

Instructor: Kunihiro Homma 本間 邦彦 (khomma@hawaii.edu)  
 Class: Online (Via Zoom)  
 Time: 9:30 AM-10:20AM (M, W, F)  
 Office hours: Mondays & Wednesdays 10:30-11:30 am, or by appointment



*The content of the course syllabus may be modified during the semester depending on the status of the pandemic.*

**Course Description:** Japanese 312 (3 credits) is the second half of the third-year Japanese course with an emphasis on the spoken language used in professional environments. It is designed for students who have a foundation in grammar and are interested in developing further communication skills essential for operating in a Japanese-speaking professional environment or workplace. The primary emphasis of this course is on spoken Japanese. Class time will also provide opportunities for students to compose simple *written* messages. Students will also learn to read unmodified, authentic written Japanese with help from Japanese colleagues and online dictionaries [**Oral Communication Focus**].

This course progresses through synchronous sessions. We will be using Lulima and Zoom to conduct all our classes. The class meets three times a week (M/W/F) and will be conducted as much as possible in Japanese.

**Prerequisite:** Satisfactory completion of Japanese 311 with a grade of “C” or better, or a grade of “CR,” or the instructor’s consent.

All students with prior background taking language courses in this program for the first time and students returning from an exchange program in Japan, with the exceptions noted below, must take a regularly scheduled placement test. Please contact [Mr. Todd Ashida](mailto:eeallexam@hawaii.edu) (eeallexam@hawaii.edu), Undergraduate Academic Advisor, in Moore Hall 390 for screening. For continuing UHM students, a grade of C or better or CR in the prerequisite course is required for continuation.

**Goal:** The goal of this course is to enable students to: (1) develop oral communication skills essential for operating in a Japanese-speaking professional environment or workplace, and (2) obtain cultural knowledge necessary to effectively and appropriately perform various kinds of interpersonal, presentational, and interpretive communication tasks required in professional contexts in Japanese society.

### Students Learning Outcomes:

**Course-specific SLOs:** Students will be able to demonstrate linguistic, cultural, and strategic knowledge. They will be able to:

- Understand the role of greetings in various contexts.
  - Identify situations in which requesting permission is necessary. [O focus]
  - Ask for permission in a socially appropriate manner. [O focus]
- Understand the value of “good service” in Japanese society.
  - Provide customer service in various situations. [O focus]
- Understand the etiquette of Japanese business phone calls.
  - Make/take phone calls at work using the taigūhyōgen (attitudinal expressions). [O focus]
- Provide/ask for advice to/from colleagues at workplace. [O focus]
- Understand the role of small talk in various contexts.
  - Employ the conversational structures and linguistic resources commonly used in small talk as it occurs in the workplace and in other professional contexts. [O focus]
- Exchange short text messages and emails with colleagues.
- Comprehend written Japanese with help from colleagues and/or online dictionaries.

In addition, the following **EALL departmental SLOs** apply, at least in part, to this course:

**SLO 1: Oral** Engage in oral communication in Japanese in various social contexts, in linguistically and culturally appropriate ways.

**SLO 2: Reading** Read and comprehend texts written in Japanese from a variety of genres and contexts.

**SLO 3: Writing** Apply critical thinking and rhetorical skills to produce coherent written works and presentations in both English and Japanese.

Further, the following **Institutional Learning Outcomes (ILO)** apply, at least in part, to this course:

**ILO 1: Know—Breadth and Depth of Knowledge** 1a General Education and Specialized Study in an Academic Field

**ILO 2: Do—Intellectual and Practical Skills** 2c Communicate and Report

**ILO 3: Value—Personal and Social Responsibility** 3b Respect for People and Cultures

**Course materials:**

312 Course Packet [textbook, dialogues audio materials, video exercise] (Laulima)

Assignments (Laulima)

**Grading:**

A+ = 97.0% and above	A = 92.0 – 96.9%	A- = 90.0 – 91.9%
B+ = 87.0 – 89.9%	B = 83.0 – 86.9 %	B- = 80.0 – 82.9%
C+ = 77.0 – 79.9%	C = 73.0 – 76.9%	C- = 70.0 – 72.9%
D = 60.0 – 69.9%	F = 59.9% and below	

Final course grades will be based on the results of:

▪ Final Oral Test	-----	20 % (O focus)
▪ Final written exam (including listening comprehension)	-----	15 %
▪ Two oral tests (10% and 15%)	-----	25 % (O focus)
▪ Two listening comprehension tests (10% and 10%)	-----	20 %
▪ Daily performance*	-----	20 %

**Daily Performance:**

**(1) Daily class attendance, active participation, daily performance and preparation ..... 5%**

**Student's Attendance:**

Daily attendance is graded on a scale from **0 to 2**. An absence will result in a grade of 0. In this class, tardiness results in point deduction of one's daily grade of 1 for that day. Being late to class by 15 minutes or leaving more than 15 minutes early will be also counted as an absence. Regular attendance is expected for all students.

To claim an excused absence, students must notify the instructor on time and provide appropriate documentation when applicable. Failure to let the instructor know in advance counts as an unexcused absence. Excused absences include, but are not limited to, mandated court appearances, religious observations, participation in official university functions, and illness or other unanticipated events beyond a student's control. The instructor retains the discretion to excuse student absences for reasons other than those described above. For medical necessities, up to two absences are excused without a doctor's note. After the third time, however, students need to provide documentation from a physician or the University Health Service before they return to class. If doctors note is not received before or upon student's return to class, absences will NOT be excused. **After the third unexcused absence, 1 percentage point will be subtracted from the final grade for each unexcused absence.**

**Participation Grade:**

Also, a participation grade is given on a scale from **0 to 1**. If a student is absent, the student cannot earn any points. Having a non-cooperative attitude in class may result in a loss of daily participation points.

- *Active participation:* Students should take an active role in their learning process inside as well as outside the classroom.
- *Daily performance:* During each class period students should make every effort to use the grammatical patterns, vocabulary, and strategies that they have learned. Frequent attempts to use Japanese in class are strongly encouraged.
- *Preparation:* It is your responsibility to prepare for each class according to the lesson schedule.

## **(2) Homework ..... 10%**

Homework will be assigned regularly. Check the lesson schedule for the deadline for each assignment and turn in your assignments before the class on the specified date. Homework is graded as follows:

- 2 points ---when it is turned in on time
- 1 point ---when it is turned in later than the due date, but before the current lesson is over
- 0 points---when it is turned in after the current lesson is over

Note that these are the maximum points students can receive for each category. In addition to the on-time delivery of assignments, the quality will also be evaluated. If the percentage of correct answers to an assignment is less than 50 percent, or if there are questions that have not been answered, the assignment will not be considered submitted. Copies of another student's work or work produced by another person will not be considered as completion of the task.

## **(3) Vocabulary Building ..... 5%**

Students should work daily to develop their vocabulary skills until they can naturally use each word and expression essential in a Japanese-speaking professional environment or workplace.

Vocabulary Building is graded based on your assignment tasks. (Quizlet, Lulima, etc)

### ***Keeping a record:***

Students are responsible to keep a record of their own grades, assignments, and attendance. A report on each student's pre-final grade will be provided on the last day of instruction.

### ***Makeup:***

Makeups for the Oral Tests and the Listening Comprehension Tests should be avoided at all costs. NO makeup is available for the Final Exam.

### ***Listening Exercise:***

All students **are required** to spend regular hours of independent practice with audio/video materials to enhance their listening skills.

### ***Certificate or Minor in Japanese:***

JPN 311 and JPN 312 will both count towards either a Certificate or Minor in Japanese. For more information, please go to <http://www.hawaii.edu/eall>.

### ***In-Class Rules:***

In order to have a focused and involved interaction in class, students are asked to follow the following rules:

- Please try to use Japanese in class as much as you can (Do not be afraid of making mistakes).
- Please check your tech before class and show up a few minutes before class time.
- Please keep your video and microphone turned on while you are in session.
- Please stay focused and on task so you do not miss anything the speaker says.
- Please refrain from eating, drinking, and chewing gum during class.

### ***Visitors and Recording:***

Several visitors may come to observe the class. The instructor will try to announce the visit and the purpose in advance. Also, audio and video recording may take place. If you are uncomfortable with being recorded, please let me know.

## **Additional Information**

### **Student Conduct Code:**

Students are expected to be responsible in relations with other members of the UH Mānoa community, respect the interests of the institution, and follow the student code of conduct while at the University. Violations of this code include matters of alleged academic dishonesty, such as cheating and plagiarism.

See also [UHM Campus policies](#)

[Plagiarism](#)

[the message from the Office of Judicial Affairs](#)

### **KOKUA Program:**

If you feel you need reasonable accommodation because of the impact of a disability, please (1) contact the KOKUA Program, Queen Lili'uokalani Center for Student Services, Room 013, and (2) speak with me privately to discuss your specific needs. I will be happy to work with you and the KOKUA Program to meet your access needs related to your documented disability.

Telephone: (808) 956-7511 or (808) 956-7612 (V/T)

### **Counseling & Student Development Center (CSDC):**

If you have personal, academic and career concerns, you are invited to contact the Counseling & Student Development Center (CSDC), Room 312, Queen Lili'uokalani Center, for their assistance.

Telephone: (808) 956-7927

### **Office of Gender Equity (Title IX):**

The Office of Gender Equity is ready and able to provide UH Manoa Students, Staff and Faculty with a confidential assessment of your situation if you are experiencing:

- Sexual Harassment/Stalking
- Gender Discrimination
- Sexual Discrimination
- Sexual/Domestic Abuse or Violence

Telephone: (808) 956-9499

See also [UH System Title IX](#)

[The online training on Title IX, VAWA and UH policies](#)

### **COVID-19 UHM updates**

### **FERPA (Family Educational Rights and Privacy Act)**

### **The Emergency management resources**

# Japanese 312 Spring 2021

## Course Schedule

	DATES	MONDAY	(TUE)	WEDNESDAY	(THU)	FRIDAY
01	1/11-1/15	Orientation		Begin Lesson 6		
02	1/18-1/22	<i>HOLIDAY: Martin Luther King Jr. Day</i>	*			
03	1/25-1/29					
04	2/1-2/5	Oral Test #1 (L6) [10%]		Oral Test #1 (L6) [10%] **		Begin Lesson 7
05	2/8-2/12					
06	2/15-2/19	<i>HOLIDAY: President's Day</i>				
07	2/22-2/26					Listening Test #1 (L6 & L7) [10%]
08	3/1-3/5	Begin Lesson 8				
09	3/8-3/12					
	3/15-3/19	<i>SPRING RECESS</i>				
10	3/22-3/26	Oral Test #2 (L7 & L8) [15%]		Oral Test #2 (L7 & L8) [15%]		<i>HOLIDAY: Kūhō Day</i>
11	3/29-4/2	Begin Lesson 9 ***				<i>HOLIDAY: Good Friday</i>
12	4/5-4/9					
13	4/12-4/16	Listening Test #2 (L8 & L9) [10%]		Begin Lesson 10		
14	4/19-4/23					
15	4/26-4/30					Final Oral Test [20%]
16	5/3-5/7	Final Oral Test [20%]		Final Oral Test [20%]	Last Day of Instruction	Study Days (5/6 – 5/8)
17	5/10-5/14					<b>FINAL EXAM 9:45-11:45 AM</b>

\* Tuesday, January 19 (4:00 pm): Last day to register for a course; last day to change grading mode; Last day for 100% tuition refund

\*\* Wednesday, February 3 (4:00 pm): Last day to drop a course without a "W" grade; Last day for 50% tuition refund

\*\*\* Monday, March 29 (4:00 pm): Last day for In-person restricted withdrawal (with "W" grade).

Please check the UPDATE for Spring 2021 at <https://manoa.hawaii.edu/registrar/registration/withdrawal-and-leave/>

# JPN 312 Course Content

## Lesson organization:

Lesson objectives - Explanation of Assessment - Situation - Dialogues - Key Expressions - Culture points - Exercise (role play) - (Assessment)

## Lesson 6 Ask for permissions

At the completion of these lessons, students will be able to:

1. take necessary and appropriate steps in order to get permission/approval at work.
2. differentiate speech styles depending on the context.
3. understand how permission is granted.

Dialogues (11), culture points (5), exercises (6), grammar notes (8), assignments (7)

## Lesson 7 Making/Taking a phone call (1)

At the completion of these lessons, students will be able to:

1. Answer and handle in-house calls in an appropriate manner.
2. Answer and handle outside calls in an appropriate manner.
3. Answer and handle calls from a family member of a coworker in an appropriate manner.
4. Have gained a better understanding of the *uchi/soto* distinction.

Dialogues (9), culture points (7), exercises (8), grammar notes (5), assignments (4)

## Lesson 8 Making/Taking a phone call (2)

At the completion of these lessons, students will be able to:

1. Make in-house calls in an appropriate manner.
2. Make calls to another company in an appropriate manner.
3. Call a tour company, a hotel, and a restaurant, to make reservations.

Dialogues (7), culture points (4), exercises (6), grammar notes (2), assignments (7)

## Lesson 9 Asking for or giving advice

At the completion of these lessons, students will be able to:

1. Ask coworkers for advice in the appropriate manner.
2. Give advice to coworkers in the appropriate manner.

Dialogues (5), culture points (3), exercises (3), grammar notes (6), assignments (6)

## Lesson 10 Customer Service

At the completion of these lessons, students will be able to:

1. Help customers/hotel guests by answering questions, making recommendations, and making arrangements for them.
2. Handle customers'/hotel guests' complaints in the most appropriate manner.
3. Have a good understanding of the concept of "good service" that meets Japanese people's expectations.

Dialogues (6), culture points (5), exercises (5), grammar notes (2), assignments (7)

## Course Assessment Map

Assessment	Number (for entire course)	In which week(s)?	Target % (percentages and course points)	Notes
Vocabulary Building			5%	Laulima & Quizlet
Tasks/Assignments			10%	Laulima
Daily Performance			5 %	
Oral Tests	2	4, 10	100pts x 2 25% (10%, 15%)	Zoom Individual online face-to-face oral performance test with the instructor
Listening Comprehension Test	2	7, 13	50pts x 2 20%	Laulima & YouTube
Final Oral Test	1	15, 16	100 pts 20%	Zoom Individual online face-to-face oral performance test with the instructor
Final Written Test	1	17	100 pts 15%	(1) Listening (2) Multiple-choice questions on vocabulary and grammar (3) True/False questions on cultural knowledge