



## MMC 6936: Digital Brand and Reputation Management

**Academic Term:** Summer 2022

**3 Credit Hours**

### Instructor

**Name:** Courtney O'Connell

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**Office Phone Number and Times:** Email is the best way to reach me. I try to respond to students within 24 hours, or 48 hours at the latest. If you would like to speak to me on the phone or on Zoom, email me and we can set up an appointment. Please note that I will not reply to any class related messages sent to me on any social media platforms.

**Virtual Office Hours:** I am available Monday nights from 7-9pm EST virtually (Zoom, Skype, or Facetime) by phone appointment. If that time range does not work for you, please email me to coordinate a time.

## Course Description and Prerequisites

**Course Description:** This course introduces the students to guidelines and proven best practices that ensure individuals can produce and protect their online reputation (this course differs from other courses that focus on brand or organization reputation). The students will concentrate on the practical applications of guidelines to build their personal online reputation throughout the semester. This course will solely focus on producing and protecting an individual's digital reputation. Case studies and current events will provide for rich discussion and reflection.

**Course Prerequisites / Co-Requisites – N/A**

## 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.

**Live Class Meetings:** We will meet on Zoom three times throughout the semester for a live lecture. The live lectures will be held at 7:30PM EST on the following dates: 5/17, 6/27 & 7/26. Students are expected to read the materials for the week in advance of the live lecture, as these lectures will be interactive and rely on student participation.

### 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.

### **Class Demeanor**

N/A

### **Attendance Policy**

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies. [Click here to read the university attendance policies](#) for information on absences, religious holidays, illness, and the twelve-day rule. Excused absences must be consistent with university policies in the [Graduate Catalog](#) and require appropriate documentation.

### **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 7<sup>th</sup> Calendar Day: Work will not be accepted.
2. Late Discussions will not be accepted.

### **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](mailto:onlineadvising@jou.ufl.edu)) for additional guidance.

### **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 the importance of a digital reputation. (CO: 1)
2. Analyze a digital reputation for an individual. (CO: 2)
3. Use digital platforms to produce and protect a digital reputation. (CO: 3)
4. Build a personal digital brand. (CO: 4)
5. Create digital content across three platforms. (CO: 5)
6. Explain three techniques used to repair a negative digital reputation. (CO: 6)
7. Explain how to establish a Brand Voice online. (CO: 7)

(CO = Course-Level Objective)

## Textbooks and Materials

### Required Course Textbook(s)

Qualman, E. & Equalman Studios. (2019). *What happens in Vegas stays on YouTube: Privacy is dead*. Equalman Studios.

- ISBN-10: 0991183509
- ISBN-13: 978-0991183500

Rangarajan, D., Gelb, B. D., & Vandaveer, A. (2017). [\*Strategic personal branding—And how it pays off\*](#). Harvard Business Review | Store, 60(5), 657–666.

### 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

Your grade will be calculated based on the following:

Assignments/Assessments	Weight (%)
<b>Course Orientation:</b> These assignments are required; however, they do not count towards the final grade. <ul style="list-style-type: none"> <li>• Student Introduction</li> <li>• Course Evaluation</li> </ul>	0%
<b>Participation</b> (Includes: participation in live lectures, completion of your discussion starter, engagement in discussion board conversations.) <ul style="list-style-type: none"> <li>• Worth up to 200 points.</li> </ul>	20%
<b>5 Reflection Papers</b> <ul style="list-style-type: none"> <li>• Worth up to 50 points each.</li> </ul>	25%
<b>2 Written Assignments</b> <ul style="list-style-type: none"> <li>• Worth up to 100 points each.</li> </ul>	20%
<b>1 Group Project</b> <ul style="list-style-type: none"> <li>• Worth up to 200 points.</li> </ul>	20%
<b>3 Quizzes</b> <ul style="list-style-type: none"> <li>• Worth up to 50 points.</li> </ul>	15%
<b>TOTAL</b>	<b>100</b>

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

### 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.

### Software

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

## 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](mailto:helpdesk@ufl.edu)

## Communication Policies

### Student Expectations

Students are expected to check announcements as well as their Canvas inbox regularly.

### 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.

### 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 and questions of a personal nature, please email me directly using the Canvas inbox.

## Assignment Feedback Policy

I will provide feedback/grades on submitted assignments in a timely manner. 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](mailto: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:April.Hines), Phone: 352-273-2728, Email: [aprhine@uflib.ufl.edu](mailto:aprhine@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](mailto: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	Topic and Assignments
1	Topic: What is a digital reputation? Assignment: Select a discussion starter group
2	Topic: What is a personal brand? Assignment: Personal Reputation Audit Reflection Paper
3	Topic: Why is a strong digital reputation important? Assignment: The Digital Reputation I Hope to Emulate Reflection Paper
4	Topic: What does success look like fore you? Assignment: Brand mapping & Brand Personality Questionnaire Reflection Paper
5	Topic: Producing your digital reputation and building your network Assignment: Quiz #1
6	Topic: Setting goals to build your digital presence Assignment: Personal Reputation Vision and Goals
7	Topic: Practical Application- Joining the Conversation Assignment: Joining the conversation reflection paper
8	Topic: Practical Application- Creating the Conversation Assignment: Creating the conversation reflection paper
9	Topic: Practical Application- Sharing your work Assignment: Sharing your work reflection paper
10	Topic: Protecting your Reputation Assignment: Quiz #2
11	Topic: Overcoming Digital Reputation Mistakes Assignment: Consulting Project

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