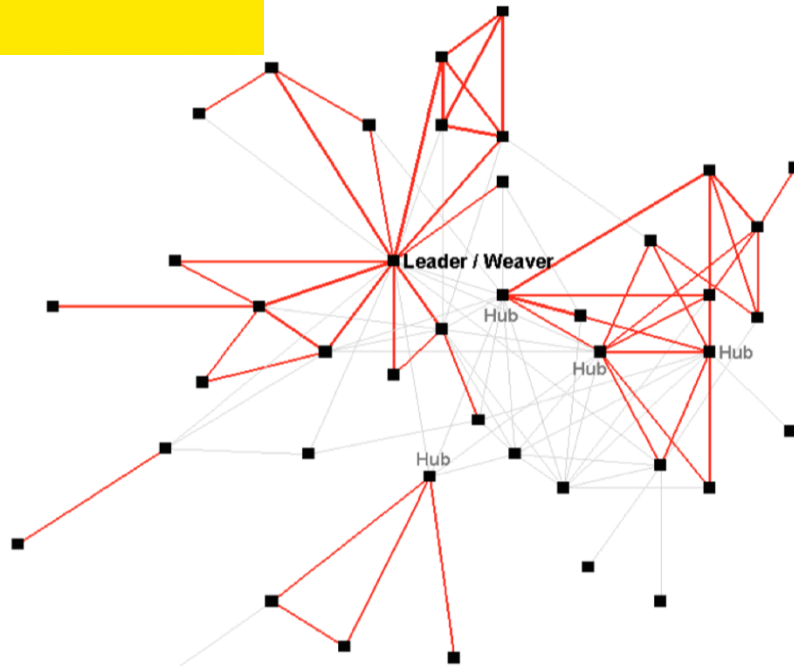




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MDIA3005

Social Innovation and Engagement

Semester Two // 2018

Course Overview

Staff Contact Details

Convenors

Name	Email	Availability	Location	Phone
Roumen Dimitrov	r.dimitrov@unsw.edu.au	Student consultancy: Tuesday 14-16h	Webster 122	93858535

Tutors

Name	Email	Availability	Location	Phone
Miriam Cabello	m.cabello@unsw.edu.au	N/A	N/A	Contact by email
Luigi di Martino	l.dimartino@unsw.edu.au	Contact by email	N/A	N/A

School Contact Information

Room 312, level 3 Robert Webster Building

Phone: (02) 9385 4856

Email: sam@unsw.edu.au

Website: <https://sam.arts.unsw.edu.au>

The School of the Arts and Media would like to Respectfully Acknowledge the Traditional Custodians, the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and the Ngunnawal people (Australian Defence Force Academy in Canberra) of the lands where each campus of UNSW is located.

Attendance Requirements

A student is expected to attend all class contact hours for a face-to-face (F2F) or blended course and complete all activities for a blended or fully online course.

A student who arrives more than 15 minutes late may be penalised for non-attendance. If such a penalty is imposed, the student must be informed verbally at the end of class and advised in writing within 24 hours.

If a student experiences illness, misadventure or other occurrence that makes absence from a class/activity unavoidable, or expects to be absent from a forthcoming class/activity, they should seek permission from the Course Authority, and where applicable, their request should be accompanied by an original or certified copy of a medical certificate or other form of appropriate evidence.

A Course Authority may excuse a student from classes or activities for up to one month. However, they may assign additional and/or alternative tasks to ensure compliance. A Course Authority considering the granting of absence must be satisfied a student will still be able to meet the course's learning outcomes and/or volume of learning. A student seeking approval to be absent for more than one month must apply

in writing to the Dean and provide all original or certified supporting documentation.

For more information about the attendance protocols in the Faculty of Arts and Social Sciences: <https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

Academic Information

For essential student information relating to: requests for extension; review of marks; occupational health and safety; examination procedures; special consideration in the event of illness or misadventure; student equity and disability; and other essential academic information, see <https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

Course Details

Credit Points 6

Summary of the Course

Subject Area: *Media*

The course focuses on the role of social media in the development of interactive engagement processes to address social problems. You will explore multiple communicative processes for engaging with diverse publics across multiple platforms. You will undertake an independent media-oriented investigation of social innovation and community engagement. The course will explore how engagement strategies can be deployed to develop socially and environmentally innovative solutions to problems.

At the conclusion of this course the student will be able to

1. Explain the concepts of social innovation and engagement
2. Design and implement social media campaigns with a good grasp of strategy and analytics
3. Assess and appreciate the personal, professional and civic responsibility in social media networking

Teaching Strategies

Rationale:

This course is designed to facilitate problem and practice based learning to ensure active participation.

Case studies will be used to provide collaborative and online learning opportunities in a large class. A problem based learning approach will also inform the design and implementation of engagement strategies and tactics - especially various social media tools. Web lecture and online forums will enable students to contribute to the development of key concepts, network analytics, strategies and tactics. You will engage in conversation with social networks, influencers and followers on behalf of a social innovation cause by using and integrating various social media platforms.

Teaching Strategies:

This course uses face-to-face teaching with a one-hour web lecture and two-hour tutorials to allow for practical exercises and collaborative work. The tutorials are designed for both individual and collaborative teamwork, including exchange of ideas and voluntary help within and between classes. For each tutorial, you will receive a detailed online weekly guideline. About half of each web lecture will be used for tutorial instruction too.

Assessment

Assessment Tasks

Assessment task	Weight	Due Date	Student Learning Outcomes Assessed
Research brief and strategy	25%	24/08/2018 11:00 PM	1
Campaign and Pecha Kucha Presentation (group)	25%	19/10/2018 11:00 PM	1, 3
Reflection paper and Portfolio (Individual)	50%	26/10/2018 11:00 PM	2, 3

Assessment Details

Assessment 1: Research brief and strategy

Start date: Not Applicable

Length: 1,500 words

Details: 1500 words. Students will receive written feedback and a numerical grade.

Submission notes: Individual, via Turnitin

Turnitin setting: This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Assessment 2: Campaign and Pecha Kucha Presentation (group)

Start date: Not Applicable

Length: Report up to 2 pages

Details: (1) Teams of three students campaign for six weeks by setting up, integrating and maintaining three social media (2) they keep a group wiki – weekly minutes of their meetings on Moodle (3) they present a short portfolio – group report and main analytics and one of them makes (4) Pecha Kucha presentation on behalf of the team in week 12 or 13

Submission notes: Group, Report by 19/10/2018, Pecha Kucha in class in week 12

Turnitin setting: This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Assessment 3: Reflection paper and Portfolio (Individual)

Start date: Not Applicable

Length: 2,500 without portfolio

Details: 2500 words plus portfolio. Students will receive written feedback and a numerical grade. This is the final assessment task.

Submission notes: Individual

Turnitin setting: This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Submission of Assessment Tasks

Students are expected to put their names and student numbers on every page of their assignments.

Turnitin Submission

If you encounter a problem when attempting to submit your assignment through Turnitin, please telephone External Support on 9385 3331 or email them on externalteltsupport@unsw.edu.au. Support hours are 8:00am – 10:00pm on weekdays and 9:00am – 5:00pm on weekends (365 days a year). If you are unable to submit your assignment due to a fault with Turnitin you may apply for an extension, but you must retain your ticket number from External Support (along with any other relevant documents) to include as evidence to support your extension application. If you email External Support you will automatically receive a ticket number, but if you telephone you will need to specifically ask for one. Turnitin also provides updates on their system status on Twitter.

Generally, assessment tasks must be submitted electronically via either Turnitin or a Moodle assignment. In instances where this is not possible, it will be stated on your course's Moodle site with alternative submission details.

Late Assessment Penalties

Students are responsible for the submission of assessment tasks by the required dates and times. Depending on the extent of delay in the submission of an assessment task past the due date and time, one of the following late penalties will apply unless special consideration or a blanket extension due to a technical outage is granted. For the purpose of late penalty calculation, a 'day' is deemed to be each 24-hour period (or part thereof) past the stipulated deadline for submission.

- **Work submitted less than 10 days after the stipulated deadline** is subject to a deduction of 5% of the total awardable mark from the mark that would have been achieved if not for the penalty for every day past the stipulated deadline for submission. That is, a student who submits an assignment with a stipulated deadline of 4:00pm on 13 May 2016 at 4:10pm on 14 May 2016 will incur a deduction of 10%.

Task with a non-integer percentage mark

If the task is marked out of 25, then late submission will attract a penalty of a deduction of 1.25 from the mark awarded to the student for every 24-hour period (or part thereof) past the stipulated deadline.

Example: A student submits an essay 48 hours and 10 minutes after the stipulated deadline. The total possible mark for the essay is 25. The essay receives a mark of 17. The student's mark is therefore $17 - [25 (0.05 \times 3)] = 13.25$

Task with a percentage mark

If the task is marked out of 100%, then late submission will attract a penalty of a deduction of 5% from the mark awarded to the student for every 24-hour period (or part thereof) past the stipulated deadline.

Example: A student submits an essay 48 hours and 10 minutes after the stipulated deadline. The essay is marked out of 100%. The essay receives a mark of 68. The student's mark is therefore $68 - 15 = 53$

- **Work submitted 10 to 19 days after the stipulated deadline** will be assessed and feedback provided but a mark of zero will be recorded. If the work would have received a pass mark but for the lateness and the work is a compulsory course component (hurdle requirement), a student will be deemed to have met that requirement;
- **Work submitted 20 or more days after the stipulated deadline** will not be accepted for assessment and will receive no feedback, mark or grade. If the assessment task is a compulsory component of the course a student will receive an Unsatisfactory Fail (UF) grade as a result of unsatisfactory performance in an essential component of the course.

This information is also available at:

<https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

Special Consideration Applications

You can apply for special consideration when illness or other circumstances interfere with your assessment performance.

Sickness, misadventure or other circumstances beyond your control may:

- * Prevent you from completing a course requirement,
- * Keep you from attending an assessable activity,
- * Stop you submitting assessable work for a course,
- * Significantly affect your performance in assessable work, be it a formal end-of-semester examination, a class test, a laboratory test, a seminar presentation or any other form of assessment.

For further details in relation to Special Consideration including "When to Apply", "How to Apply" and "Supporting Documentation" please refer to the Special Consideration webstie:

<https://student.unsw.edu.au/special-consideration>

Academic Honesty and Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

UNSW groups plagiarism into the following categories:

Copying: using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This also applies to images, art and design projects, as well as presentations where someone presents another's ideas or words without credit.

Inappropriate paraphrasing: Changing a few words and phrases while mostly retaining the original structure and/or progression of ideas of the original, and information without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit and to piecing together quotes and paraphrases into a new whole, without appropriate referencing.

Collusion: working with others but passing off the work as a person's individual work. Collusion also includes providing your work to another student before the due date, or for the purpose of them plagiarising at any time, paying another person to perform an academic task, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.

Inappropriate citation: Citing sources which have not been read, without acknowledging the "secondary" source from which knowledge of them has been obtained.

Duplication ("self-plagiarism"): submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

Correct referencing practices:

- Paraphrasing, summarising, essay writing and time management
- Appropriate use of and attribution for a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre (<http://www.lc.unsw.edu.au/>). Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting and proper referencing of sources in preparing all assessment items.

UNSW Library also has the ELISE tool available to assist you with your study at UNSW. ELISE is designed to introduce new students to studying at UNSW but it can also be a great refresher during your study.

Completing the ELISE tutorial and quiz will enable you to:

- analyse topics, plan responses and organise research for academic writing and other assessment tasks
- effectively and efficiently find appropriate information sources and evaluate relevance to your needs
- use and manage information effectively to accomplish a specific purpose
- better manage your time

- understand your rights and responsibilities as a student at UNSW
- be aware of plagiarism, copyright, UNSW Student Code of Conduct and Acceptable Use of UNSW ICT Resources Policy
- be aware of the standards of behaviour expected of everyone in the UNSW community
- locate services and information about UNSW and UNSW Library

Some of these areas will be familiar to you, others will be new. Gaining a solid understanding of all the related aspects of ELISE will help you make the most of your studies at UNSW.

(<http://subjectguides.library.unsw.edu.au/elise/aboutelise>)

Course Schedule

[View class timetable](#)

Timetable

Date	Type	Content
Week 1: 23 July - 29 July	Lecture	Introduction to Social innovation and engagement
Week 2: 30 July - 5 August	Lecture	Research brief and strategy (Assignment 1)
Week 3: 6 August - 12 August	Lecture	Message strategy
Week 4: 13 August - 19 August	Lecture	Learning from the negative
Week 5: 20 August - 26 August	Lecture	Engagement
Week 6: 27 August - 2 September	Lecture	Social media campaign (Assignment 2)
Week 7: 3 September - 9 September	Lecture	Listening strategy
Week 8: 10 September - 16 September	Lecture	Media strategy
Week 9: 17 September - 23 September	Lecture	Content creation
Break: 24 September - 30 September		
Week 10: 1 October - 7 October	Lecture	Social media analytics
Week 11: 8 October - 14 October	Lecture	Campaign reflections and portfolio (Assignment 3)
Week 12: 15 October - 21 October	Lecture	Sum-up: Engaging online storytelling for social change

Resources

Prescribed Resources

See Redings and Leganto in *Ressources*.

Essential books:

Kanter, B. (2010). *The networked nonprofit: Connecting with social media to drive change*. San Francisco: Jossey-Bass.

Kanter, B., & Paine, K. D. (2012). *Measuring the networked nonprofit: Using data to change the world*: John Wiley & Sons.

Mathos, M., & Norman, C. (2012). *101 social media tactics for nonprofits: A field guide*: John Wiley & Sons.

Recommended Resources

- Website – Beth Kanter Social Media Wikispaces
- Website – Getting Attention!
- Website – The Agitator
- Website – Nonprofit Technology Network
- Website – Katya™'s Nonprofit Marketing Blog
- Website – Message Communications
- Website – The Communications Network
- Website – The Virtual Activist: A Training Guide
- Website – Problem-based Learning, University of Delaware:
- Article – Problem-based Learning Faculty Institute, University of European Case Clearing House:
- Website – Harvard Business Online:
- Website – Melbourne Business School Case Study Services

Course Evaluation and Development

This course has undergone significant changes to ease the workload of students and make social media campaigns more efficient. For the first time in 2018 we have replaced face-to-face lectures with web lectures. We have also introduced campaigning as a group assignment, where students work together to achieve traffic exposure and engagement. We have increased the duration of a tutorial from 1,5 to 2 hours. This will allow the teams to meet and work together in class for half the time (1 hour). With good organization, the team members could be able to mount the entire campaign, including online listening and posting, in class.

Image Credit

Source: Krebs, V., & Holley, J. (2006). Building smart communities through network weaving. Appalachian Center for Economic Networks. Retrieved from www.acenetworks.org.

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