepted for final projects or work due in the final week of class due to the university grading**

deadlines. If potential issues arise concerning submitting final work, students should contact their instructors before the assignment deadline.

1. Late Assignment Grade Reductions
 - a. 0-24 Hours Late: 10% reduction in grade.
 - b. Over 24 Hours (24 hours and 1 minute) to 7 Calendar Days Late: 20% reduction in grade.
 - c. After the 7th Calendar Day: Work will not be accepted.
2. Late Discussions will not be accepted.

Online Attendance Policy

Since the course is online, you should access your course at least four times per week to ensure you do not miss pertinent postings, messages, or announcements. It is imperative that you meet course deadlines and stay active in discussion boards, group projects, etc. If you are experiencing a major illness, absences due to University duties, or other large-scale issues, contact the instructor immediately.

Students are responsible for meeting all academic objectives as defined by the instructor. In general, acceptable reasons for absences include illness, serious family emergencies, special curricular requirements, military obligation, [severe weather conditions](#), [religious holidays](#), and participation in official University activities. Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) must be excused. [Excused absences](#) must be consistent with university policies in the Graduate Catalog and require appropriate documentation. For additional information, see the [attendance policies](#).

Accessibility/Students with Disabilities Information

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the [Disability Resource Center](#). It is important for students to share their accommodation letters with their instructors and discuss their access needs, as early as possible in the semester.

Course Evaluation

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback professionally and respectfully is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email, they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Course-Level Objectives

Upon successful completion of this course, students will be able to:

1. Explain conceptualizations of audiences. (CO: 1)
2. Analyze the evolving role of audiences. (CO: 2)
3. Explain characteristics by which audiences are defined. (CO: 3)
4. Identify audience behaviors. (CO: 4)
5. Identify cultural differences within audiences/consumer groups. (CO: 5)
6. Explain cultural relevance and audience sensitivity. (CO: 6)
7. Evaluate cultural relevance and sensitivity in media messages/content. (CO: 7)
8. Identify global audience perspectives. (CO: 8)
9. Identify audience sensitivity strategies within media messages/content. (CO: 9)
10. Assess audience data. (CO: 10)
11. Analyze data sets. (CO: 11)

12. Explain audience privacy challenges. (CO: 12)
13. Explain best practices in managing data. (CO: 13)
14. Analyze the ethical implications of consumer data. (CO: 14)

(CO = Course-Level Objective)

Textbooks and Materials

Required Course Textbook(s) ([VPN Access Recommended](#))

While access to listed texts will be required for this course, you are not required to purchase the listed materials. All texts listed here are available and accessible via [UF Libraries](#) and/or Course Reserves.

- Hurn, B. & Tomalin, B. (2013). *Cross-cultural communication: Theory and practice*. Irwin Law. Selected chapters. Available as an eBook via [UF Libraries](#).
- Jorgensen, R.F. (Ed.) (2019). *Human rights in the age of platforms*. Cambridge, MA: MIT Press. Available as an eBook via [UF Libraries](#).
- Korzenny, F., Chapa, S., & Korzenny, B.A. (2017). *Hispanic marketing: The power of the new Latino consumer*. (2nd ed.). Routledge. Selected chapters. Available as an eBook via [UF Libraries](#).
- Napoli, P. (2011). *Audience evolution: new technologies and the transformation of media audiences*. New York: Columbia University Press. Selected chapters. Available as an eBook via [UF Libraries](#).
- Webster, J. (2014). *The marketplace of attention: How audiences take shape in the digital age*. Cambridge, MA: MIT Press. Selected chapters. Available as an eBook via [UF Libraries](#).

Electronic Course Reserves ([VPN Access Required](#))

- Burnett, L.E. & Hoffman, A. (2010). Black is the new green. Chapter 4. Palgrave Macmillan.
- Ettema, J. & Whitney, D., (Eds). (1994). *Audience making: How the media create the audience*. Chapter 2. Sage.
- Hubbell, P. (2014). The old rush: Marketing for gold in the age of aging. Chapters 5-6. LID Publishing.
- Miller, P. & Kemp, H. (2005). What's Black about it? Insights to increase your share of a changing African-American market. Chapters 1, 4. NY: Paramount Market Publishers.
- Napoli, P. (2003). *Audience Economics: Media institutions and the audience marketplace*. Chapter 4. Columbia University Press.
- Peterson, B. (2004). Cultural intelligence: A guide to working with people from other cultures. Chapters 5-6. Yarmouth, ME: Intercultural Press.

Recommended Textbook(s)

This textbook is recommended in all CJC Online classes to support student expectations for writing style. American Psychological Association. (2020). *Publication manual of the American Psychological Association: The official guide to APA style* (7th ed.).

- ISBN-13: 978-1433832161
- ISBN-10: 143383216X

University and Course Grading Policies

University Honor Code

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Conduct Code specifies the number of behaviors that violate this code and the possible sanctions. Click here to read the Conduct Code. If you have any questions or concerns, please consult with the instructor in this class.

Plagiarism

Plagiarism is unacceptable; especially, in academic communities. All academic work must be an original work of your own thought, research, or self-expression. Plagiarism includes, but is not limited to, prohibited collaboration, consultation, submission of academic work that has been purchased or obtained (see the [UF Policy: Student Conduct Violation](#)). In addition, self-plagiarism is also unacceptable. Self-plagiarism is defined as recycling or reusing one's own specific words from previously submitted assignments or published texts. Remember that plagiarism is not acceptable in any of your work including all discussion board posts, journal entries, wikis, and other written and oral presentation assignments. It's important to always cite your sources in your assignments.

Grading Criterion

Discussion Boards (45%)

Your initial post must be a substantive and scholarly submission. You must reply to at least two other students' posts and your instructor with a substantive and scholarly response. A substantive response adds scholarly value to the discussion by bringing new ideas, research, evidence, etc. to the conversation. Responses such as "I agree," "Ditto," etc., are not acceptable replies and the rules of Netiquette must be followed. Replies are not texts with friends and proper rules of writing must be applied including citations and references (do not plagiarize).

All initial posts for each module discussion board must be submitted by Thursdays at 11:59 PM, ET, so your peers have time to respond to your initial post. Responses to peers are due by Sundays at 11:59 PM, ET. To view the grading criteria rubric for the discussions in the course room, click the Settings icon (the 3 dots on the top-right corner) and select the *Show Rubric* button. Feedback from the professor will be left in the rubric.

Talking Points Outline on Casting (Total 5%)

For the purposes of this assignment, you are junior member of the casting team for a new Hollywood blockbuster film. In reviewing the recommendations of others on your team (and your casting director), you notice that the actors suggested for the lead roles are all White men. You know there are opportunities to change this, but your team and casting director (who are also White men) say the part was written for a White male. What can you do?

Advertising Evaluations Assignment (Total 10%)

View the video advertisement spots as noted in the module. Given what you have learned from readings and lecture, take notes to yourself as to what traits, elements, or characteristics are present in the ads that might resonate with or appeal to the African American consumer or, conversely, fail to resonate or appeal to this consumer segment. You may want to watch each commercial spot several times in order to pick up all the nuances and elements that may be present (or not present).

Culturally Relevant Advertising Script (Total 15%)

For this assignment, you will prepare ad copy for a culturally relevant advertisement. It should be in the format of a video advertisement script. You will find the earlier advertising evaluation assignment useful here, as you are now more aware of what makes a culturally relevant and/or sensitive advertisement.

Culturally Relevant Fundraising Campaign Outline (Total 15%)

For purposes of this assignment, you are a university/higher education fundraiser. After digging into your institution's past efforts and practices, you've come to realize that most donors are older and White. Yet you know there is a lot of opportunity (and money) in younger alumni who have done well professionally, as well as alumni who represent other diverse demographics, including Asian-Americans and Asians who studied here as international students and then returned to their home countries. What can you do to tap into this giving potential?

Data Evaluation Assignment (Total 10%)

As a data analyst, there are many things to consider before analyzing a dataset. What are the factors you need to keep in mind? What questions do you need to ask about the data set? What factors do you need to evaluate in order to assess its validity and trustworthiness? What are traits and characteristics that you need to look for?

Your grade will be calculated based on the following:

Assignments/Assessments	Weight (%)
Course Orientation: These assignments are required; however, they do not count towards the final grade. <ul style="list-style-type: none"> • Student Introduction • Course Evaluation 	0%
16 Discussions <ul style="list-style-type: none"> • Worth up to 100 points each. 	45%
1 Casting Outline: The Benefits of Diversity/Inclusion (Assignment 1) <ul style="list-style-type: none"> • Worth up to 100 points. 	5%
1 Advertising Evaluation (Assignment 2) <ul style="list-style-type: none"> • Worth up to 100 points. 	10%
1 Culturally Relevant Advertising Script (Assignment 3) <ul style="list-style-type: none"> • Worth up to 100 points. 	15%
1 Culturally Relevant Fundraising Campaign Outline (Assignment 4) <ul style="list-style-type: none"> • Worth up to 100 points. 	15%
1 Dataset Evaluation (Assignment 5) <ul style="list-style-type: none"> • Worth up to 100 points. 	10%
TOTAL	100%

Grade	Percentage
A	92.5-100%
A-	89.5-92.4%
B+	86.5-89.4%
B	82.5-86.4%
B-	79.5-82.4%
C+	76.5-79.4%
C	72.5-76.4%
C-	69.5-72.4%
D+	66.5-69.4%
D	62.5-66.4%
D-	59.5-62.4%
E	0 – 59.4%

The only passing grades for graduate students are A, A-, B+, B, B-, C+, and C. Letter grades of C-, D+, D, D- or E are not considered passing at the graduate level, although the grade points associated with these letter grades are included in grade point average calculations. See the [Graduate Catalog](#) and [UF graduate school grading policy](#) for more information.

Student Privacy

There are federal laws protecting your privacy with regards to grades earned in courses and on individual assignments. For more information, please see the [Notification to Students of FERPA Rights](#).

Technology Requirements

Basic Computer Specifications for Canvas

- [Specifications](#)
- Reliable Web Browser: Login to Canvas and make sure your Internet browser is compatible. (It is **strongly recommended** that all students use Mozilla Firefox to access Canvas and course materials. Some required course resources will not be accessible via other browsers. [Link to Firefox download.](#))

Peripherals

- A backup option should be available to minimize any loss of work such as an external hard drive, a USB drive, cloud storage, etc.

Hardware

- Dependable computer.
- Computer speakers.
- Headset with microphone.
- Webcam.

Software

- [Microsoft Office 365](#).
- [UF Apps](#) – access UF software applications from any device from any location, at any time.
- [Adobe Reader](#)
- [Zoom](#)

Software Use

All faculty, staff, and students at the university are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against university policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

Internet Connection

- Recommended: Broadband Internet connection with a speed of 4 Mbps or higher.
- To function properly, Canvas requires a high-speed Internet connection (cable modem, DSL, satellite broadband, T1, etc.). The minimum Internet connection speed to access Canvas is a consistent 1.5 Mbps (megabits per second) or higher.
- [Check your Internet speed here.](#)

Subscriptions, Plug-Ins, and Other Tools

- [JAVA](#)

MINIMUM COMPUTER AND DIGITAL INFORMATION LITERACY SKILLS REQUIREMENTS

The general and course-specific computer and digital information literacy skills you must have to succeed in the course include, but are not limited to, the following:

- Accessing the Internet.
- Using Canvas.
- Using email with attachments.
- Creating and submitting files in processing program such as Microsoft Office Tools.

- Copying and pasting functions.
- Downloading and installing software.
- Using presentation, graphics, and other programs.
- Posting and commenting in an online discussion.
- Searching the University of Florida library and websites.

Technical Support

If you have technical difficulties with your course, please contact the [UF Computing Help Desk](#) either by filling out an [online request form](#) or calling 352-392-4357 (HELP).

If your technical difficulties cause you to miss a due date, you must report the problem to the Help Desk and then email your instructor. Include the ticket number that you are given from the Help Desk in an email to the instructor to explain the late assignment/quiz/test.

IT Support

For all Technical assistance questions please contact the UF Computing Help Desk.

Phone: 352-392-HELP (4357)

Email: helpdesk@ufl.edu

Please Note

Your instructor is not able to handle technological issues or answer questions related to computer issues. If a problem of this nature arises that causes you to miss an assignment, you must provide your Help Desk ticket number to the instructor in order to receive an extension.

Communication Policies

Student Expectations

Announcements

You are responsible for reading all announcements posted in the course each time you log in.

Email

You are responsible for reading all your course emails and responding promptly (within 24 hours).

Video Conferencing

You are responsible for attending course video conferencing meetings. If you cannot attend the video conferencing meeting, please advise the instructor and/or your team at least 24 hours in advance (exceptions can be made for legitimate emergencies). You are expected to demonstrate netiquette and etiquette communication expectations during these meetings.

Course-Related Questions

Post course-related questions to the FAQ discussion board. This allows other participants with the same question to benefit from the responses. Also, make sure you review this forum prior to posting a question. Someone may have already asked and answered the question in previous posts.

Netiquette

Casual style of communication is commonly found in the online environment and students are sometimes tempted to relax their grammar, word choice, syntax (arrangement of words to create well-formed sentences), writing mechanics (capitalization, punctuation, and spelling), and/or professionalism. Keep in mind when communicating with others to be

courteous, civil, respectful, and professional. Please remember that you are adult students and professionals—your communication must be appropriate.

Student Guidelines for Course Challenges

A student with questions regarding course content such as assignments, assessments, instructional materials, lectures, meetings, course objectives, course module objectives, or other areas of the course, please adhere to the following guidelines: first, *approach the faculty member who is teaching the course* to ask for clarifications regarding the course assignments, assessments, materials, lectures, meetings, etc. Use the instructor's contact information to request an appointment where you can address any concerns and/or questions. If after meeting with *the faculty member teaching the course* you are still not clear on the course assignments, assessments, materials, lectures, meetings, etc., then the next step would be to contact online advising (onlineadvising@jou.ufl.edu) for additional guidance.

Instructor Communications

Email Policy

Except for weekends, holidays, and University breaks, the instructor will typically respond to emails within 48 hours. For course-related questions please post in the Canvas FAQ discussion board. If you have questions of a personal nature, please email me directly.

Assignment Feedback Policy

I will provide feedback/grades on submitted assignments in a timely manner (typically within 7-10 days). Some assignments may require a longer review period, which I will communicate to you, if necessary.

Course Policies

Video Recording

Students are allowed to record video or audio of class lectures. However, the purposes for which these recordings may be used are strictly controlled. The only allowable purposes are (1) for personal educational use, (2) in connection with a complaint to the university, or (3) as evidence in, or preparation for, a criminal or civil proceeding. All other purposes are prohibited. Specifically, students may not publish recorded lectures without the written consent of the instructor.

A "class lecture" is an educational presentation intended to inform or teach enrolled students about a particular subject, including any instructor-led discussions that form part of the presentation, and delivered by any instructor hired or appointed by the University, or by a guest instructor, as part of a University of Florida course. A class lecture does not include lab sessions, student presentations, clinical presentations such as patient history, academic exercises involving solely student participation, assessments (quizzes, tests, exams), field trips, private conversations between students in the class or between a student and the faculty or lecturer during a class session.

Publication without permission of the instructor is prohibited. To "publish" means to share, transmit, circulate, distribute, or provide access to a recording, regardless of format or medium, to another person (or persons), including but not limited to another student within the same class section. Additionally, a recording, or transcript of a recording, is considered published if it is posted on or uploaded to, in whole or in part, any media platform, including but not limited to social media, book, magazine, newspaper, leaflet, or third-party note/tutoring services. A student who publishes a recording without written consent may be subject to a civil cause of action instituted by a person injured by the publication and/or discipline under [UF Regulation 4.040 Student Honor Code and Student Conduct Code](#).

Privacy

If your course includes live synchronous meetings, the class sessions will all be audio-visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and

communicate exclusively using the "chat" feature, which allows students to type questions and comments live. Please see UF's Information Technology [policies](#) for additional information.

Academic and Student Resources

Academic Resources

- E-learning Technical Support: Contact the UF Computing Help Desk at 352-392-4357 (HELP) or via e-mail at helpdesk@ufl.edu.
- [Career Connection Center](#): Career assistance and counseling. Reitz Union, Phone: 352-392-1601.
- [Library Support](#): Various ways to receive assistance concerning using the libraries or finding resources. [UF Library Services for Distance Students](#)
[Ask a Librarian](#) – chat with librarians online.
CJC Librarian - [April Hines](mailto:aprhone@uflib.ufl.edu), Phone: 352-273-2728, Email: aprhone@uflib.ufl.edu.
- [Teaching Center](#): General study skills and tutoring. Broward Hall, Phone: 352-392-2010 or 352-392-6420.
- [Writing Studio](#): Provides one-on-one consultations and workshops tailored to specific classes (graduate and undergraduate). 302 Tigert Hall, Phone: 352-846-1138.
- [Online Student Complaints](#): This process is designed to make every attempt to resolve student complaints within its academic and administrative departments at the program level.

Health and Wellness

- *U Matter, We Care*: If you or someone you know is in distress, please contact umatter@ufl.edu, call 352-294-2273, or visit the website to refer or report a concern, and a team member will reach out to the student in distress.
- *Counseling and Wellness Center*: Visit the [Counseling and Wellness Center](#) website or call 352-392-1575 for information on crisis services as well as non-crisis services.
- Student Health Care Center: Call 352-392-1161 for 24/7 information to help you find the care you need or visit the [Student Health Care Center website](#).
- University Police Department: Visit the [UF Police Department](#) website or call 352-392-1111 (or 9-1-1 for emergencies).
- UF Health Shand's Emergency Room/ Trauma Center: For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the [UF Health Emergency Room and Trauma Center website](#).
- GatorWell Health Promotion Services: For prevention services focused on optimal wellbeing, including wellness Coaching for Academic Success, visit the [GatorWell website](#) or call 352-273-4450.

Course Schedule

Week Number	Dates, Topic, and Assignments
1	May 9-15: What is an Audience?

	<ul style="list-style-type: none"> • Discussion 1
2	<p>May 16-22: Audience Valuation</p> <ul style="list-style-type: none"> • Discussion 2
3	<p>May 23-29: Introduction to Audience Ethics</p> <ul style="list-style-type: none"> • Discussion 3
4	<p>May 30 – June 5 (Holiday: Monday, May 30): Audience Diversity and Cultural Relevance</p> <ul style="list-style-type: none"> • Discussion 4 • Assignment 1 – Casting Outline
5	<p>June 6-12: African American Audiences</p> <ul style="list-style-type: none"> • Discussion 5 • Assignment 2 – Advertising Evaluations
6	<p>June 13-17: Hispanic Audiences</p> <ul style="list-style-type: none"> • Discussion 6 • Assignment 3 – Culturally Relevant Advertising
7	SUMMER BREAK: Saturday, June 18 – Sunday, June 26
8	<p>June 27 – July 3: Asian-American Audiences</p> <ul style="list-style-type: none"> • Discussion 7 • Assignment 4 – Culturally Relevant Fundraising Campaign
9	<p>July 4-10 (Holiday: Monday, July 4): Sex, Gender, and Sexual Orientation</p> <ul style="list-style-type: none"> • Discussion 8
10	<p>July 11-17: Age and Ability Considerations Religious and Political Considerations</p> <ul style="list-style-type: none"> • Discussion 9 • Discussion 10
11	<p>July 18-24: Consumer Privacy Data Management</p> <ul style="list-style-type: none"> • Discussion 11 • Discussion 12
12	<p>July 25-31: Data Evaluation and Analysis</p> <ul style="list-style-type: none"> • Discussion 13 • Discussion 14 • Assignment 5 – Dataset Evaluation
13	<p>August 1-5 (Classes End on Friday, Aug. 5): Striking a Balance</p> <ul style="list-style-type: none"> • Discussion 15 • Discussion 16

The instructor reserves the right to adjust this syllabus, as necessary.