



# Public Speaking-12686

## SPCH-1315

RT 2022 Section 0034 3 Credits 01/18/2022 to 05/15/2022 Modified 03/04/2022

### Course Meetings

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#### Course Modality

Online Anytime

#### Meeting Days

Weds. Optional

#### Meeting Times

11 AM to 12:20 PM Weds.

#### Meeting Location

Webex via Canvas

### Welcome and Instructor Information

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Instructor: Autumn Raynor, M.A. Office Phone: 713-718-5672

Office: Spring Branch Ste. AD5 Office Hours: By Appointment

HCC Email: [autumn.raynor@hccs.edu](mailto:autumn.raynor@hccs.edu) Office Location: Main Bldg.

Please feel free to contact me concerning any problems that you are experiencing in this course. Your performance in my class is very important to me. I am available to discuss course topics and your overall academic success.

#### Professor: Autumn Raynor

Email: [autumn.raynor@hccs.edu](mailto:autumn.raynor@hccs.edu)

Office: Spring Branch AD-5

#### What's Exciting About This Course

Did you know that Public Speaking is listed as some American's number one fear? In this course, you will be introduced to the tools you need to create and deliver effective, and comfortable, speeches. You will learn proven techniques to build your confidence by managing anxiety associated with public speaking, speaking with truth, and tailoring your message to varied audiences. The course uses application of communication theory and practice to the public speaking context, with emphasis on audience analysis, speaker delivery, ethics of communication, cultural diversity, and speech organizational techniques, to develop students' speaking abilities, as well as the ability to effectively evaluate oral presentations.

#### My Personal Welcome

Welcome to Public Speaking—I'm delighted that you have chosen this course. As we explore new ideas and techniques, you will likely recognize some finesse methods popular public speakers employ. I am available during posted office hours to address any questions you might have. My goal is for you to walk out of the course with confidence in your public speaking skills.

## Preferred Method of Contact

The fastest way to reach me is by my HCC email.

## Office Hours

Directly after class and by appt.

Wednesday, Thursday, 11:30 AM to 2:00 PM, Virtual via Zoom for 1st 4 weeks of our semester

## Course Overview

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### Course Description

Designed to develop proficiency in public speaking situations; emphasis on content, organization, and delivery of speeches for various occasions. Open to all students. Required for speech majors.

### Department Website

<https://www.hccs.edu/programs/areas-of-study/liberal-arts--humanities/speech/> (<https://www.hccs.edu/programs/areas-of-study/liberal-arts--humanities/speech/>)

## Core Curriculum Objectives (CCOs)

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The HCCS Speech Discipline Committee has specified that the course address the following core objectives:

- **Critical Thinking Skills**—to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.
- **Communication Skills**—to include effective department, interpretation and expression of ideas through written, oral and visual communication.
- **Personal Responsibility**—to include the ability to connect choices, actions, and consequences to ethical decision-making.
- **Teamwork**—to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal.

## Student Learning Outcomes and Objectives

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### Program Student Learning Outcomes (PSLOs)

1. Identify and explain the components of the communication process, as well as clarify how they relate to diverse communication models.
2. Research and select appropriate source materials to develop ideas and support claims for oral presentations.
3. Recognize how to communicate within diverse environments in a socially and personally responsible manner.
4. Demonstrate critical thinking in both written and oral communication.

### Course Student Learning Outcomes (CSLOs)

Upon completion of SPCH 1315, the student will be able to:

1. Demonstrate an understanding of the foundational models of communication.
2. Apply elements of audience analysis.
3. Demonstrate ethical speaking and listening skills by analyzing presentations for evidence and logic.
4. Research, develop, and deliver extemporaneous speeches with effective verbal and nonverbal techniques.
5. Demonstrate effective usage of technology when researching and/or presenting speeches.
6. Identify how culture, ethnicity, and gender influence communication.
7. Develop proficiency in presenting a variety of speeches as an individual or group (e.g., narrative, informative, or persuasive).

## Learning Objectives

1. Conduct discussions and exercises to help students evaluate diverse issues, human interactions, and topics while using the tool critical thinking.
2. Employ exercises and assignments that will train students to properly structure oral presentations for formal and informal settings.
3. Identify the primary speech categories, explain how to organize different kinds of speeches, write goals and claims, write a thesis and points for discussion, and learn to reason as well as to entertain.
4. Introduce various types of listening and assist students with fostering their skill set.
5. Provide opportunities for students to learn about various types of group and team work, and to collaborate in presenting useable events.

## Departmental Practices and Procedures

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### Department Specific Instructor and Student Responsibilities

As your Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through learner-centered instructional techniques
- Provide a description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness, and making up assignments
- Provide the course outline and class calendar that will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

As a student, it is your responsibility to:

- Attend class in person and/or online
- Participate actively by reviewing course material, interacting with classmates, and responding promptly in your communication with me
- Read and comprehend the textbook
- Complete the required assignments and exams
- Ask for help when there is a question or problem
- Keep copies of all paperwork, including this syllabus, handouts, and all assignments
- Attain a raw score of at least 50% on the departmental final exam
- Be aware of and comply with academic honesty policies in the [HCCS Student Handbook](#)

### Program-Specific Student Success Information

Expect to spend at least three hours per week completing assignments. Additional time will be required for written assignments. The assignments provided will help you use your study hours wisely. Successful completion of this course requires a combination of the following:

- Reading the textbook
- Attending class in person and/or online
- Completing assignments
- Participating in class activities

There is no short cut for success in this course; it requires reading and studying the material using the course objectives as your guide.

## Instructional Materials and Resources

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### Instructional Materials

To enhance your learning experience and provide affordable access to the right course materials, this course is part of the HCC

Textbook Savings program that provides inclusive access to course materials. You can easily access the required materials for this course at a discounted price, and you will benefit from single sign-on access with no codes required in Canvas.

Your Houston Community College student account was billed for these materials at the time of registration and the price is guaranteed to be the lowest cost available for your required materials. It is not recommended that you opt-out of these materials, as they are required to complete the course. You may choose to opt-out prior to the Census Date, but will then be responsible for purchasing the course materials at the full retail price and access to your materials may be suspended.

The [HCC Online Bookstore \(https://hccs.bncollege.com/shop/hccs-central/page/find-textbooks\)](https://hccs.bncollege.com/shop/hccs-central/page/find-textbooks) provides searchable information on textbooks for all courses. Check with your instructor before purchasing textbooks because the book might be included in your course fees.

Our textbook is:

A Pocket Guide to Public Speaking, 6th Edition.

## Other Instructional Resources

Please buy yourself a pack of 3"x 5" index cards.

## ✓ Course Requirements

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### Assignments, Exams, and Activities

Please visit assignment descriptions in our Canvas page

Type	Weight	Topic	Notes
Informative, Special occasion and Persuasive Speeches	50%		Full Sentence Outlines Required.
Exams/Quizzes	45%		Midterm Exam- 10% Final Exam 10% 5 Subject Matter Quizzes 25%
Graded Discussion Posts	5%		Two discussion posts

### Grading Formula

Grade	Range	Notes
A	90-100	
B	80-89	
C	70-79	
D	60-69	
F	59 and below	

## \* Instructor's Practices and Procedures

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### Incomplete Policy

In order to receive a grade of Incomplete ("I"), a student must have completed at least 85% of the work in the course. In all cases, the instructor reserves the right to decline a student's request to receive a grade of Incomplete.

## Missed Assignments/Make-Up Policy

- Quizzes and exams will be timed and available to open for a 24 hour period.
- Quizzes and Exams will only be reopened, at the professor's discretion, for one of the following reasons: Instructor error, Mechanical error attributed to HCC's platforms, or, student submitted, dated, medical or legal documentation of inability to log in to Canvas during the 24 hour period due to illness, summons, or detainment.

Assignments submitted after their due date will incur a 10 point deduction per calendar day. Please discuss makeup submission procedures with your instructor before attempting to submit makeup work.

## Academic Integrity

Here's the link to the HCC information about academic integrity (Scholastic Dishonesty and Violation of Academic Scholastic Dishonesty and Grievance):

<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>  
(<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>)

## Attendance Procedures

You have enrolled in an ONLINE ANYTIME section of SPCH 1315. This modality requires significant assignment interaction via Canvas.

- Our class Activities Schedule will contain all assignment due dates and optional live Webex opportunities.
- You have enrolled in an online anytime section which is largely asynchronous. This means the course is designed to run with timed and scheduled online and optional live interactions.
- All assignments are NOT open at the course's start; your activity schedule displays all assignment due dates.
- Every effort will be made to post video recordings of completed Webexes which feature lectures of the week's instructional goals.
- ADA accommodations will be honored immediately upon receipt of notice.
- Quizzes and exams will be timed and available to open for a 24 hour period.

## Student Conduct

This is a safe space to learn. Classroom incivility will not be tolerated. Language used to slur, malign, misgender, mis-pronoun, bully, harm or alienate is not appropriate for class. Please put phones and electronics on silent and close laptops during your classmates' speeches. Please do not enter or exit the room during a classmates' speech. Speech class is usually a fun experience! Help us to form a community by keeping your camera on, talking with your classmates, and giving the content a chance to become part of your every day life.

## Grading and Feedback

Speeches will be graded with feedback and grades will be posted within a week of performance. Quiz and Exam grades will populate automatically upon submission.

## Devices

Add Content Here

## Faculty Statement about Student Success

Add Content Here

## Faculty-Specific Information Regarding Canvas

This course section will use Canvas (<https://eagleonline.hccs.edu> (<https://eagleonline.hccs.edu>)) to supplement in-class assignments, exams, and activities.

HCCS Open Lab locations may be used to access the Internet and Canvas. For best performance, Canvas should be used on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

## Social Justice Statement

Houston Community College is committed to furthering the cause of social justice in our community and beyond. HCC does not discriminate on the basis of race, color, religion, sex, gender identity and expression, national origin, age, disability, sexual orientation, or veteran status. I fully support that commitment and, as such, will work to maintain a positive learning environment based upon open communication, mutual respect, and non-discrimination. In this course, we share in the creation and maintenance of a positive and safe learning environment. Part of this process includes acknowledging and embracing the differences among us in order to establish and reinforce that each one of us matters. I appreciate your suggestions about how to best maintain this environment of respect. If you experience any type of discrimination, please contact me and/or the Office of Institutional Equity at 713-718-8271.

## HCC Policies and Information

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### HCC Grading System

HCC uses the following standard grading system:

Grade	Grade Interpretation	Grade Points
A	Excellent (90-100)	4
B	Good (80-89)	3
C	Fair (70-79)	2
D	Passing (60-69), except in developmental courses.	1
F	Failing (59 and below)	0
FX	Failing due to non-attendance	0
W	Withdrawn	0
I	Incomplete	0
AUD	Audit	0
IP	In Progress. Given only in certain developmental courses. A student must re-enroll to receive credit.	0
COM	Completed. Given in non-credit and continuing education courses.	0

### Link to Policies in Catalog and Student Handbook

Here's the link to the HCC Catalog and Student Handbook: <https://catalog.hccs.edu/> (<https://catalog.hccs.edu/>)

In it you will find information about the following:

- Academic Information
- Academic Support
- Attendance, Repeating Courses, and Withdrawal
- Career Planning and Job Search
- Childcare
- disAbility Support Services
- Electronic Devices
- Equal Educational Opportunity
- Financial Aid TV (FATV)
- General Student Complaints
- Grade of FX
- Incomplete Grades
- International Student Services
- Health Awareness
- Libraries/Bookstore
- Police Services & Campus Safety
- Student Life at HCC
- Student Rights and Responsibilities
- Student Services
- Testing
- Transfer Planning
- Veteran Services

## Link to HCC Academic Integrity Statement

<https://www.hccs.edu/student-conduct> (<https://www.hccs.edu/student-conduct>) (scroll down to subsections)

## Campus Carry Link

Here's the link to the HCC information about Campus Carry:

<https://www.hccs.edu/campuscarry> (<https://www.hccs.edu/campuscarry>)

## HCC Email Policy

When communicating via email, HCC requires students to communicate only through the HCC email system to protect your privacy. If you have not activated your HCC student email account, you can go to [HCC Eagle ID \(https://www.hccs.edu/email\)](https://www.hccs.edu/email) and activate it now. You may also use Canvas Inbox to communicate.

## Office of Institutional Equity

Use the following link to access the HCC Office of Institutional Equity, Inclusion, and Engagement: <https://www.hccs.edu/eeo> (<https://www.hccs.edu/eeo>)

## Ability Services

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including long and short term conditions, mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <https://www.hccs.edu/accessibility> (<https://www.hccs.edu/accessibility>)

## Title IX

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-

based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross  
Director EEO/Compliance  
Office of Institutional Equity & Diversity  
3100 Main  
(713) 718-8271  
Houston, TX 77266-7517 or [Institutional.Equity@hccs.edu](mailto:Institutional.Equity@hccs.edu) (<mailto:Institutional.Equity@hccs.edu>)

<https://www.hccs.edu/titleix> (<https://www.hccs.edu/titleix>)

## Office of the Dean of Students

Contact the office of the Dean of Students to seek assistance in determining the correct complaint procedure to follow or to identify the appropriate academic dean or supervisor for informal resolution of complaints.

<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-complaints/speak-with-the-dean-of-students/> (<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-complaints/speak-with-the-dean-of-students/>)

## Student Success

Expect to spend at least twice as many hours per week outside of class as you do in class studying the course content. Additional time will be required for written assignments. The assignments provided will help you use your study hours wisely. Successful completion of this course requires a combination of the following:

- Reading the textbook
- Attending class in person and/or online
- Completing assignments
- Participating in class activities

There is no short cut for success in this course; it requires reading (and probably re-reading) and studying the material using the course objectives as a guide.

## Canvas Learning Management System

Canvas is HCC's Learning Management System (LMS), and can be accessed at the following URL:

<https://eagleonline.hccs.edu> (<https://eagleonline.hccs.edu>)

HCCS Open Lab locations may be used to access the Internet and Canvas. For best performance, Canvas should be used on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

## HCC Online Information and Policies

Here is the link to information about HCC Online classes, which includes access to the required Online Information Class Preview for all fully online classes: <https://www.hccs.edu/online/> (<https://www.hccs.edu/online/>)

## Scoring Rubrics, Sample Assignments, etc.



Look in Canvas for the scoring rubrics for assignments, samples of class assignments, and other information to assist you in the course. <https://eagleonline.hccs.edu/> (<https://eagleonline.hccs.edu/>)

## Instructor and Student Responsibilities

As your Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through learner-centered instructional techniques
- Provide a description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness, and making up assignments
- Provide the course outline and class calendar that will include a description of any special projects or assignments
- Arrange to meet with individual students during office hours, and before and after class as required

As a student, it is your responsibility to:

- Attend class in person and/or online
- Participate actively by reviewing course material, interacting with classmates, and responding promptly in your communication with me
- Read and comprehend the textbook
- Complete the required assignments and exams
- Ask for help when there is a question or problem
- Keep copies of all paperwork, including this syllabus, handouts, and all assignments
- Be aware of and comply with academic honesty policies in the [HCCS Student Handbook](https://www.hccs.edu/studenthandbook) (<https://www.hccs.edu/studenthandbook>)

## Sensitive or Mature Course Content

In this college-level course, we may occasionally discuss sensitive or mature content. All members of the classroom environment, from your instructor to your fellow students, are expected to handle potentially controversial subjects with respect and consideration for one another's varied experiences and values.

## EGLS3

The EGLS<sup>3</sup> ([Evaluation for Greater Learning Student Survey System](https://www.hccs.edu/egls3) (<https://www.hccs.edu/egls3>)) will be available for most courses near the end of the term until finals start. This brief survey will give invaluable information to your faculty about their teaching. Results are anonymous and will be available to faculty and division chairs after the end of the term. EGLS<sup>3</sup> surveys are only available for the Fall and Spring semesters. -EGLS3 surveys are not offered during the Summer semester due to logistical constraints.

<https://www.hccs.edu/egls3> (<https://www.hccs.edu/egls3>)

## Housing and Food Assistance for Students

Any student who faces challenges securing their foods or housing and believes this may affect their performance in the course is urged to contact the Dean of Students at their college for support. Furthermore, please notify the professor if you are comfortable in doing so.

This will enable HCC to provide any resources that HCC may possess.

## Student Resources

### Tutoring

HCC provides free, confidential, and convenient academic support, including writing critiques, to HCC students in an online environment and on campus. Tutoring is provided by HCC personnel in order to ensure that it is contextual and appropriate. Visit the [HCC Tutoring Services](https://www.hccs.edu/tutoring) (<https://www.hccs.edu/tutoring>) website for services provided.

### Libraries

The HCC Library System consists of 9 libraries and 6 Electronic Resource Centers (ERCs) that are inviting places to study and

collaborate on projects. Librarians are available both at the libraries and online to show you how to locate and use the resources you need. The libraries maintain a large selection of electronic resources as well as collections of books, magazines, newspapers, and audiovisual materials. The portal to all libraries' resources and services is the HCCS library web page at <https://library.hccs.edu> (<https://library.hccs.edu>).

## Supplementary Instruction

Supplemental Instruction is an academic enrichment and support program that uses peer-assisted study sessions to improve student retention and success in historically difficult courses. Peer Support is provided by students who have already succeeded in completion of the specified course, and who earned a grade of A or B. Find details at <https://www.hccs.edu/supplemental-instruction> (<https://www.hccs.edu/supplemental-instruction>)

## Resources for Students:

<https://www.hccs.edu/covid19students> (<https://www.hccs.edu/covid19students>)

## Basic Needs Resources:

<https://www.hccs.edu/support-services/counseling/hcc-cares/basic-needs-resources/> (<https://www.hccs.edu/support-services/counseling/hcc-cares/basic-needs-resources/>)

## Student Basic Needs Application:

<https://www.hccs.edu/basicneeds> (<https://www.hccs.edu/basicneeds>)

## COVID-19

Here's the link to the HCC information about COVID-19:

<https://www.hccs.edu/covid-19> (<https://www.hccs.edu/covid-19>)

## Instructional Modalities

### In-Person (P)

Safe, face-to-face course with scheduled dates and times

### Online on a Schedule (WS)

Fully online course with virtual meetings at scheduled dates and times

### Online Anytime (WW)

Traditional online course without scheduled meetings

### Hybrid (H)

Course that meets safely 50% face-to-face and 50% virtually

### Hybrid Lab (HL)

Lab class that meets safely 50% face-to-face and 50% virtually

## Copyright Statement

In order to uphold the integrity of the academic environment and protect and foster a cohesive learning environment for all, HCC prohibits unauthorized use of course materials. Materials shared in this course are based on my professional knowledge and experience and are presented in an educational context for the students in the course. Authorized use of course materials is limited to personal study or educational uses. Material should not be shared, distributed, or sold outside the course without permission. Students are also explicitly forbidden in all circumstances from plagiarizing or appropriating course materials. This includes but is not limited to publically posting quizzes, essays, or other materials. This prohibition extends not only during this course, but after. Sharing of the materials in any context will be a violation of the HCC Student Code of Conduct and may subject the student to discipline, as well as any applicable civil or criminal liability. Consequences for unauthorized sharing, plagiarizing,

or other methods of academic dishonesty may range from a 0 on the specified assignment and/or up to expulsion from Houston Community College. Questions about this policy may be directed to me or to the Manager of Student Conduct and Academic Integrity.

## Course Calendar

### Syllabus Modifications

The instructor reserves the right to modify the syllabus at any time during the semester and will promptly notify students in writing, typically by e-mail, of any such changes.

Week Number	SPCH 1315 Online Anytime Spring 2022 Activity Schedule Section 12686 11:00 am-12:30 pm W Raynor		Materials
	Monday on campus	Wednesday online	
1	1/17 <b>NO CLASS</b> MLK jr Holiday	1/19 Crash Course PPT	Files Section
2	1/24 Historical Speech and Ethics Listening Human Communication Process	1/26 Intros, Conclusions, Language Topic Selection Class Discussion #1 Due: Who are we?	Files Section Chapters 4, 5 & 22
3	1/31 Review Informative Speech Materials Speech Anxiety	2/2 Quiz #1: Class Structure/ Speech Outlining	Files Section Video Link
4	2/7 Audience Analysis	2/9 Quiz #2: Ethics & Listening	Chapter 3

5	2/14  Informative Speaking Outlining Workshop	2/16  Quiz #3 Audience Analysis	Chapter 6  Chapter 20 Files Section
6	2/21  Informative Speeches are due live	2/23  Informative Discussions	
7	2/28  Informative Speeches are due live	3/2  Study Midterm Review Informative Discussions	
8	3/7  Midterm Review Live	3/9  Midterm Examination	
9	3/14  SPRING BREAK NO CLASS	3/16  SPRING BREAK NO CLASS	
10	3/21  Special Occasion Speaking	3/23  Special Occasion Speaking	Files Section  Chapter 25
11	3/28  Special Occasion Speeches are due live	3/30  Persuasive Kickoff  APA Format, Research & Supporting Materials	Chapter 23  Video

12	4/4 Monroe's Motivated Sequence Ethos, Pathos, Logos Logic and Reasoning	4/6 Class Discussion#2 Ethics Fallacies	Chapter 24 Files Section Video
13	4/11 Persuasive Outlining Workshop	4/13 Review Fallacy Handout & Video	Chapter 24 Files Section Video
14	4/18 Persuasive Speeches are due live	4/20 Quiz #4: Classic Persuasion	
15	4/25 Persuasive Speeches are due live, rollover	4/27 Quiz #5: Fallacies/MMS	
16	5/2 Final Exam Review	5/4 No Class (Please study for your exam!)	
Finals	5/9 Final Exam	5/11 You're done!	

## Additional Information

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### Departmental/Program Information

The Speech Department at HCC offers the students a variety of courses to help fulfill the Communications portion of their core requirements.

AWARD TYPES: Courses Only

AREA OF STUDY: Liberal Arts, Humanities & Education

### Process for Expressing Concerns about the Course

If you have concerns about any aspect of this course, please reach out to your instructor for assistance first. If your instructor is not able to assist you, then you may wish to contact the Department Chair.

Department Chair: Dr. Danielle Stagg

Email address: [danielle.stagg@hccs.edu](mailto:danielle.stagg@hccs.edu)

Telephone Number: 713-718-5478