PUR 4404C: INTERNATIONAL PUBLIC RELATIONS
Section 2A38 – Online Course Syllabus – Spring 2019

Professor: Deanna K.W. Pelfrey, APR, Fellow PRSA
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Office Hours: Effective – Monday, 14 January 2019
(Subject to Change)
Wednesday – 11:30 am to 1:30 pm
Thursday – 2:00 pm to 4:00 pm
or by pre-scheduled appointment

Office Hours and Appointments. Please visit Professor Pelfrey or the Teaching Assistant either in-person or online during designated office hours to discuss assignments, team presentations, class-related materials, or any other academic concern.

If you are not available during our office hours due to a class or work conflict, please schedule an alternate telephone or in-person appointment with the Teaching Assistant or the Professor. Please contact the Professor via her UF email address listed above; please do NOT contact Professor Pelfrey via Canvas email as she does not use it.

Prerequisites. To enroll in this course, you must have successfully completed PUR 3000 – Principles of Public Relations.

Purpose and Course Description. PUR 4404C is an upper level undergraduate course designed to introduce students to the global perspective of public relations with an emphasis on corporate and agency public relations practice. A primary goal of the course is to help students become knowledgeable about the ever-increasing development of the field across the world and the opportunities it offers, especially in government, transnational businesses, non-governmental organizations, and global agencies.

The research and presentation of multinational organizations’ communication efforts involving home, host, and/or transnational publics/audiences, will allow students to put the class content in perspective and to reaffirm acquired competencies.

Method of Instruction. This learner-centered course will primarily use online instruction, video lectures, PowerPoint presentations, readings, landscapes, case studies, videos, quizzes, discussion group posts and selected course meetings to engage in the learning process. We will rarely simply recount what is stated in the readings, but rather use them as a springboard for expanded
discussion. We will emphasize *interactivity* and *collaboration*, much like the collaborations that operate in the professional world.

This course is outcomes-based, and you will **be evaluated primarily on your ability to transfer the theory and knowledge shared in materials and online into workable solutions.** It is essential that you keep up with the lectures and the reading schedule as well as with the assigned reading’s concepts in your memory and in your written reading notes. Not all the materials that you read will be discussed or explained, therefore, if you need further clarification, please ask questions or take advantage of the stated office hours. **If you have a problem, see the professor sooner, not later.**

**Course Objectives.** Upon successful completion of this course, students should accomplish the following goals:

- To acquire an understanding of the various environmental variables that determine the evolution of public relations and the use of specific practices in different regions or nations worldwide.
- To become knowledgeable about how public relations has developed and is practiced in other countries by reviewing pertinent literature.
- To increase awareness of the different types of private, public, for-profit, not-for-profit and activist organizations that use public relations strategies in a global arena.
- To research, track, and present the efforts of a multinational organization.
- To understand the country-specific approach in conducting a public relations campaign based on actual international case studies.
- To increase understanding of the issues of multiculturalism and diversity related to global public relations.

**Required Texts.** There are two required texts for this course:


**Recommended (but not required) Texts & Materials.**


**Recommended Supplemental Resources.**

- [Institute for Public Relations](#)
- [Public Relations Society of America (PRSA)](#)
- PRSA Silver Anvil Awards home page
- PRSA Volunteer Chapter
- Council of Public Relations Firms
- Public Affairs Council
- Issues Management Council
- National Investor Relations Institute
- International Association of Business Communicators
- International Public Relations Association
- National Black Public Relations Association
- Hispanic Public Relations Association
- Public Relations Associations in each country, e.g., Public Relations Institute of Southern Africa (PRISA) in Southern Africa or the Charter Institute of Public Relations in United Kingdom
- The Plank Center for Leadership in Public Relations

**Recommended/Required Equipment.** Access to a reliable computer in good working order along with a strong internet connection are required for participation in this course.

To facilitate other interaction with your professor, the teaching assistant and/or your colleagues/classmates, it is desirable for you to establish a Skype, GoToMeeting, Facebook, Zoom or other similar account. Due to privacy laws, the email addresses and phone numbers of students cannot be provided by the professor.
**Reading and Lecture Assignments.** While there are only two required texts with designated/assigned readings, some additional required readings may be assigned, as needed. A specific, topical, weekly reading schedule related to the texts is provided to students at the start of the course and is posted to Canvas. In addition, weekly lectures, country landscapes and videos are assigned for students to view and to read weekly.

Assigned readings should be completed in advance of and by Sunday of each week as well as prior to viewing team case study presentations on Canvas; students should be prepared with the assigned reading’s concepts both in memory and in written reading notes, i.e., prepared to discuss/apply them – intelligently.

All students in PUR 4404C are required to submit one question related to each assigned chapter of reading for the week/module; these questions are due on Sunday evening by 9:00 pm and are evaluated. These questions should either be a question you have after completing the reading or a question that could be used for class discussion. Students may quickly fall behind and, therefore, are strongly advised to stay current with the reading, lecture and other assignments.

Students should consider regularly reading the following publications in hard copy or on-line: *Public Relations Tactics; Communication World* (available through IABC membership); *PR Week* (a weekly tabloid); *The Economist; The Wall Street Journal; The New York Times; The Washington Post; London Times; and Financial Times.*

**Online Course Administration.** Canvas will be used to administer the course communication, materials (e.g., additional readings, handouts, assignment guidelines, case studies, project evaluation forms, peer evaluations, etc.) and grades. For instance, an electronic version of this document is posted on Canvas. You can access the site by using your Gator Link username and password. Please check the site on a frequent basis for announcements and/or threads of comments from either colleagues or the professor. If you have opted out of receiving announcements any semester in any course, you must opt in to PUR 4404C to receive announcements distributed to all students.

**Course Professionalism.** The College of Journalism and Communications is a professional school and professional decorum is expected at all times. Therefore, the professor, the teaching assistant and students adhere to workplace norms for collegial and respectful interaction.

Students are expected to conduct themselves in an honest, ethical and courteous manner – with classmates, with the professor, and with the teaching assistant; failing to do so can result in a lowering of your final grade.
**Diversity Statement.** Effective public relations practice relies on the ability to recognize and embrace diversity in all its forms, including viewpoints. Throughout the course, students will have opportunities to see how different life experiences and cultural perspectives influence international public relations practice. You are encouraged to take advantage of these opportunities in your own work and to learn from the information and ideas shared by other students.

**Students with Special Needs.** Students requesting accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must submit a documentation letter to the professor when requesting accommodation. Please notify the professor at the beginning of the semester and schedule an online or telephone appointment to discuss requests for special provisions; please scan and submit the accommodation letter and email it to the professor prior to the appointment.

**Academic Honesty.** The work you submit must be your own work and it must be original for this course. You must not use direct or paraphrased material from any other source, including web sites, without attribution. You cannot submit anything that a peer wrote for this course, you wrote for another course, at an internship, as a volunteer, or in any other academic or professional setting. The professor will handle any incident of academic dishonesty in accordance with the University of Florida policy, such as the UF Honor Code and the Academic Honesty Guidelines that have examples of cheating, plagiarism, bribery, misrepresentation, conspiracy and fabrication.

Plagiarism (literary or artistic theft), copying someone else’s work or other forms of dishonesty will not be tolerated. Any case of academic dishonesty will be considered grounds for an automatic failing grade in the course. University guidelines will be followed for any offenses.

**Having someone else do your work for you is considered academic dishonesty.**

When completing any of your written assignments for this course, it is important to clearly attribute where you obtained your information, whether it’s from a web site or from an organization’s internal document. To clarify, you may not copy anything word for word from any source without putting quotation marks around it, even if it is made available to you from the organization itself. This documentation includes web site copy, mission statements, etc. In these cases, you should paraphrase and cite the source as you write or simply quote it.

**In short, please don’t try to cheat, it’s just too painful for both you and the professor!**

The University of Florida Honor Code was voted on and passed by the Student Body in 2006. The specifics of the Honor Code are attached. (See http://www.dso.ufl.edu/judicial/procedures/honestybrochure.html.)
Participation. Because this is a learner-centered course, student participation in discussions and activities is essential. Individual assignments also contribute to this portion of your grade. The quality of your participation in discussions and team presentations and assignments will affect your grade; therefore, active participation is crucial.

The professor’s role in this course is one of collaborator, facilitator, coach. In other words, share thoughts, suggestions, criticisms, disagreement…but, whatever you do, talk/communicate. This portion of the course grading is subjective, and you can earn full credit only if you consistently contribute to the course. Keeping up with the required reading will make contributions in this area more meaningful. Your participation efforts should be steady throughout the course. At the end of the course, participation grades primarily will be based on instructor plus peer assessments. Participation grades will not be posted to the Canvas site.

Deadlines. The practice of public relations hinges on meeting deadlines. Missing deadlines not only can damage a public relations professional’s credibility, but also can lead to termination of a relationship with a client or to dismissal from a job. Thus, deadlines are treated seriously in this class. All assignments are due on the deadline date specified in the Syllabus Reading Schedule and the Key Deadlines document; both documents are posted to the Canvas site for your reference.

Late assignments – including the team presentation, weekly questions and discussion comments -- will not be accepted and will be given a grade of zero.

Format. All written work submitted for this course must be coherent, logical, and carefully edited. Writing proficiency is necessary to pass this course. Misspellings, syntax and grammar errors as well as other writing problems are unacceptable in upper-division college writing, especially in work by public relations students. Please do not submit materials with editing marks on them; all assignments must be “client-ready.”

Unless otherwise specified, all written assignments must be typed with a 12-point serif font (e.g., Times, Palatino, or Times New Roman), double-spaced and framed by one-inch margins. No additional consideration will be given to written work accompanied by artwork or any other kind of design element. However, a well-designed piece for your portfolio will be an advantage as a tool to assist in an internship or job search and is always appreciated by the professor.

Mechanics & Fact Errors. Unless otherwise specified, use MLA or APA style on all assignments. Do not assume you will remember everything from earlier courses. Locate and open your stylebook now and review. I do not ask this to torture you, but because it is what is expected in the profession.

Any paper containing a major factual error will receive a grade of 50. A major factual error is defined as one that gives the wrong information to the
audience, including such things as misspelling the organization/client’s name or the incorrect identification of key sources. Errors which do a minor disservice to the reader, will be graded somewhat more leniently, but remember all factual errors will be considered serious.

**Course Requirements and Evaluation.** The evaluation of coursework will be based on the student’s knowledge and ability to apply the course material and will be assessed in the following ways:

(1) the ideas you conceive and the extent to which you consistently develop those ideas,

(2) the quality and added-value of your team’s written assignment and presentation with particular focus on your research, insights to the challenges and opportunities in the focused region of the world, the organization/client and case selected, problem-solving capabilities, creative and original solutions offered, presentation skills and demonstrated professionalism,

(3) the technical quality and content value of your weekly questions, individual discussion comments and team written assignments:
- neat, error-free copy
- material that is well-written, has clarity and is concise
- pays special attention to spelling, grammar, punctuation and style
- uses the correct basic format required for the assignment
- professional, client-ready document presentation

(4) the quality and extent of your participation and understanding of the interrelationship between the assigned readings and the team presentations, and

(5) performance on quizzes and exams

**Assessments/Assignments.** Students will be evaluated on individual performance demonstrated in six assignment areas, each of which constitutes a portion of the final grade. These assignments include weekly posted online discussion comments, weekly reading questions based on reading assignments, quizzes, two exams, one collaborative project with two components (effective oral presentation and professional PowerPoint/Prezi/Wix/Infographics, etc), as well as active participation and engagement. The assignments include the following:

(1) **Weekly Online Discussion Comments (2% for each of 10 comments – total 20%)** – Ten discussion boards with a specific topic and question/statement will be activated for each student to post well-conceived reaction comments. Throughout the semester, five comments will consist of each student’s reaction to a posted topic. The other five comments will be about recently reported international news, which involves a multinational organization with implicit or explicit public relations implications. Each student must search and identify a news story, briefly explain in a concisely written paragraph what it is about,
provide the web link from which the news was gathered (links will be checked) and briefly explain the public relations implications of the news story. The individual student comments will be evaluated for their quality rather than the length. Please see Canvas and click Discussions to locate the topics; post your Comment at the related discussion within the Forum. Please post your initial Introduction at this tab as well; it is Discussion #1.

(2) Weekly Reading Questions (total 5%) – Each week students are to submit one (1) question from each chapter of textbook readings. If there are two or three textbook chapters assigned for the week, students are expected to create one question from each of those chapters for the upcoming week. These questions should be submitted in the Assignments/Assessments tab in Canvas no later than 9:00 pm on the Sunday for the upcoming week. One week of missed questions will be dropped in calculating the final grade in the course.

(3) Collaborative Team Case Study Analysis Project Presentation (The presentation content value – oral content in presentation and written executive summary = 20% and PowerPoint/video = 5% for a total of 25%) – Students may volunteer or will be assigned to small teams; the number and size of teams will be determined once the final class size is known after the drop/add period. Each team will research and present the recent communication efforts of a multinational organization (for profit or not-for-profit) involving home, host, and/or transnational publics/audiences; the organization must be operating (but not headquartered) in the region of the world specified in the course reading schedule as well as the key deadlines handout – both are posted on the Canvas site.

IMPORTANT: The professor must approve your collaborative team project case study in advance and by the specified deadline date provided for your team. Please submit your case study request via email to the professor ONLY in the specified format outlined in the detailed Team Case Study Analysis Presentation document posted to Canvas.

After the professor reviews the request, you will be notified if your corporation/organization and/or your campaign have been accepted or rejected. If rejected, please submit a new request within TWO DAYS of your notification. In the initial request, you must submit at least THREE (3) options in order of preference; these case study selections should have occurred within the last 5 calendar years.

NOTE: A 10% penalty on the Team Case Study Analysis Presentation Project final grade may be imposed if the deadlines to submit your team request or to secure case study approval are not met.

The purpose of the project is to document global public relations practices by any type of international corporation/organization (i.e., private, governmental, non-governmental, not-for-profit, activist). This assignment affords an opportunity to examine real-world international public relations cases and apply what you are learning in this course. The main objective is to understand how
these corporations or organizations are addressing international, global, or intercultural issues in their communications efforts in specific regions of the world.

**Scope of the Project** is six-fold:

**A. Situation Analysis**
- Problem, issue or opportunity faced by the organization
- Internal factors: mission, vision, and values; brief background of the organization
- External factors: brief overview of the history, political, economic, cultural and media environment as well as government regulations of the host country; please indicate if the host country is a high context or low context culture and what that means.
- Describe Hofstede’s Cultural Dimensions for the specific host country in relationship to this campaign
- Determine and discuss the host country rank in the Corruption Perceptions Index and the impact on this campaign.

**B. Primary Publics/Audiences**
- Description of affected or involved primary and secondary publics/audiences
- Examination of the appropriate and unique approaches taken to reach the specified target audiences

**C. Overview of the Campaign**
- Campaign theme (and tag line) as well as its key and supporting messages
- Goals, objectives, strategies, and tactics
- Timetable and budget (if available)
- Evaluation and stewardship efforts

**D. Implementation/use of messages and communication tools**
- Analysis of web pages; electronic/interactive media kit (i.e., media releases/media advisories, photographs, glossaries, fact sheets, FAQs, executive profiles, videos); brochures; other online resources (e.g., blogs, podcasts, Facebook, Twitter, Instagram, Pinterest, SnapChat, etc.); other print (e.g., posters, fliers), audiovisual, or online publications (e.g., newsletter, magazine); events or trade show booth; and other promotional materials and elements.
- Environmental, current events and other influences that affect how public relations is practiced in the host country and how these aspects are managed to facilitate reaching target audiences.
- Explanation of how the Circuit of Culture is demonstrated in this campaign.

**E. Evaluation – analysis, reactions, critique, recommendations**

**F. Conclusion – lessons learned**
Please email a copy of the **written executive summary** and the **PowerPoints/other** to the professor **no later than 12:00 noon on the day BEFORE** the presentation video is due to be posted.

**Peer Evaluations** – This project is a collaborative effort and each student will be evaluated by his or her peer(s); also, a self-evaluation is required. The peer evaluation form is posted on Canvas. **Confidential Peer Evaluations are due to Prof Pelfrey by 12:00 noon on the day BEFORE your team presentation is due.** Please submit the completed Peer Evaluation to the professor via email at dpelfrey@jou.ufl.edu.

The grade for the Team Case Study Analysis collaborative project will not be released to any of the team members until the Peer Evaluations are received from all members of the teams.

**Peer Evaluations will be reviewed only by the professor;** each student’s class participation grade for the course will be determined by the peer evaluation, consistency of effort across the semester as well as the discretion of the professor.

For further important details, please see the separate handout describing this team project as well as the Key Deadlines handout and Syllabus Schedule posted to Canvas.

**NOTE:** To volunteer for a specific team/country/date, please go to Canvas and click Discussion; at the bottom of the forum questions you will see a place to volunteer, if you wish to do so.

(4) **Attendance and Course Participation** (10%) See descriptions above. **NOTE:** Each student’s **class participation grade** for the course will be determined by consistency of work completion and quality, and peer evaluations as well as the discretion of the professor. **Participation grades will not be posted to the Canvas site.**

(5) **Quizzes** (10%) – Several pre-announced short quizzes will be required. **Quizzes must be completed by the due date; there are no make-up quizzes.** Each student’s lowest quiz grade will be dropped in calculating the final grade in the course.

(6) **Exams** (15% for exam one and 15% for exam two – total 30%). Two pre-announced exams will be given online during the semester; the content is not cumulative. **A Study Guide will be provided to students in advance of each Exam. Exams will be posted and directions for completion will be described in advance.** Exams are designed to test the student’s knowledge of the main ideas covered in the text and assigned readings, handouts, lectures, guest speakers, case study team presentations and course meeting discussions. Whether or not material in the text is discussed in the selected course meetings, students are responsible for all assigned readings, video lectures and supplementary readings; exam questions will come from all of these sources.
Exam Study Guides will be distributed as an attachment to an announcement.

Students who are late in completing a quiz or an exam will not be permitted to take the exam and will receive a grade of zero. Exams must be completed by the due date; there are no make-up exams. Possible exceptions may include properly documented medical emergencies.

NO MAKEUP QUIZZES OR EXAMS OR EARLY EXAMS WILL BE GIVEN.

If you miss a quiz or an exam, you will receive a grade of zero for the quiz or exam. Documented exceptions for extreme circumstances will be considered and should be submitted in writing and discussed with the professor.

**Grading.**

The grade for an assignment will depend partially on these components: A great conceptual piece in the correct format with poorly edited writing will only get a maximum of a B, as will a technically excellent piece that is not well conceptualized or in the correct format.

If you are concerned about a grade received on a given quiz, exam or assignment, please prepare a short paragraph outlining your position; submit that paragraph to the professor for review. You will receive a response within 7 days. We can follow up with a discussion during regular office hours or a scheduled appointment, if needed.

Exam, quiz and assignment grades will be based on the following 100-point scale:

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<tr>
<td>90.0—100</td>
<td>A</td>
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<tr>
<td>86.0—89.9</td>
<td>B+</td>
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<tr>
<td>80.0—85.9</td>
<td>B</td>
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<tr>
<td>76.0—79.9</td>
<td>C+</td>
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<td>70.0—75.9</td>
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<td>66.0—69.9</td>
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Final grades for this course will be based on the total points earned over the term. Letter grades will be based on the 100-point scale. Please note that plusses and minuses will not be used on final grades:

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<th>Points</th>
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For further information about grades and grading policy, please consult:
http://www.registrar.ufl.edu/catalog/policies/regulationgrades.html

Additional Final Notes/Reminders

The professor reserves the right to make changes if necessary to the grading system and schedule for this course.

The professor may be reached preferably via e-mail at dpelfrey@jou.ufl.edu or, alternatively, by office telephone, but please be aware that the professor may not be able to respond immediately to your communication. As a rule, allow up to 48 hours for a response. Therefore, barring an emergency situation, it is advisable to contact the professor and/or teaching assistant well in advance of an exam or a deadline in order to give the professor and/or teaching assistant adequate time to respond to you.

Do not submit the same work to more than one professor without prior written permission from both professors. Do not adapt work from another course for this course without the PUR 4404C professor’s prior written permission. Do not adapt someone else’s work and submit it as your own. This course requires original work, created at this time, for this purpose.

You are expected to maintain comprehensive course notes because course discussions often contain information that is not contained in the textbook and landscape readings, lectures or PowerPoint slides.

This class is intense, but is definitely rewarding. If you notice yourself having trouble, it is crucial that you contact the professor immediately. Please feel free to approach the professor about any concerns you might have in this course or other courses. The professor will make every effort to have an "open door" policy with you.

Useful University of Florida Services.

Disability Resource Center: http://www.dso.ufl.edu/drc/
Reading and Writing Center: http://www.at.ufl.edu/rwcenter/
Counseling Center: http://www.counsel.ufl.edu/
Dean of Students Office: http://dso.ufl.edu/

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact umatter@ufl.edu so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and
Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

Go Gators!
Academic Student Honor Code
(http://www.dso.ufl.edu/judicial/procedures/studenthonorcode.php)

The Honor Code: We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity. 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.”

VIOLATIONS OF THE HONOR CODE AND SANCTIONS.
(a) Conduct Prohibited by the Honor Code. Students are prohibited from engaging in the following conduct:
1. Conduct Constituting Academic Dishonesty. A student shall not engage in conduct which constitutes academic dishonesty.
2. False or Misleading Statement for the Purpose of Procuring an Academic Advantage. A student shall not intentionally or in bad faith make a false or misleading statement for the purpose of procuring from the person to whom the statement is made an academic advantage for any student.
3. False or Misleading Statement Relating to an Honor Code Violation. In reporting an alleged Honor Code violation, a student shall not intentionally or in bad faith make a false or misleading statement.
4. Prohibited Collaboration or Consultation. A student shall not without express authorization collaborate or consult with another person in an academic activity.
5. Prohibited Use of Materials or Resources. A student shall not use unauthorized materials or resources in an academic activity. Unauthorized materials or resources shall include:
   a. Any paper or project authored by the student and presented by the student for the satisfaction of any academic requirement if the student has previously submitted substantially the same paper or project to satisfy an academic requirement and did not receive express authorization to submit the paper or project.
   b. Any materials or resources prepared by another student and used without the student’s express consent.
   c. Any materials or resources which the faculty member has notified the student in writing are prohibited.
   d. If a faculty member has authorized a student to use specified materials or resources, the student shall not exceed that authority. If the student wishes to use any material or resource to which the authority does not plainly extend, the student shall first ascertain whether the use is authorized.
6. Plagiarism. A student shall not represent as the student’s own work all or any portion of the work of another. Plagiarism includes (but is not limited to):
   a. Quoting oral or written materials, whether published or unpublished, without proper attribution.
   b. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student.
7. Use of Fabricated or Falsified Information. A student shall not use or present invented or fabricated information; or falsified research or other findings if the student knows or in the exercise of ordinary care should be aware that the information, research, or other findings have been falsified.
8. Interference with or Sabotage of Academic Activity. A student shall not do any act or take any material for the purpose of interfering with or sabotaging an academic activity.
9. Unauthorized Taking or Receipt of Materials or Resources to Gain an Academic Advantage. A student shall not without express authorization take or receive materials or resources from a faculty member for the purpose of gaining an academic advantage.
10. Unauthorized Recordings. A student shall not without express authorization make or receive any recording of any class, curricular meeting, organizational meeting, or meeting with a faculty member.
11. Bribery. A student shall not offer, give, receive, or solicit a bribe of money, materials, goods, or services for the purpose of procuring or providing an academic advantage.
12. Submission of Paper or Academic Work Purchased or Obtained from an Outside Source. A student shall not submit as his or her own work a paper or other academic work that was purchased or otherwise obtained from an outside source.