

Globalization, Communication, and Society

Professor Manuel Castells

Spring 2014

Annenberg School for Communication & Journalism

Comm 559 ASC 228
Mondays 3:30pm – 6:20pm
(213) 821-2079

Office Hours by Appointment
Tuesday 2 pm – 5 pm.

Description of the course

This is a **graduate course** focused on analyzing the relationship between multidimensional globalization, communication and social change. The analysis will highlight the economic, social, cultural, and political implications of globalization, and the specific influence of communication in the various dimensions of globalization. The approach will be comparative, and multicultural, and this will be reflected in the reading materials and in the lectures.

Format of the Class

This is a lecture and discussion class, meeting three hours per week in one weekly session. Each session will cover one theme, in chronological sequence, as per the syllabus of the course. Students will be encouraged to participate actively in the discussion. Students are expected to read required readings. Recommended readings will be helpful for a better understanding of each topic. Readings are organized specifically for each theme treated in the class. They are numbered in correspondence with the sequence of the lectures.

Pre-requisites

Graduate standing, no exceptions. Enrolment is limited to 25 students. First priority for enrolment is given to the students of the USC/LSE Master Program in Global Communication. Second priority is for graduate students in other programs of communication and journalism. Third priority is for students in sociology, planning, and international relations. Students should have the knowledge of history, geography, political economy, and world politics to be expected from a USC graduate student.

Requirements and Grading

Regular attendance. Active participation in class discussions. Research, elaboration and writing of a paper on a topic related to the area of study in the course. **The paper must be empirical and analytical, and deal with a concrete topic. It cannot be purely theoretical or normative. It should be based on library research (including reliable sources accessible in the Internet), and proper documentation.** Topic of the paper has to be decided in agreement with the instructor during the first month of the class. Length is flexible. Quality matters, not quantity. Quality is measured by the originality of the thinking, and the analytical capacity demonstrated in the paper. The paper cannot be purely descriptive. It is estimated it will take about 40 hours of library research, analysis, and writing during the semester. Grading will be based on the quality of the paper (65%) and on class participation (35%). There will be no control of the readings, but it is assumed that the readings included in the syllabus will considerably help the understanding of the subject, and thus the elaboration of the paper and participation in class discussions.

Themes of the Course (in chronological sequence, one per week)

1. **Globalization, Communication, Technology, and Society: An Analytical Overview**
2. **The Global Economy** What is a Global Economy? Dimensions of the Global Economy. The internationalization of production of goods and services. The changing geometry of international trade. A global labor force? The global networks of science and technology. The global criminal economy. Financial Globalization and Global Financial Crises. The Non- Global Global Crisis of 2008-2013.
- 3 **Globalization, Poverty, and Inequality.** Unequal Development, Poverty, and Social Exclusion in a Global Perspective: the Rise of the Fourth World.
- 4 **Global Cities and Metropolitan Regions.** Nodes of the Global Networks of Power, Wealth, Information and Communication.
- 5 **Global Multimedia Networks in the Age of the Internet and Wireless Communication.** Business Concentration, Content Customization, and Global Networking of Media. From Mass Communication to Mass Self-Communication.
6. **Globalization, Identity, and Social Conflicts.** Identity as Source of Meaning and Mobilization (nationalism, religious fundamentalism, ethnic movements, localism and regionalism)
7. **The Global Civil Society, Networked Social Movements, Global Governance and the Network State**

8. **War and Peace in a Globalized World: Multilateralism, Unilateralism, and the New Geopolitics. Netwars and Transnational Terrorist Networks. New War Making Technologies, Old Peace Making Institutions.**
9. **The Diversity of Globalization: Introduction. The View from the Arab world (focus on social movements and political change in 2011-13)**
10. **The View from Asia (focus on China: National Communism, Global Capitalism)**
11. **The View from Latin America (focus on Chile: Economic Neoliberalism, Reconstruction of Democracy)**
12. **The view from the European Union (focus on the Crisis of the Euro and the Rise of German Europe)**
13. **The view from the United States: From Financial Crisis to the Crisis of Political Legitimacy**
14. **Conclusion: Networked Communication, Global Culture, and Social Change in a Multicultural World.**

READINGS

Required Reading: Some full books are required, as indicated in the reading list. A reader containing most of the required readings will be posted on Black Board (except for full books). Required readings accessible by Internet will not be included on Black Board.

Readings are related to specific themes, following the same sequential numbering.

1. a) David Held and Anthony McGrew (eds), *Globalization Theory. Approaches and Controversies*, Cambridge: Polity Press, 2007. **(whole book required)**
 - b) Simon Marginson, "Space, Mobility and Synchrony in the Age of the Knowledge Economy" in Simon Marginson et al. *Global Creations*, New York: Peter Lang, 2010. **Pages 117-149.**
 - c) Colin Crouch *"The Strange Non-Death of Neo-liberalism"*, Cambridge: Polity Press, 2011. **(whole book is required)**
2. a) Manuel Castells, *The Rise of the Network Society*, Oxford: Blackwell, 2000 (second edition). Section on "The Global Economy: Structure, Dynamics, and Genesis." **Pages 101-147** of the second edition.

- b) Pietra Rivoli, *The Travels of a T-Shirt in the Global Economy*, Hoboken, NJ: John Wiley&Sons, 2009. **Pages 77-137, 253-261**
- c) Caitlin Zaloom, *Out of the Pits: Traders and Technology from Chicago to London*, Chicago: University of Chicago Press, 2006. **Chapters 2, 3, and 7.**
- d) Joseph Stiglitz, *Free fall: America, Free Markets, and the Sinking of the World Economy*, New York: W.W. Norton, 2010. **Chapters 1 and 2.**
- e) Manuel Castells, Joao Caraca, Gustavo Cardoso (editors), *Aftermath: The Cultures of the Economic Crisis*, Oxford: Oxford University Press, 2012. **(whole book required)**
3. a) United Nations Development Program, "The State of Human Development", *Human Development Report 2006*, New York: Oxford University Press, 2006. **Pages 263-273.** (see, as well, subsequent Human Development Reports)
- b) Paul Collier, *The Bottom Billion: Why the Poorest Countries Are Failing and What Can Be Done About It*, Oxford: Oxford University Press, 2008. **Chapters 1 and 2.**
- c) UNICEF, *The State of the World's Children, Special Edition*, New York: Unicef, 2009. (or the latest report **(report can be downloaded online)**)
4. a) Mark Abrahamson, *Global Cities*, Oxford: Oxford University Press, 2004. **Pages 71-94, 121-161.**
- b) Mike Davis, *Planet of Slums*, New York and London: Verso, 2006. **Pages 1-49.**
- c) U.N. – Habitat, *State of the World's Cities 2010/2011: Bridging the Urban Divide*, Nairobi: United Nations Habitat, 2010 **(report can be downloaded on line)**
- d) Manuel Castells, "Globalisation, Networking, Urbanisation: Reflections on the Spatial Dynamics of the Information Age", *Urban Studies*, 2010. **Pages 27-37, 47. (accessible online: <http://usj.sagepub.com/content/47/13/2737>)**
5. a) Amelia Arsenault and Manuel Castells, "The Structure and Dynamics of Global Multimedia Business Networks", In *International Journal of Communication*, volume 2, 2008. **(accessible online: www.ijoc.org)**.
- b) Ingrid Volkmer, *News in The Global Sphere: A Study of CNN and Its Impact on Global Communication*, Luton: University of Luton Press, 1999. **Pages 91-217.**
- c) Michael Curtin, *Playing to the World's Biggest Audience: The Globalization of Chinese Film and TV*, Berkeley, University of California Press: 2007. **Pages 1-28, 192-268.**

- d) Manuel Castells (et alter), *Mobile Communication and Society: A Global Perspective*, Cambridge: MIT Press, 2006. **Pages 7-38, 215-258.**
- e) Henry Jenkins, Sam Ford and Joshua Green “*Spreadable Media*”, New York: New York University Press 2013, **Pages 1-152.**
6. a) Manuel Castells, *The Power of Identity*, Oxford: Blackwell, 2nd edition, 2004. **Pages 12-23, 108 -144.**
- b) Dominique Moisi, *The Geopolitics of Emotion: How Cultures of Fear, Humiliation, and Hope are Reshaping the World*, London: The Bodley Head, 2009. **(whole book required).**
- c) Olivier Roy, *Globalized Islam: The Search for a New Ummah*, New York: Columbia University Press, 2004. **Pages 326-340.**
- d) Paul W. James, *Globalism, Nationalism, Tribalism: Bringing Theory Back In*, London: Sage, 2006. **Pages 13-38.**
- e) Terhi Rantanen, “In Nationalism We Trust”, in Manuel Castells et alter (editors) *Aftermath: The Cultures of the Economic Crisis*, Oxford: Oxford University Press, 2012. **Pages 132-153.**
7. a) Manuel Castells, “The New Public Sphere: Global Civil Society, Communication Networks and Global Governance”, *Annals of the American Academy of Political and Social Science*, vol. 616, no. 1, 2008. **Pages 78-93 (accessible online: <http://annenbergl.usc.edu/Faculty/Communication%20and%20Journalism/~media/78.ashx>).**
- b) Ulrich Beck, *Power in the Global Age*, Cambridge: Polity Press, 2005. **Pages 166-235.**
- c) Jeffrey S. Juris, *Networking Futures: The Movements Against Corporate Globalization*, Durham: Duke University Press, 2008. **Pages 1-26, 287-302.**
- d) Joseph Nye and John D. Donahue (eds.), *Governance in a Globalizing World*, Washington: Brookings Institution, 2000. **Pages 1-41.**
8. a) Joseph Nye, *Power in the Global Information Age*, London: Routledge, 2004 **(whole book is required)**
- b) John Arquilla and David Rondfeldt, *Networks and Netwars*, Santa Monica, CA: Rand Corporation, 2003. **Pages 1-25, 311-354.**
- c) John Arquilla and Douglas A. Borer (editors), *Information Strategy and Warfare*, New York: Routledge, 2007. **Pages 1-112.**

- d) Robert J. Bunker and John P. Sullivan, "Cartel Evolution Revisited: Third Phase Cartel Potentials and Alternative Futures in Mexico", in *Small Wars and Insurgencies*, Vol 21, no. 1, March 2010. **Pages 30-54 (accessible online: <http://journals.academia.edu/SmallWarsAndInsurgencies>)**
9. a) Special Issue (Spring 2011) of the *International Journal of Communication* on the Arab Revolutions – all articles in the issue. **(accessible online: www.ijoc.org)**
- b) Philip Howard, *The Digital Origins of Dictatorship and Democracy: Information Technology and Political Islam*, Oxford: Oxford University Press, 2011. **(whole book required)**
- c) Jean Pierre Filiu, *The Arab Revolution. Lessons from the Democratic Uprising*, London: Hurst, 2011. **Pages 5-105.**
10. a) Jeff Henderson, *East Asian Transformation: On the Political Economy of Dynamism, Governance and Crisis*, London: Routledge, 2011. **Pages 1-38.**
- b) Jack Linchuan Qiu, *The Working Class Network Society: Communication Technology and Information Have-less in Urban China*, Cambridge, MA: MIT Press, 2009. **(whole book required).**
- c) You-tien Hsing and Ching Kwan Lee (Editors), *Reclaiming Chinese Society: The New Social Activism*, London. Routledge, 2009. **Pages 42-63, 184-206.**
- d) You-tien Hsing, *The Great Urban Transformation: Politics of Land and Property in China*, Oxford: Oxford University Press, 2010. **Pages 33-92.**
- e) You-Tien Hsing, "The Moral Crisis of China", Lecture at the Annenberg School, October 2013 **(unpublished, do not distribute)**
- f) Yuezhi Zhao, *Communication in China: Political Economy, Power and Conflict*, Lanham: Rowman and Little Publishers, 2008. **Pages 75-135.**
11. a) Ernesto Ottone, "A Non-Global Crisis. Challenging the Crisis in Latin America", in Manuel Castells et al (editors), *Aftermath: The Cultures of the Economic Crisis*. Oxford: Oxford University Press, 2012. **Pages 278-302.**
- b) Manuel Castells and Fernando Calderon, "Development, Democracy and Social Change in Chile", in Manuel Castells and Pekka Himanen (eds) *Reconceptualizing Development in the Global Information Age*, Oxford: Oxford University Press. **(forthcoming).**

12. a) Ewald Engelen (et alter), *After the Great Complacence: Financial Crisis and the Politics of Reform*, Oxford: Oxford University Press, 2011. **(whole book required)**.
- b) Manuel Castells, "The Construction of European Identity", In Maria Joao Rodrigues (ed), *The New Knowledge Economy in Europe*. Northampton, MA: Edward Elgar, 2002. **Pages 232-241.**
- c) Ulrich Beck, *German Europe*, Cambridge: Polity Press, 2013 **(whole book is required)**
13. a) Joseph Stiglitz, *The Roaring Nineties*, New York: WW Norton, 2003. **Pages 3-28, 180-240, 269-280.**
- b) Paul Krugman, *The Return of Depression Economics and the Crisis of 2008*, New York: W.W. Norton, 2009. **Chapters 6, 7, 8.**
- c) Nathan Gardels and Mike Medavoy, *American Idol after Iraq: Competing for Hearts and Minds in the Global Media Age*, Oxford: Wiley-Blackwell, 2009. **Pages 1-8, 71-97.**
- d) John Nichols and Robert Mc Chesney, *Dollarocracy. How the Money and Media Election Complex is Destroying America*, New York: Nation Books, 2013. **Pages 35-160.**
- e) Nancy Soderberg, *The Superpower Myth: The Use and Misuse of American Might*, Hoboken, New Jersey, 2005. **Pages 9-31, 225-275.**
14. a) Gustavo Cardoso, *The Media in the Network Society*, Lisbon: ISCTT, Center for Research and Studies in Sociology, 2006. **Pages 111-146.**
- b) Philip Seib, *The Al Jazeera Effect: How the New Global Media are Reshaping World Politics*, Washington, DC: Potomac Books, 2008. **Pages 175-191.**
- c) Jan Nederveen Pieterse, *Ethnicities and Global Multiculture: Pants for an Octopus*, Boulder, Co: Rowman and Littlefield, 2007. **Pages 177-205.**

Recommended Reading

1. a) World Commission on the Social Dimension of Globalization, *A Fair Globalization. Creating Opportunities for All*, Geneva: International Labour Organization, 2004.
- b) Ernest J. Wilson III, *The Information Revolution and Developing Countries*, Cambridge, MA: The MIT Press, 2004.

- c) Steven Vertovec and Darrell Posey (eds), *Globalization, Globalism, Environments and Environmentalism*, Oxford: Oxford University Press, 2003. Pages 3-18, 91-125.
2. a) Joseph Stiglitz, *Globalization and its Discontents*, New York: WW Norton, 2002.
- b) Martin Wolf, *Why Globalization Works*, New Haven: Yale University Press, 2004.
- c) Elmar Rieger and Stephan Leibfried, *Limits to Globalization*, Cambridge: Polity Press, 2003.
- d) Misha Glenny, *McMafia: A Journey Through the Global Criminal Underworld*, New York: Alfred P. Knopf, 2008.
3. a) George Cooper, *The Origin of Financial Crises*, New York: Vintage Books, 2008.
- b) Will Hutton and Anthony Giddens (eds), *On the Edge. Living in Global Capitalism*, London: Jonathan Cape, 2000.
- c) Martin Wolf, *Fixing Global Finance*, Baltimore: Johns Hopkins University Press, 2008.
- d) Jeffrey D. Sachs, *The End of Poverty: Economic Possibilities for Our Time*, New York: The Penguin Press, 2005.
- e) Alice H. Amsden, *Escape from Empire: The Developing World's Journey Through Heaven and Hell*, Cambridge, MA: The MIT Press, 2007.
- f) Ananya Roy, *City Requiem, Calcutta: Gender and the Politics of Poverty*, Minneapolis, University of Minnesota Press, 2003.
- g) Keith Horton and Haig Patapan (eds), *Globalization and Equality*, London: Routledge, 2004.
- h) Douglas Massey (et aliter), *World in Motion: Understanding International Migration at the End of the Millennium*, Oxford: Clarendon Press, 1998.
4. a) Allen Scott (ed), *Global City Regions: Trends, Theory, Policy*, Oxford: Oxford University Press, 2001.
- b) Stephen Graham and Marvin Simon, *Splintering Urbanism*, London: Routledge, 2001.
- c) Michael Dear (ed), *From Chicago to L.A.*, London: Sage, 2002.
- d) Peter Hall and Kathy Pain, *The Polycentric Metropolis*, London: Earthscan, 2006.

- e) Weiping Wu and Shahid Yusuf, "Shanghai: Remaking China's Future Global City", in *World Cities Beyond the West: Globalization, Development and Inequality*, Cambridge: Cambridge University Press, 2004. Pages 27-58.
5. a) Russell Newman, *The Structure of Communication: Continuity and Change in a Digital Age*, Chicago: University of Chicago Press, 2013
- b) Manuel Castells, *The Internet Galaxy*, Oxford and New York: Oxford University Press, 2001.
- c) Scott Lash and Celia Lury, *Global Cultural Industry*, Cambridge: Polity Press, 2007.
- d) Marcus Franda, *Launching into Cyberspace: Internet, Development and Politics in Five World Regions*, Boulder: Lynne Rienner Publishers, 2003.
- e) Monroe E. Price, *Media and Sovereignty: The Global Information Revolution and its Challenge to State Power*, Cambridge, MA: MIT Press, 2002.
6. a) Manuel Castells, *The Power of Identity* (2nd ed), Oxford: Blackwell, 2004. Chapter 1, Pages 109-144.
- b) Bruce B. Lawrence, *Shattering the Myth: Islam Beyond Violence*, Princeton: Princeton University Press, 1998. Pages 3-106.
- c) Mehdi Mozaffari (ed), *Globalization and Civilizations*, London: Routledge, 2002.
- d) David Domke and Kevin Coe, *The God Strategy: How Religion Became a Political Weapon in America*, Oxford: Oxford University Press, 2008.
7. a) Mary Kaldor, *Global Civil Society*, Cambridge: Polity Press, 2003.
- b) Robert O'Brien (et al), *Contesting Global Governance: Multilateral Economic Institutions and Global Social Movements*, Cambridge: Cambridge University Press, 2000.
- c) Manuel Castells, *The Power of Identity* (2nd ed), Oxford: Blackwell, 2004. Pages 72-108, 145-167.
- d) Jeffrey S. Juris, *Networking Futures: The Movements Against Corporate Globalization*, London: Duke University Press, 2008.
- e) Saskia Sassen, *Territory. Authority. Rights. From Medieval to Global Assemblages*, Princeton: Princeton University Press, 2006. Pages 323-376.

- f) Joseph Nye and John D. Donahue (eds), *Governance in a Globalizing World*, London: Routledge, 2000.
- g) Aiwha Ong, *Neoliberalism as Exception: Mutations in Citizenship and Sovereignty*, London: Duke University Press, 2006.
- h) Janine R. Wedel, *Shadow Elite: How the World's New Power Brokers Undermine Democracy, Government, and the Free Market*, New York: Basic Books, 2009.
8. a) Joseph S. Nye, *Power in the Global Information Age*, London: Routledge, 2004.
- b) David Held, *Global Covenant: The Social Democratic Alternative to the Washington Consensus*, Cambridge, England and Malden, Massachusetts: Polity Press, 2004.
- c) Michael Hardt and Antonio Negri, *Multitude: War and Democracy in the Age of Empire*, London: Penguin Books, 2005.
- d) John Arquilla and David Rondfeldt, *Networks and Netwars*, Santa Monica, CA: Rand Corporation, 2001.
- e) Philip Smucker, *Al Qaeda's Great Escape: The Military and the Media on Terror's Trail*, Washington DC: Potomac Books, 2004.
- f) Jeanne Guillemin, *Biological Weapons: From the Invention of State-sponsored Programs to Contemporary Bioterrorism*, New York: Columbia University Press, 2005. Pages 167-205.
- g) Marc Sageman, *Understanding Terror Networks*, Philadelphia: University of Pennsylvania Press, 2004.
9. a) O. Schlumberger, *Debating Arab Authoritarianism: Dynamics and Durability in Non-democratic Regimes*, Stanford: Stanford University Press, 2007.
- b) S.O. Cook, *The Struggle for Egypt: From Nasser to Tahrir Square*, Oxford: Oxford University Press, 2011.
- c) W. Ghonim, *Revolution 2.0: The Power of the People is Greater than the People in Power. A Memoir*, Boston: Houghton-Mifflin-Harcourt, 2012.
- d) Oliver Roy, *Secularism Confronts Islam*, New York: Columbia University Press, 2007.
10. a) Wang Hui, *China's New Order*, Cambridge: Harvard University Press, 2003.

- b) You-tien Hsing, *Making Capitalism in China: the Taiwan Connection*, New York: Oxford University Press, 1998.
- c) Manuel Castells, *End of Millenium*, Oxford: Blackwell, 2000. Chapter 4, "Development and Crisis in the Asian Pacific."
- d) Marcus Franda, *China & India Online: the Politics of Information Technology in the World's Largest Nations*, Lanham: Rowman and Littlefield, 2002.
- e) Yasheng Huang, *Capitalism with Chinese Characteristics: Entrepreneurship and the State*, New York: Cambridge University Press, 2009.
- f) Ching Kwan Lee, *Against the Law: Labor Protest in China's Rustbelt and Sunbelt*, Berkeley: University of California Press, 2007.
11. a) Javier Santiso, *Latin America: The Political Economy of the Possible*, Oxford: Oxford University Press, 2006.
- b) Manuel Castells, *Globalizacion, Democracia y Desarrollo: Chile en el Contexto Global*, Santiago de Chile: Fondo de Cultura Economica, 2005.
- c) Manuel Antonio Garreton, *Incomplete Democracy: Political Democratization in Chile and Latin America*, Chapel Hill: University of North Carolina Press, 2003.
12. a) Ken Ducatel, Juliet Webster and Werner Hermann (eds), *The Information Society in Europe: Work and Life in an Age of Globalization*, Lanham, Rowman and Littlefield, 2000.
- b) Mario Telo, "Governance and Government in the European Union: The Open Method of Coordination", In Maria Joao Rodrigues (Ed.) op. cit., 2002. Pages 242-272.
- c) Manuel Castells and Pekka Himanen, *The Information Society and the Welfare State: The Finnish Model*, Oxford: Oxford University Press, 2002.
- d) Maria Joao Rodrigues, *European Policies for a Knowledge Economy*, Northampton, MA: Edward Elgar, 2003.
13. a) Joseph Stiglitz, *The Roaring Nineties: Seeds of Destruction*, London: Allen Lane, 2003.
- b) Joseph S. Nye, *The Paradox of American Power*, Oxford: Oxford University Press, 2002. **Pages 77-136.**

- c) Lawrence Mishel, Jared Bernstein and Sylvia Allegretto, *The State of Working America*, Ithaca: Cornell University Press, 2007. Pages 1-34.
- d) Paul Krugman, *The Great Unraveling: Losing our Way in the New Century*, New York: W.W. Norton, 2003.
- e) John Newhouse, *Imperial America*, New York: Alfred Knopf, 2003.
14. a) Pippa Norris, *A Virtuous Circle: Political Communications in Postindustrial Societies*, Cambridge: Cambridge University Press, 2000.
- b) David Croteau and William Hoynes, *The Business of Media. Corporate Media and the Public Interest*, Thousand Oaks, CA: Pine Forge Press, 2001.
- c) Madanmohan Rao (ed), *News Media and New Media: The Asia-Pacific Internet Handbook*, Singapore, Nanyang Technological University: Eastern Universities Press, 2003. Pages 1-60.
- d) Vidhya Alakeson, *Making the Net Work: Sustainable Development in a Digital Society*, Middlesex, England: Forum for the Future, 2003.
- e) Scott Lash and Celia Lury, *Global Culture Industry*, Cambridge: Polity Press, 2007.
- f) Gustavo Cardoso, Angus Cheong, and Jeffrey Cole (eds), *World Wide Internet: Changing Societies, Economies and Cultures*, Macau: University of Macau, 2009.

Academic Policies of USC Annenberg School for Communication

Plagiarism / Academic Integrity

Plagiarism is defined as taking ideas or writings from another and passing them off as one's own. The following is the Annenberg School for Communication's policy on academic integrity: Since its founding, the USC Annenberg School of Communication has maintained a commitment to the highest standards of ethical conduct and academic excellence. Any student found guilty of plagiarism, fabrication, cheating on examinations, or purchasing papers or other assignments will receive a failing grade in the course and will be dismissed as a major from the School of Communication. There are no exceptions to the school's policy.

Academic Accommodations

Any students requesting academic accommodations based on a disability are required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP when adequate documentation is filed. Please be sure the letter is delivered to the professor as early in the semester as possible. DSP is open Monday through Friday, 8:30 a.m. – 5:00 p.m. The office is located in the Student Union, Room 301.