

## Course Syllabus – Academic Training Online

Instructor: Gio Mafla  
Class Times: Varies

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Text/Phone: 407.491.3366  
Location: Online through Canvas

**Credit Hours:** 3

**Course Description:** This course will explore the unique cultural and interpersonal communication that defines American businesses. The class will start by providing students with the cultural knowledge and personal support to succeed in their Academic Practicum assignments. Utilizing student's experience, this online course will then foster discussion through posts, assignments, field trips and one-on-one meetings with the Valencia team. Students will integrate information from their service learning, as well as on-site presentations and strategic field trips for experiential learning. As we move forward, we will compare and contrast the cultural and business models of US and international businesses we are exposed to. Finally, students will align their academic training assignments with their educational or career goals. The objective is to leverage their experience and field trips with education and reflection to create a dynamic, value-added experience that will increase student knowledge and experiential learning; this will also help them develop future plans in working for or with American businesses.

All coursework must be completed and submitted through Canvas online learning management system.

**Web Address:** [www.valenciacollege.edu](http://www.valenciacollege.edu)

### **Student Learning Outcomes**

Students will be able to:

1. Identify significant cultural differences between America and other countries (in business, education, and personal life) and how these differences might positively and negatively influence U.S./international business interactions.
2. Describe the processes, pros, and cons for effective international business discussion through emergent technologies including social media platforms, Smartphones, Zoom, Microsoft Teams, etc.
3. Discuss both international and U.S. business models and how they have been applied with respect to employees including both satisfaction and engagement strategies and how these are incorporated into both American and international businesses/organizations.
4. Outline the steps for professional online presentations in the U.S. and international markets.
5. Describe the new work environment in a post-pandemic world and how this impacts overall employee production, engagement, management and retention.

### **Class Schedule**

#### **Course Orientation and Valencia College Campus Visit – 6 hours**

Students will visit and tour the Valencia College campus. After the tour, students will then obtain their Valencia student IDs to be utilized with the online Canvas course. Students will then participate in a cultural activity through a Diversity & Inclusion Workshop. After the workshop, students will orient themselves to the online course and tools through the web-based Canvas learning management system.

A live tutorial session on how to access and use Canvas will be provided. The course syllabus and expectations will be reviewed and discussed, as well as directions to the first assignment.

## **Online Assignment 1:**

### **US Classroom Culture – 2 hours**

Through the Global Leadership program, students are being exposed to cultural differences in learning. Students will be asked to compare and contrast the U.S. classroom culture to that of their own country. **Complete Canvas online assignment.** (Remember, after reading the story, post your response and comment on others' posts.)

## **Online Assignment 2:**

### **US Cultural Influences – 2 hours**

Each company consists of many different people and each contributes to the company in different ways. The habits and beliefs, practically any aspect of one's personal life can reflect on the way they act at work. Think of your own personal traits. Which culture style of the 8 would be a good fit with your traits and why? Which culture style would NOT be a good fit and why? **Complete Canvas online assignment.**

## **Online Assignment 3:**

### **The Future Trends of Business and Technology – 3 hours**

Students will explore the 10 Biggest Business Trends for 2024 and reflect on predictions from new Artificial intelligence (AI) in the labor force. Students will also learn how communication technology is changing the American business interpersonal landscape. **Complete Canvas online assignment.**

## **Online Assignment 4:**

### **Visit the INTER&Co Stadium to View an Orlando City Soccer club soccer Game – 5 hours**

On 10/02 you will visit the iconic INTER&Co Stadium in downtown Orlando and watch the Orlando soccer team game. **Complete Canvas online assignment.** *Post your thoughts about this sporting event experience and what you liked most about your visit. How was this sporting event different or similar to one in your country?*

## **\*\*\* DUE October 13:**

We have been learning that business practices help shape the business culture of any organization. Now that you have experienced business practices and cultures of organizations around Central Florida, prepare a paper that reflects one business practice in the US that could be implemented in your own country. In addition, reflect on a specific business practice of your own country that would be beneficial here in organizations throughout the US. Examine both of these in your Reflection Paper.

- Reflection Papers – Submit Paper1 through Canvas
- **See Reflection Paper Format & Submission section for detailed instructions.**

## **Online Assignment 5:**

### **A Focus on Business Communication – 3 hours**

As students gain experience in their Academic Practicum Training, they should have a good idea about what they are learning and how to talk to both customers and co-workers. There's one major element that's essential in any business or organization: effective communication. Key learnings

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from this discussion will affect the student's current work environment but can also be carried with them into future positions in the US and abroad. **Complete Canvas online assignment.** (Reminder: post your response and comment on others' posts.)

## **Service-Learning Performance Review – 2 hours (Due within 2 weeks after you switch positions)**

This is the final meeting with the manager of your first position.

**Performance Review Forms are to be uploaded submitted through Canvas** – scanned and photos are acceptable.

## **Scheduled One-on-One Meetings with Valencia Staff Member – 1 hour**

**1:1 meeting.** Be prepared to discuss grades, participation, expectations, and writing assignments. We will also discuss your cultural integration and service learning. *It is your responsibility to respond appointment requests and meet once an appointment date/time has been set.* This can be managed by email or via phone/text.

## **Online Assignment 6:**

### **Employee Engagement vs. Employee Satisfaction – 3 hours**

Employee engagement and job satisfaction both deserve equal attention in order for an organization to maximize its employee's potential and enable growth. Students will learn that these two terms, although used interchangeably, mean very different things! **Complete Canvas online assignment.**

## **Online Assignment 7:**

### **Impact of Social Media on Today's Businesses – 3 hours**

Students will research the impact of social media on today's businesses and organizations. Discussions will be centered around how businesses track marketing efforts, their global reach, how they respond to social media posts and the financial repercussions, if any, they might realize. **Complete Canvas online assignment.**

## **Online Assignment 8:**

### **Business Ethics and its Impact on Today's Organizations – 3 hours**

Students will define, compare and contrast personal ethics and business ethics. Through research, online resources and video presentations, students will encounter ethical vs. unethical behavior along with what happens when you "cross the line!" **Complete Canvas online assignment.**

**\*\*\* SECOND REFLECTION PAPER (approx. 700 words)\*\*\*** Now that students have been in their current work and/or volunteer environment for the past few weeks, this assignment will allow them to compare and contrast what they feel has been both beneficial to them as well as things that they feel they would like to change. Students will explain their reasoning and how it will impact them in their future career plans.

- Reflection Papers – Submit Paper2 through Canvas
- **See Reflection Paper Format & Submission section for detailed instructions.**

## **Online Assignment 9:**

### **International Education Week – 3 hours**

IEW is an opportunity to celebrate the benefits of international education and exchange worldwide. This joint initiative of the U.S. Department of State and the U.S. Department of Education promotes programs that prepare Americans for a global environment and attract future leaders from abroad to study, learn, and exchange experiences.

**Complete Canvas online assignment.** *Post about your experience and what made the most impression on you.*

### **Scheduled One-on-One Meetings with Valencia Staff Member – 1 hour**

**1:1 meeting.** Be prepared to discuss grades, participation, expectations, and written assignments. We will also discuss your cultural integration and work at Disney. *It is your responsibility to respond appointment requests and meet once an appointment date/time has been set.* This can be managed by email or via phone/text.

## **Online Assignment 10:**

### **The Future of Work – 3 Hours**

In a post-pandemic world, the future of work is drastically changing. WFH or rather work-from-home or even a hybrid strategy has become more prevalent. Employee productivity has risen however supervisors and managers find it difficult to “manage” remotely. In this session, students will learn of the benefits and pitfalls of working from home, the future of the office work space and how it impacts employee engagement and retention.

After reading the white papers, students are to discuss the benefits and pitfalls of working from home and how it impacts employees and the future of the office work space.

[https://www.wired-gov.net/wg/images.nsf/images/DNWA-C3MLG3/\\$file/Kensington\\_WLAP\\_White+Paper+v1.pdf](https://www.wired-gov.net/wg/images.nsf/images/DNWA-C3MLG3/$file/Kensington_WLAP_White+Paper+v1.pdf)

<https://www.nytimes.com/2023/10/10/business/remote-work-effects.html#:~:text=Some%20papers%20have%20linked%20remote,percent%20or%20even%2024%20percent.>

[https://www.steelcase.com/content/uploads/2022/04/Steelcase\\_HybridWork\\_WhitePaper.pdf](https://www.steelcase.com/content/uploads/2022/04/Steelcase_HybridWork_WhitePaper.pdf)

**Complete Canvas online assignment.**

## **FINAL PROJECT \*\*\***

### **US/INTERNATIONAL BUSINESS STUDIES – 4 hours**

In this final project, students will be asked to provide in-depth research including links to resources, whitepapers, topics, videos, etc., that support their topic of choice. Students will submit a PowerPoint document for their final project. Additional information will be provided by your instructor during the semester. Submit online through Canvas.

**Select one of the topics below:**

#### **Option 1**

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- **Facebook** – Facebook has recently come under scrutiny for placing profits over the safety of their users. A “whistleblower” has come forward with evidence and has provided testimony in front of the US Congress. If true, how do the actions of Facebook impact the safety and security of their users, what are the ethical implications and what can they do to resolve the problem?

## Option 2

- **Supply Chain and Worker Shortages** – Worker shortages have impacted road, rail and oversea shipping activities. Hiring and recruiting has been hindered, especially in the US, since the onset of the pandemic. How have businesses around the world been impacted by supply chain interruptions and/or worker shortages. Provide a brief description of how a supply chain works and indicate how, when the chain is broken, it impacts both the organization and the consumer.

## Option 3

- **Volunteer Experience** - You may choose between a Disney VoluntEars experience, a volunteer activity of your own, or a reflection back to a volunteer experience from your home country and write about what you did and they impact it made on yourself and the community.

## **Online Assignment 11 :**

### **Discussion on Universal Orlando Resort – 3 hours**

You will discuss your visit to Universal Orlando Resort. *Compare and contrast Universal Orlando Resort and Walt Disney World theme park.* **Complete Canvas online assignment.**

### ***Service-Learning Performance Review – 2 hours (Due before the last day of class)***

This is the final meeting with the manager of your final position.

Performance Review Forms are to be uploaded submitted through Canvas – scanned and photos are acceptable.

### **\*\*\*Reflection Papers & Final Projects Submission & Instructions\*\*\***

- All reflection papers and final projects are to be submitted via Canvas as a MS Word Document If you are experiencing any difficulty reach out to me at [lparker56@valenciacollege.edu](mailto:lparker56@valenciacollege.edu)
- Papers are to be single spaced with 12 point font
- Please name your files and the actual assignments with you First and Last Name and Project for example: LuanneParker\_Paper1, LuanneParker\_Paper2

## Methodology

The class will be conducted through classroom experience and online discussion through Canvas. Students will participate in-person and online in case studies, role-playing, web-based discussion, teaming activities and simulations, as well as provide their own input from research and papers. Students should be prepared to post thoughts and present online. Video, recent news, and other resources will also be utilized.

Grades are posted in Canvas and are cumulative through a points system.

Grading Standard	Points as Assigned	Student Evaluation (100%)	Criteria
A = 100-90	Reflection Paper 1= 10 points Reflection Paper 2 = 10 points Final Project = 20 points <b>Total of 40 points</b>	40%	Papers and Final Project
B = 89-80	11 Discussions x 3 points each = <b>Total of 33 points</b>	30%	Class attendance in posts and discussions/meetings
C = 79-70	4 Field Trip Attendance x 5 points each = <b>Total of 20 points</b>	20%	Field trip participation
D = 69-60	10 Discussion Responses x 1 point each discussion = <b>Total of 10 points</b>	10%	Class participation
F = 59 or below			

\*Class participation includes being actively involved in class discussions, participating in online and field trip activities, responding to others, treating each other with respect, responding to instructor and administrative requests, and being engaged in the learning process.

Students must obtain a "D" or better to pass this course.

## Rubric for Online Discussion Assignments

### Expectations for Each Assignment Category

#### Discussions – 3 points Per Assignment (maximum)

	<b>3 points</b>	<b>2 points</b>	<b>1 point</b>
<b>Skills</b>	The discussion demonstrates an <b>overall thorough and well-structured message</b> similar to the characteristics listed below.	The discussion demonstrates an <b>overall basic and/or incomplete message</b> similar to the characteristics listed below.	The discussion demonstrates <b>poor organization of thought and understanding</b> similar to the characteristics listed below.
<b>Depth of Discussion Content</b>	Discussion post demonstrates <b>thorough &amp; thoughtful understanding</b> of the subject matter.	Discussion post demonstrates a <b>basic understanding</b> of the subject matter.	Discussion post demonstrates <b>limited to no understanding</b> of the subject matter. <b>Less than a paragraph has been provided.</b>
<b>Use of Evidence</b>	Uses <b>relevant examples</b> from text/content that has been experienced, read, or viewed to <b>support claims</b> in their own writing – making <b>applicable and insightful connections</b> to the topic.	Uses <b>incomplete or vaguely developed examples</b> to support claims with limited connections to the topic.	<b>No examples or irrelevant examples</b> are used to support claims with the topic.
<b>Organization</b>	<b>Logically</b> organized and <b>well-structured thoughts</b> displaying a <b>beginning, a body, and a conclusion.</b>	<b>Central point and flow</b> of the discussion is <b>lost; lacks organization and continuity.</b>	Ideas are <b>unorganized and vague; no particular flow</b> was followed. <b>Simple sentence or two.</b>

#### Participation Responses – 1 point per Discussion Topic

Either the student responded to their peers discussion posts (1 point awarded) or they did not (0 points).

The rubric for the two Reflection Papers will be provided and posted in Canvas. Each paper is worth 10 points each.

## Rubric for Final Project

### Final Project – PowerPoint Presentation – 20 points

PowerPoint Matrix	4 Points per Category In this Column	3 Points per Category In this Column	2 Points per Category In this Column	1 Point per Category In this Column	Points
<b>Effectiveness</b>	Project includes all material needed to gain a thorough understanding of the topic.	Project includes most material needed to gain a general understanding of the topic but lacks one or two key elements.	Project is missing more than two key elements and provides a slight understanding of the topic.	Project is lacking several key elements and contains inaccuracies.	
<b>Sequencing of Information</b>	Information is organized in a clear, logical way. It is easy to anticipate and understand the flow of the content slide to slide.	Most information is organized in a clear, logical way. One slide or item of information appears out of place.	Some information is logically sequenced. An occasional slide or item of information appears out of place.	There is no clear plan for the organization of the information.	
<b>Use of Graphics</b>	All graphics are attractive (size & colors) and support the theme/content of the presentation.	A few graphics are not attractive but all support the theme/content of the presentation.	All graphics are attractive but a few do not support the theme/content of the presentation.	Several graphics are unattractive AND detract from the theme/content of the presentation.	
<b>Organization</b>	PowerPoint contains a minimum of 10 slides. All parts of the task are completed fully and support the theme/content of the presentation.	PowerPoint contains a minimum of 10 slides. All parts of the task are completed partially and support the theme/content of the presentation.	PowerPoint contains fewer than 10 slides or some slides designed do not support the theme/content of the presentation.	PowerPoint contains fewer than 10 slides and are missing several parts of the task. Slides designed do not support the theme/content of the presentation.	
<b>Title Slide &amp; Resources Cited Slide</b>	PowerPoint contains a Title Slide with Title of Presentation, Student Name and Class Name & Section. The last slide of the presentation includes cited resources and links.	PowerPoint contains a Title Slide with missing or incomplete information. The last slide of the presentation includes cited resources and links.	PowerPoint contains a Title Slide with missing or incomplete information. The last slide of the presentation includes cited resources but no links.	PowerPoint contains an incorrect Title Slide AND the presentation is lacking cited resources.	

**TOTAL POINTS:**

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## Attendance Policy

Missing field trips may result in you failing the course. Missing more than two online discussions and/or presentations may result in you failing the course. **It is important to submit your online assignments on time.**

## Late Policies

**It is Valencia's discretion to grade students work appropriately if it is late due to any reason.**

## Class Policies

Respect for others in online discussions is mandatory. Please use only appropriate language at all times.

## Academic Integrity

All forms of academic dishonesty are prohibited at Valencia College. Academic dishonesty includes, but is not limited to, acts or attempted acts of plagiarism, cheating, furnishing false information, forgery, alteration or misuse of documents, misconduct during a testing situation, facilitating academic dishonesty, and misuse of identification with intent to defraud or deceive.

Students may be subject to both the Student Code of Conduct and academic sanctions as determined in the academic judgment of the professor in cases where there is a combination of alleged violations of academic and non-academic regulations.

Any student determined by the professor to have been responsible for engaging in an act of academic dishonesty shall be subject to a range of academic penalties (apart from any sanctions that may be imposed pursuant to the Code) as determined by the professor which may include, but not be limited to, one or more of the following: loss of credit for an assignment, examination, or project; a reduction in the course grade; or a grade of "F" in the course.

*Unauthorized use of ChatGPT is considered cheating and/or plagiarism according to [Valencia's Academic Dishonesty Policy](#), which states "All work submitted by students is expected to be the result of the students' individual thoughts, research, and self-expression. Whenever a student uses ideas, wording, or organization from another source, the source shall be appropriately acknowledged."*

## It is the students' responsibility:

- 1) **To use the syllabus to know when assignments are due.**
- 2) **To check email regularly and respond within the given timeframe to questions, queries, and changes.**
- 3) **To check online for discussions and respond according to assignment guidelines listed above.**
- 4) **TO RESPOND TO DISCUSSIONS FOR 10% OF YOUR ASSIGNMENT GRADE AND 50% OF YOUR PARTICIPATION GRADE.**
- 5) **To submit assignments on time or to contact the instructor (via text or email) about problems completing the assignment before the assignment is due. It is Valencia's discretion to grade student work appropriately if it is late due to any reason.**