



## North Central State College

**MASTER SYLLABUS** | **2025-2026**

- A. Academic Division: Liberal Arts
- B. Discipline: Communication
- C. Course Number and Title: COMM2070 – Intercultural Communication
- D. Assistant Dean: Laura Irmer
- E. Credit Hours: 3
- F. Prerequisites: None

## Open Education Resources (available for download or view) *Intercultural Communication for the Community College*

- Authors: Krumrey, K.
- Copyright Year: 2020
- Edition:
- ISBN: (Digital)
- OER Link: <https://openoregon.pressbooks.pub/interculturalcommunication/#main>

I. Workbook(s) and/or Lab Manual: None

J. **Course Description:** Course explores the dynamic role intercultural communication plays in today's ever complex and changing world. Intercultural communication will be viewed through the lenses of individual, interpersonal, organizational, and societal/cultural perspectives to help students understand the context of both their own behavior and the behavior of others. **(This course may NOT be substituted for COMM1010 Speech)**

## K. College-Wide Learning Outcomes:

College-Wide Learning Outcome	Assessments -- How it is met & When it is met
Communication – Written	
Communication – Speech	
Intercultural Knowledge and Competence	Identify cultural differences (at a variety of levels) and influence the individual's ability to communicate. Written assignments, oral presentations, exams and quizzes throughout the semester. Intercultural knowledge and competence value rubric.
Critical Thinking	
Information Literacy	
Quantitative Literacy	

## L Course Outcomes and Assessment Methods:

Upon successful completion of this course, the student shall:

Outcomes	Assessments – How it is met & When it is met
1. Define culture, communication and intercultural communication.	Written assignments, oral presentations, discussion, exams and quizzes throughout the semester.
2. Identify and appraise the intercultural concepts in a variety of situations.	Written assignments, oral presentations, discussion and quizzes throughout the semester.
3. Predict ethnocentric tendencies by analysis of an intercultural communication in a range of situations.	Written assignments, oral presentations, discussion, exams and quizzes.– by the end of the semester.
4. Recognize and apply appropriate interventions to avoid intercultural communication misunderstandings	Written assignments, oral presentations, discussion, exams and quizzes.– by the end of the semester.

M. Recommended Grading Scale:

NUMERIC	GRADE	POINTS	DEFINITION
93–100	A	4.00	Superior
90–92	A-	3.67	Superior
87–89	B+	3.33	Above Average
83–86	B	3.00	Above Average
80–82	B-	2.67	Above Average
77–79	C+	2.33	Average
73–76	C	2.00	Average
70–72	C-	1.67	Below Average
67–69	D+	1.33	Below Average
63–66	D	1.00	Below Average
60–62	D-	0.67	Poor
00–59	F	0.00	Failure

N. College Procedures/Policies:

North Central State College believes that every student is a valued and equal member of the community.\* Every student brings different experiences to the College, and all are important in enriching academic life and developing greater understanding and appreciation of one another. Therefore, NC State College creates an inclusive culture in which students feel comfortable sharing their experiences. Discrimination and prejudice have no place on the campus, and the College takes any complaint in this regard seriously. Students encountering aspects of the instruction that result in barriers to their sense of being included and respected should contact the instructor, assistant dean, or dean without fear of reprisal.

\* *Inclusive of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status (past, present or future), disability, age (40 years or older), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child, status as a foster parent, genetic information, or sexual orientation*

**Important information regarding College Procedures and Policies can be found on the syllabus supplement located at:**

<https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDF/14-081b.pdf>



North Central State College  
SYLLABUS ADDENDUM

Academic Division:	Arts and Sciences	Discipline:	Communication
Course Coordinator:	Laura Irmer		
Course Number:	COMM 2070-920	Course Title:	Intercultural Communication
Semester / Session:	Spring 2026 / Session A	Start / End Date:	01/12/2026 thru 03/06/2026

**Instructor Information**

Name:	Heather Pohllabel	Credentials:	MA Communications, BA English
Phone Number:	(419) 285-6135	E-Mail Address:	hpohllabel@ncstatecollege.edu
Office Location:	Zoom 430 400 7625	Office Hours:	Upon request

**I. Topical Timeline / Course Calendar (Subject to Change):**

Weeks	Topics	Assignment	Due Date
1	Communication Principles and Process	Quiz, Discussion Board, Assignment 1	1/16/2026
2	Culture/Self and Identity	Quiz, Plagiarism Test, Discussion Board, Assignment 2	1/25/2026
3	Verbal and Nonverbal Communication	Quiz, Discussion Board, Assignment 3	2/1/2026
4	Relationships and Conflict	Quiz, Assignment 4	2/8/2026
5	Pop Culture and Tourism	Quiz, Discussion Board, Midterm Project	2/15/2026
6	Business and Education	Quiz, Discussion Board, Assignment 5	2/22/2026
7	Healthcare	Quiz, Discussion Board, Assignment 6	3/1/2026
8	Final	Final paper/oral presentation	3/6/2026

**II. Grading and Testing Guidelines:**

Points are not weighted in this course.

Assignments are due on Sundays at 11:59 pm with the exception of weeks 1 and 8. Week 1 work is due on Friday by 11:59 pm and week 8 work is due on Wednesday by 11:59 pm. Please plan ahead accordingly.

**Late work policy:** Late work will receive a 20% deduction in points. There are cutoff dates prior to midterm and final when late work will no longer be accepted. This is usually the Sunday the week before Week 4 and Week 8. Announcements will be made in CANVAS for cutoff dates.

Final Grade Calculation

Activity	Qty	Points
Quizzes	7	145
Discussion Board	6	65
Attendance/Participation	8	100
Midterm Project	1	100
Assignments	6	130
Final Exam and Oral Presentation	1	100
<b>Total</b>		<b>640</b>

1. **Introduction to Intercultural Communication / Communication Processes and Principles**
  - a. Imperatives

- b. Why we study intercultural communication and how it can enhance our lives
- c. Define communication and the communication process
- d. Explain how various contexts impact communication

## **2. Culture/Self and Identity**

- a. Understand what culture is and how it affects various aspects of communication
- b. Describe the role of power in culture and communication
- c. Explore major theorists and theories in cultural communication
  - Kluckhohn and Strodtbeck's Value Orientation Theory.
  - Hofstede's Dimensions of National Culture Theory.
  - Edward T. Hall's Theories.
- d. Understand the three components that make up the "self".
- e. Be able to explain how social comparison plays a role in self.
- f. Identify and define Co-cultural Communication Theory along with the role of in-groupers and out-groupers.
- g. Articulate what constitutes culture shock.
  - Be able to discuss the various theories and models associated with culture shock.

## **3. Verbal and Nonverbal Communication**

- a. Identify and define basic linguistic terminology used to describe language.
- b. Understand and explain variations in communication styles and context rules.
- c. Identify and define the differences between translation and interpretation.
  - Discuss the role that language plays in culture.
- d. Articulate what constitutes competence in intercultural communication.
- e. Define nonverbal communication, understanding the differences between verbal and nonverbal communication.
- f. Describe the messages that nonverbal behavior communicates.
  - Explain various types of nonverbal behavior using appropriate terms.
  - Understand and observe cultural differences in nonverbal behavior.
  - Understand the potential for intercultural miscommunication due to nonverbal behavior.

## **4. Relationships and Conflict**

- a. Understand the foundations of intercultural relationships.
  - Identify the types, benefits, and challenges of intercultural relationships.
- b. Identify cultural differences within the relationship context.
- c. Describe competent and incompetent relationships.
- d. Identify and describe the five different types of conflict.
  - Identify and describe the style of conflict present in a given situation.
  - Understand how and why individuals approach conflict in various ways.
  - Understand how and why individuals manage conflict in various ways and be able to suggest more productive ways for handling intercultural conflict
  - Explain the four-skill approach to managing intercultural conflict.

## **5. Pop Culture and Tourism**

- a. Describe and define popular culture.
  - List and explain various ways we consume popular culture and how it is created.
  - Understand and explore the ways that popular culture influences culture and how to resist it.
- b. Describe the differences between folk, low, and high culture.
- c. List and define different types of tourism.
- d. Understand the ways that tourists and hosts interact and how that has an impact on tourism.
- e. Define culture shock and list ways to overcome it.

## **6. Business and Education**

- a. Explain communication challenges in intercultural business contexts.
  - Choose helpful communication behaviors for intercultural business contexts.
  - Understand how power differences affect intercultural business interactions.
- b. Explain work-related values and how they impact communication.
  - Explain the concept and importance of saving face in business.

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- c. Understand the expectations that different cultural groups have about education.
  - Understand how cultural identities are formed through the educational process.
  - Explain how different role expectations can influence communication within the educational context.
  - Explain how power differences can influence communication within the educational context.
  - Be able to describe various social issues reflected in education.

## 7. **Healthcare**

- a. Understand the importance of intercultural communication in healthcare and identify barriers.
- b. Understand the dominant models of healthcare practices.
- c. Explain how cultural, religious, and spiritual beliefs impact healthcare.
- d. Explore how power differences within the healthcare process can influence communication.
- e. Discuss how culture impacts the ethical implications of healthcare.

## **III. Examination Policy:**

1. The reasons for which a student will be excused from taking an examination \_\_\_\_\_
  - a. Hospitalization (with documented verification)
  - b. Death in the immediate family (with documented verification)
  - c. Personal illness or illness in immediate family - (doctor's excuse required).
  - d. Military duty.
2. A student who misses an examination for any reason is responsible for \_\_\_\_\_
  - a. Providing documentation for the absence.
  - b. Arranging a supervised make-up exam through the Student Success Center or with instructor.
3. No makeup opportunity will be given for absences of unscheduled quizzes for synchronous classes and discussion board posts for asynchronous classes.
  - While discussion board posts are not an exam, they are counted as attendance weekly. Students must participate by the deadline weekly to receive attendance points.
4. **Plagiarism**
  - a. The first instance of plagiarism, whether deemed unintentional or intentional, will receive a 0 on the assignment if it is not a speech.
  - b. Plagiarism in a speech can come in two forms: intentional or unintentional.
    - Intentional plagiarism will result in a 0 on the first instance for the assignment. The second instance will result in a 0 for the course and possible disciplinary action from the college. This includes submitting work previously done for other classes.
    - Unintentional plagiarism will result in a 0 in the grading rubric for sources on the first instance (or development if sources were not required for the speech). The second instance will result in a 0 for the assignment and possible disciplinary action from the college and/or failure of course.

## **IV. Class Attendance and Homework Make-Up Policy:**

1. Asynchronous courses will have an attendance/participation grade based on attended Zoom sessions (when applicable), discussion board posts, and various homework assignments.
2. Students are responsible for informing the instructor when they cannot meet deadlines or make Zoom sessions (when applicable).
  - a. Students are assigned to peer groups and should rely on them for help when instructor is not available.
  - b. Students are responsible for participating in their peer groups not only for a group grade, but for an individual grade as well.
3. Synchronous courses are awarded daily points for participation and attendance. You are granted three excused absences. Coursework should still be turned in on time and is subject to course policy on late assignments.

## **V. Classroom Expectations:**

1. Mutual respect of all.

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- a. No hate talk, bullying, or cyberbullying will be tolerated. Be kind! If you have issues with someone, please let me know as soon as possible.
- b. Respect others' views. You don't have to agree with them, but you do need to recognize that not everyone will hold the same views as yours, and we must still work together as a class to accomplish our goals.
- c. Respect instructor's time and availability. I respond very quickly when messaged through CANVAS messenger. I will let you know if I will be unavailable. Please be cognizant of my time as well as yours. Time estimates and due dates are laid out very plainly for you to see.
  - Always work a little ahead so you can anticipate issues and get them resolved quickly.
- d. Respect classmates' time and availability as well. Set boundaries in your groups as to when is an appropriate time to text or reach out via social media when working on projects or asking questions about class.

2. No photographing/ recording sessions without consent.
  - a. No photographs or recordings will be taken of Zoom sessions, videos posted, or live sessions without consent from all. Instructor has the right to film Zoom sessions
  - b. Cyberbullying will not be tolerated.
3. Camera and microphone on when in sessions.
  - a. You must have your camera and microphone on in a live session.
  - b. Do not be distracted in a live session. Do not hold side conversations via text or chat when in a live session. Respect everyone's time and attention.
4. No phones allowed in synchronous courses. Laptops remain closed unless asked to open to do work.

**VII. Required Technology:**

- Laptop or computer with microphone and camera – available through college on loan if needed
- YouTube channel – free to set up
- Microsoft Word – provided by college in MYNC

\*Phones and tablets are not adequate technology for this course. Please contact me or see the college regarding a loaner laptop if needed.

\*You must create a YouTube channel to upload your videos. Media files will not be accepted.

\*You must use Microsoft Word for your assignments. The college offers this for free in your MYNC account.