



## School of Resort & Hospitality Management

### COURSE SYLLABUS

#### SECTION I: COURSE INFORMATION

**Course Number & Name:** HFT 3543 - Spa Customer Service  
**CRN:** 11647  
**Course Credit Hours:** 3  
**Semester:** Spring 2020  
**Department/Program:** School of Resort and Hospitality Management  
**Meeting Times/Location:** **When:** Tuesdays & Thursdays, 10:30 a.m. – 11:45.  
**Where:** Sugden Hall – Room 240  
**Format:** Classroom  
**Instructor:** Mary Wisnom, PhD.  
**Office:** Sugden Hall 214  
**Phone:** 590 – 7854  
**Email:** mwisnom@fgcu.edu  
**Office Hours:** Wednesday, 9:30 a.m. – 12:30 p.m. & Tuesdays and Thursdays, 9 a.m. – 10:30 a.m. or by appointment  
**Prerequisites:** None  
Elective RHM majors & required for a Spa Management Concentration.  
Class Fee: \$50

#### Course Description:

Students will gain an understanding of the spa client base, spa design, and learn management and marketing practices to attract and retain customers. The course provides a comprehensive review of integrative wellness approaches for nourishing the mind, body, and spirit.

#### Required Textbook and Other Readings:

Spa: A Comprehensive Introduction (2008), Johnson, E.M. and Redman, B.M. Lansing, Michigan: American Hotel and Lodging Educational Institute Publishers.

#### Other Readings:

Listed on syllabus are available on Canvas. Additional readings are required for this class.

**Course Website (Canvas):** <http://fgcu.edu/canvas/> (requires ID and password to login).

#### First Week Attendance Policy (FWA):

In accordance with the federal mandate, students are required to complete an attendance verification activity before the deadline during the first week of class. Failure to do so will result in a delay in the disbursement of your financial aid and or dropped from the class. The confirmation of attendance is required for all students, not only those receiving financial aid. This course's FWA is the [Introduce Yourself Survey on Canvas found in the Introduction Module](#).

## SECTION 2: MISSION, LEARNING OUTCOMES AND MEASUREMENTS

### Program Mission

*The mission of the Resort and Hospitality Management program is to provide students with core competencies and experiential learning opportunities in preparation for successful management careers and leadership roles in the resort and hospitality industry and to instill values of lifelong learning and community service.*

### Program Learning Outcomes (PLOs)

1. RHM graduates will illustrate proficiencies and skills relevant to the operational areas of Resort and Hospitality Management.
2. RHM graduates apply ethical and professional judgment.
3. Graduates will be able to apply effective communications skills.
4. Graduates will be able to evaluate information and make decisions using critical thinking and problem solving skills.

### Course Learning Outcomes

At the completion of this course, students should be able to:

1. Discuss integrative healthcare approaches for nourishing the mind, body and spirit.
2. Describe the typical spa client base and understand marketing and public relations practices to attract and retain customers.
3. Explore optional resort spa menu offerings used to create a unique and focused spa environment, including medical spas.
4. Plan and design a spa facility to maximize flow, function and aesthetic.
5. Compare strengths and weaknesses of different spa design concepts and themes.
6. Observe and practice customer service methodologies.
7. Apply critical thinking and problem solving skills.

### Measurements of Course Learning Outcomes

Outcome Category	Course Learning Outcomes	Assessment Use To Measure Outcomes
<p><b>Content/Discipline Knowledge &amp; skills</b></p> <p>All PLO1, CLO1-6</p>	<ol style="list-style-type: none"> <li>1. Discuss integrative healthcare approaches for nourishing the mind, body and spirit.</li> <li>2. Describe the typical spa client base and understand marketing and public relations practices to attract and retain customers.</li> <li>3. Explore optional resort spa menu offerings used to create a unique and focused spa environment, including medical spas.</li> <li>4. Plan and design a spa facility to maximize flow, function and aesthetic.</li> <li>5. Compare strengths and weaknesses of different spa design concepts and themes.</li> <li>6. Observe and practice customer service methodologies.</li> </ol>	<p>Quiz/Exam Question(s)</p>
<p><b>Critical/Analytical Thinking</b></p> <p>PLO3, CLO7</p>	<p>Apply critical thinking and problem solving skills.</p>	<p>Exam Items</p> <p>Spa Guest Experience</p>

<b>SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES</b>
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### A. Course Grading Activities & Student Evaluation

	Possible Points	Due Dates
Individual Assignments:		
Spa Lab Guest Experience	20	Due Dates Vary
Design Analysis	20	2/6
Spa Product Analysis	20	3/31
Examinations:		
Midterm	60	2/20
Final	60	4/23 or 4/28
Participation and Attendance:		
Attendance	18	periodically
First Week Activity	<u>2</u>	<u>1/7</u>
Total:	200	

Extra Credit: If SPoI Response Rate Reaches 90% = 2 points

### B. Grading Scale/Point System

Passing Grades for SRHM Majors

186 – 200 (93%)	A
180 – 185 (90%)	A-
176 – 179 (88%)	B+
166 – 175 (83%)	B
160 – 165 (80%)	B-
156 – 159 (78%)	C+
140 – 155 (70%)	C (C- is not given in this class.)

Failing Grades for SRHM Majors:

136-139 (68%)	D+
126-135 (63%)	D
120-125 (60%)	D-
119 and below fail (<60%)	F

Canvas® gradebook is used to post grades. Please check the gradebook periodically throughout the semester to check for accuracy of data entry and review your current grade status. For student help on Canvas, contact the student help desk at x7100

## C. Details Regarding Course Grading Activities

The presentation of coursework is an important measure of professional skills; therefore, grammar, composition, presentation, and timely adherence to given deadlines are basic class expectations. For this course, completed assignments will be accepted on or before the specified due date. Each assignment must be turned in online (Canvas Drop Box) no later than 11:59 p.m. of the due date. The Training Session will be due in class on the date assigned. No late assignments will be accepted. (See extenuating circumstances section for more information.)

### Assignments:

- Spa Design Description Analysis
- Spa Lab Guest Experience
- Spa Product Analysis and Proposal

### Examinations:

Midterm and final examinations will be given on the date specified on the syllabus. The midterm examination will cover reading and lecture materials from the first half of the course. The final examination will be non-cumulative, covering information after the midterm. **All students must bring with them to the exam a #2 pencil and a Scantron form (#106173 OR #95679).** Students will not be allowed to take the exam without these items.

### Participation and Attendance:

Your participation in class is an important part of the learning process. Asking questions, raising issues, offering personal experiences, and presenting opposing points of view contributes to a more complete understanding of the topic.

#### **Please speak up!**

This is a participatory course and you must be able to participate in group work, keep up with course readings, and regularly attend classes to be successful in this class. On select days, attendance will be taken. Associated with that attendance, points will be awarded and calculated into the Participation and Attendance portion of your grade.

### Assignment Detailed Descriptions

- Spa Design Description Analysis

You will be provided with a written description of a spa. (Keep in mind the articles provided can be misleading; please do thorough research beyond this material.) Through this description and further web site research, derive, and write the following analysis:

1. What is the concept/theme of the spa? What is the reasoning behind the selection of this concept?
2. Name and describe various elements of the spa facility and how each reflects the concept?
3. Name and describe various elements of interior design (color, fixtures, equipment, lighting, etc.) reflect the concept?
4. Name and describe how various services (spa offerings), if any, that reflect the concept?
5. What product line does your spa use for body treatments? Does this line reflect the concept? How?
6. What other product lines do they carry? For what services? Do these lines reflect the concept? How?

7. What other unique elements, discovered in **your** research, reflect this concept?
8. **From the article**, what were the features of the spa that stood out as unique and of primary focus?
9. Critique the spa's web site. Is it easy to navigate, what does the design say about the spa's environment? Is all essential information present? Is there anything that the site does particularly well? What recommendations would you make to improve the site?
10. Provide a reflection of your personal opinion regarding this spa overall. Would you visit this spa? Describe your reasons why or why not? What elements attract you to the spa? What elements would deter you from visiting?

- **Spa Guest Experience**

At a specific time during the semester, you will have a [spa guest experience](#). You will be required to evaluate your experience using both an online survey and a written report.

You will be a guest of a local Spa and receive a service. Research and contact the spa as any guest would and make your appointment for your teacher-assigned treatment.

Timeliness of making appointment, cancellation of service outside the observed cancellation policy, or missing your appointment will affect your grade. **You must receive your service during the two week window assigned.**

Survey Completion (Part A):

Located in the Canvas assignment module are two documents. Your task is to first review the pdf version of the survey. Once you have received your service, you will complete the online survey (surveymonkey.com), titled [Spa Experience Survey](#). To help insure your evaluation is accurate and complete, please complete the online survey **within 48 hours of your spa visit.**

Written Report (Part B):

In a one page summary, please address at minimum the following:

1. Describe what benefits you anticipated seeking from your spa lab experience, and whether or not those benefits were received. Explain any specific elements of your experience that assisted with or detracted from you receiving those benefits.
2. Describe three elements of your visit that positively influenced your spa experience.
3. Describe three elements of your visit that negatively influenced your spa experience.
4. Please provide feedback as to how this assignment might be better executed in the future.

This written summary is to be turned in using the designated Canvas Drop Box **within 48 hours of your spa visit.**

Class Discussion (Part C)

During an assigned date you will discuss with the class details of your spa experience.

- **Spa Product Analysis and Proposal (subject to change)**

You will be provided with a spa product to test. If you have any allergies to skin products, or have reservations regarding the use of any spa products, please see me immediately.

*Part 1 – Product Analysis and Written Proposal Report*

In your written report you will include:

Information and your analysis of the **product**:

- The name and purpose of the products you were provided.
- Describe in detail how you “tested” your products.
- Describe how your product performed. (i.e. does it hold up to its claims in terms of quality, durability, effectiveness, etc.).
- What other unclaimed findings did you uncover, good or bad? (i.e. strong fragrance, thick consistency, etc.)

Format as IMRaD (Case Study Research Report)

Information of the **company** and their offerings:

- Provide the contact information for the organization.
- Years in existence.
- Other offerings provided by this company (Warning: This may be a long list!)
- Price listing of your products and other offerings of the company. Include wholesale price points and suggested retail pricing.
- Assess product availability in the area (SW Florida).
- Describe any stand out qualities (awards, use in prestigious spas, eco-friendly, etc.)
- Conclude with the overall strengths and weaknesses of your product and the strengths and weaknesses of the company.

*Part 2 – Complete pre and post-research surveys*

- Complete the Product Pre-Research Survey prior to testing your products.
- Complete the Product Post-Research Survey just after completing the test of your products.

## **SECTION 4: TEACHING METHODS, PHILOSOPHY, & COURSE INFORMATION**

### **A. Teaching Methodology:**

Teaching comes in all 'shapes and sizes,' and may include any of the following: discussion, slide presentations, audio-taped lecture, individual exercises, and videos.

### **B. Teaching Philosophy:**

I have arrived at the understanding that learning is best facilitated through active participation and evidence of practical application. I strongly encourage content discussion and feedback, incorporate reality-based examples, and support an open door policy. In turn, I work to provide appropriate learning opportunities to students. I am inspired by the ancient Chinese proverb:

*Tell me, I will forget, Show me, I will remember, Involve me, and I will learn*

## **SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT**

### **A. Course Requirements**

Students are responsible for the following:

- All material in the syllabus and in the text and disseminated information.
- All readings and written assignments.
- Participation in all scheduled class discussions, activities and feedback exercises.
- Assignment submission on the established due date, clearly labeled with the student's name.
- All work assigned, whether detailed in the syllabus or not.

### **B. Minimum Technical Skills**

In order to successfully participate in any online course, you should be able to..

1. Use an Internet browser
2. Download, save, and open files
3. Find, copy, move, rename, and delete files
4. Use copy, cut, and paste functions
5. Send and receive e-mail messages with attachments
6. Use a word processing program
7. Run and switch between multiple programs
8. Download and install software plug-ins (Note: this means that you will need to have administrative rights on the computer you are using for this course or be able to contact someone who can install these for you).

### **C. Course Communications**

#### **Email Communication:**

Canvas email will be the primary means of communication during this course. It is expected you will be checking your email at minimum twice weekly throughout course, once at the beginning of the week and once again at the end of the week. If you have an inquiry, please use Canvas email. I will respond to your inquiry within 36 hours, but not during the weekend.

**SECTION 6: TENTATIVE CLASS SCHEDULE**

Week	Subject & Readings*	Assignment Due Dates
Week 1 1/7 & 9	Introduction to Course and Assignments Spa Basics Introduction of the Spa Lab Defining a Spa Vision & Philosophy Chapter 1	Introduce Yourself Activity (7)
Week 2 1/14 & 16	Spa Concepts Spa History & Contemporary Spas (part 1) Chapters 2 & 3	Design Analysis Distribution (16)
Week 3 1/21 & 23	Spa History & Contemporary Spas (part 2) Customer Facility Experience Chapters 2 & 3	Spa Guest Assn Details (21)
Week 4 1/28 & 1/30	Spa Design Concepts I Readings Provided	Spa Product Sign Up
Week 5 2/4 & 6	Spa Design Concepts II Readings Provided	Design Analysis Due (6)
Week 6 2/11 & 13	Spa Research The Roll of Spa Products Review for Midterm	Spa Product Distribution (13)
Week 7 2/18 & 20	Guest Speaker (spa products) (2/19) Midterm Exam	Midterm Exam (20)
Week 8 2/25 & 2/27	Spa Service Experience & Wellness Approaches (CAM) Chapter 5 & Readings Provided	
Week 9	Spring Break	
Week 10 3/10 & 3/12	Spa Client Assessment and Counseling – Part 1 Readings Provided	
Week 11 3/17 & 3/19	Class Trip (details and which day TBD) Spa Client Assessment and Counseling – Part 2	
Week 12 3/24 & 3/26	Spa Quality Leadership & Ethics Chapter 9 & 10	
Week 13 3/31 & 4/2	Menu Development Spa Marketing – Part 1	Spa Product Analysis Due (3/31)
Week 14 4/7 & 4/9	Spa Marketing –Part 2 & Experience Trends Chapter 4 Readings Provided	
Week 15 4/14 & 16	Spa Product Discussion (Research Results)	
Week 16 4/21 & 23	Make Up Lecture(s) Review for Final	Possible Final Exam (23) SPoI EC due (23)
Week 17 April 28 10 am	Final Exam Week Meeting/Exam, TBD	Possible Final Exam



## **SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES**

### ACADEMIC BEHAVIOR STANDARDS AND ACADEMIC DISHONESTY

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>.

Students are expected to maintain the highest standards of academic honesty and integrity while in this course and as a student at Florida Gulf Coast University. In addition to standard definitions of honesty, integrity, and plagiarism, this policy also prohibits you from possessing, using, viewing, accessing, or otherwise benefiting from previous and/or concurrent work products created for this course by other students or any other person, allowing persons outside your team to contribute to the creation of your team's work product, putting your name on a team project in which you did not contribute, and submitting a paper written by you for another course or occasion without the explicit knowledge and consent of the instructor. Failure to maintain these standards will result in severe academic penalties, including receiving an automatic F in this course.

A student's name on any written exercise shall be regarded as assurance that the work is the result of student's own thought and study, stated in student's own words and produced without assistance, except as quotation marks, references and footnotes acknowledging the use of other sources. Students may be authorized to work jointly, but such effort must be indicated as joint on the work submitted.

Plagiarism occurs whenever you copy someone's writing, even partially, and fail to reference it in your paper. If you copy a substantial amount of the sentence from a source, it should be referenced in quotes. If you paraphrase it, you must reference it but you do not need quotes. If any member of a team is found plagiarizing, they and their entire team will be given an automatic ZERO (0) for their assignment and turned over to Judicial Affairs. If anyone in your team is caught plagiarizing, then the whole team will be given a 0 for the assignment. IF YOU HAVE ANY QUESTIONS AS TO WHETHER SOMETHING WILL BE CONSIDERED PLAGERIZED, BE SAFE AND REFERENCE THE SOURCE.

Please remember that plagiarism is a serious offense and will not be tolerated. Plagiarism in projects will result in a failing grade of ZERO (0) POINTS and may lead to more serious consequences (FGCU Student Guidebook under the "Student Code of Conduct"). Therefore, your projects must be original material. Also copying your classmate assignment(s) and turn them in will result in a failing grade of ZERO (0) POINTS for ALL parties involved.

### COPYRIGHT

The University requires all members of the university community to familiarize themselves and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under university policies.

## **SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES (cont.)**

### UNIVERSITY NONDISCRIMINATION STATEMENT

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of Title IX of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC's phone number is (239)745-4366; the OIEC email address is OIEC@fgcu.edu.

### DISABILITY ACCOMMODATIONS SERVICES

Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university's guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

University Policy about Student Observance of Religious Holidays - All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

<http://www.fgcu.edu/generalcounsel/files/policies/4.005%20Student%20Observance%20of%20Religiou s%20Holidays.pdf>

Grading Policies and Grading Systems - The grading system at FGCU is described in the FGCU Catalog and is overseen by the Office of Planning and Institutional Performance. (<http://www.fgcu.edu/catalog/>) In accordance with Family Educational Rights and Privacy Act, 1974 (FERPA), grades may not be announced in class or displayed in any public view by use of the Student ID number (or social security number) in a paper or electronic format. Electronic display format includes email or a web-based environment such as Canvas.

Retention of Papers, Tests, Student and Class Records - University policy dictates that any materials, hardcopy or electronic, that contribute to the determination of a course grade be maintained by individual faculty for one full academic year after the end of the semester. In addition, departments/programs must maintain all records pertinent to grades for any faculty no longer with the university.

## **SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES (cont.)**

Eagle Mail - is Florida Gulf Coast University's student e-mail system. Your FGCU Eagle Mail account MUST be activated. If you are a first time student, you will need your PIN and Student ID, both of which are assigned at registration.

- If you don't know your PIN, you will need to go to the Registrar's office to retrieve it.
- To activate your account, visit <http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp>.
- The Canvas (at <http://elearning.fgcu.edu>) will be used as the primary application for learning and communication. Additional course information may be distributed via Eagle Mail, so make sure you know how to retrieve your Eagle mails, and check it very frequently (at least once a day).
- Log in to Canvas at <http://elearning.fgcu.edu>. You need to use FGCU Eagle Mail account and password to log in.
- Assignments, instructions, and other course information on Canvas are integral components of the course material and are hereby incorporated as part of this syllabus.

The FGCU Writing Center - assists student writers through free, accessible, learning-based writing consultations. Our primary goals are to help students improve their abilities to think independently, to write critically, and to learn and implement strategies that will assist them in producing effective writing assignments. Consultants help writers with brainstorming, formulating a clear thesis, developing their ideas, and revising. Writing Center sessions are designed to assist writers in improving their ability to revise independently. Writing Consultants also help writers identify issues of style and mechanics; however, they do not edit or proofread. The Writing Center is located in Library West, 202C. Library West is not accessible from the main Library building (Library East). Phone: 239/590-7141

## **SECTION 8: UNIVERSITY & SUPPORT RESOURCES**

Useful FGCU Resources for Students:

ONLINE: Florida Gulf Coast University Catalog (<http://www.fgcu.edu/catalog/>)

ONLINE: Florida Gulf Coast University Student Guide Book

(<http://studentservices.fgcu.edu/JudicialAffairs/>) ONLINE: Florida Gulf Coast University Code of Conduct (<http://studentservices.fgcu.edu/JudicialAffairs/>)

Service-Learning

Information on integrating service-learning into the course and course syllabus is available online at <http://www.fgcu.edu/Connect1>

Distance-Learning

Information on distance learning courses is available online at <http://itech.fRcu.edu/distance/>

Online Tutorials

Information on online tutorials to assist students is available online at <http://www.fitcu.edu/support/>

Canvas Learning Management System and Demonstration Site Information on Canvas is available online at <http://canvas.fgcu.edu/> and <https://fgcu.instructure.com/courses/7692>

Library Resources

Main page: <http://library.fgcu.edu/>

Tutorials & Handouts: <http://library.fgcu.edu/RSD/Instruction/tutorials.htm>

Research Guides: <http://fgcu.libguides.com/>

Faculty Support: [http://library.fgcu.edu/faculty\\_index.html](http://library.fgcu.edu/faculty_index.html)

## **SECTION 8: UNIVERSITY & SUPPORT RESOURCES (cont.)**

LCOB Statement:

Center for Academic Achievement

The Center for Academic Achievement (CAA) provides academic support services to all FGCU students. Students can take advantage of our free peer tutoring and Supplemental Instruction sessions for lower-level math and science courses, as well as workshops to facilitate the development of skills necessary for college success. If you would like to participate in any of our programs, learn about tutoring services, or meet with an Academic Retention Coordinator, please visit the CAA in Library 103 or call us at (239) 590-7906. Our website is [www.fgcu.edu/caa](http://www.fgcu.edu/caa).

Protocol for Online Classes

Respondus Monitor – Remote, Online Exam Monitoring

In order to protect the integrity of online assessments that are delivered to students off site in a non-proctored location, this course may employ Respondus Monitor technology that will allow for the web-enabled monitoring of exams and quizzes. Students must own a computer device and an associated webcam that meet the minimum requirements of the University's standard remote monitoring system.

Additional information:

- Respondus Monitor overview: <http://respondus.com/products/monitor/>
- Respondus Monitor Faculty Training and Workshops: TBA

Respondus LockDown Browser – Classroom and/or Remote Online Exams

In order to protect the integrity of classroom or remote online exams, this course may employ Respondus LockDown Browser technology that will allow for the student's temporary restriction to a designated online testing website, disabling the ability to print, copy, access other applications or move to any other URL for the duration of the assessment. This technology may be used on campus in University computer classrooms or for remote delivery of quizzes and exams. [For online classes only: students must own a computer that meets the minimum requirements of the University's standard lock down browser application.] Additional information:

- Respondus LockDown Browser overview: <http://respondus.com/products/lockdown-browser/>
- Respondus LockDown Browser Faculty Training and Workshops: TBA

Lecture Capture Technology/FGCU Capture – Classroom Recording

This course may employ technology that will allow for audio and/or video recording of live classroom sessions. This lecture capture technology is utilized for the sole purpose of enhancing student learning. It may provide for supplemental student instruction via secure links to recorded session(s), the live stream of courses, presentations of off-site guest speakers and/or the delivery of course instruction utilizing "flipped classroom" methodologies. Student questions and/or comments may be included as a part of any session being recorded. See FGCU-CAPTURE for additional details and training <http://aets.fgcu.edu/fgcucapture.asp>

Counseling and Psychological Services (CAPS)

Counseling and Psychological Services (CAPS) provides free counseling and therapy services (including psychiatry) to all FGCU students. Please walk in to the second floor Howard Hall office any week day between 8:30 and 4:30 to schedule an initial contact appointment. Visit the CAPS website at [www.fgcu.edu/caps](http://www.fgcu.edu/caps) for more information. CAPS offers a 24/7 Helpline at (239) 745-3277 (EARS).