



School of

Resort & Hospitality Management

COURSE SYLLABUS

Please read this syllabus in its entirety. It is a part of the course content. Further, it is important that you understand what is required in this course and the times for completing all activities.

SECTION 1: COURSE INFORMATION

Course Number & Name: HFT 3802 Catering and Special Events
CRN: 11655
Course Credit Hours: 3
Semester: Spring 2020
Department/Program: School of Resort & Hospitality Management
Meeting Times/Location: Friday - 1:30pm - 4:15pm – Sugden 114 & 116
Format: On-campus

Instructor: Michael D. Collins, Ph.D.
Office Location: 219 Sugden Hall
Contact Information: Email: micollins@fgcu.edu
Office Hours: Monday, Tuesday or Wednesday, by appointment.
Thursday, 1 p.m. – 4:30 p.m.
Friday, 10 a.m. – 1 p.m.

Prerequisites: FSS 3338C

Course Description: Study of special events & catering operations, menu planning and pricing, food procurement, safety and sanitation, human resource management, sales and relationships with other departments, and outside vendors. Emphasis on logistical operations and different market segments.

Required Text:

On-Premise Catering: Hotels, Convention Centers, Arenas, Clubs and More

Patti J. Shock, John M. Stefanelli, Cheryl Sgovio

ISBN-10: 0470551755 / ISBN-13: 978-0470551752

Supplemental Readings: As assigned.

Course Website (CANVAS): <https://fgcu.instructure.com/courses/510989>

First Week Attendance Policy

In accordance with the Federal mandate, students are required to complete an attendance verification activity on Canvas 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. The confirmation of attendance is required for all students, not only those receiving financial aid.

SECTION 2: MISSION, LEARNING OUTCOMES, & 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.

A. PROGRAM LEARNING OUTCOMES

Upon successful completion of the program students will be able to:

1. Illustrate proficiencies and skills relevant to the operational areas of Resort and Hospitality Management.
2. Apply effective communication skills.
3. Evaluate information and make decisions using critical thinking and problem solving skills.
4. Apply ethical reasoning and professional judgment.

B. COURSE LEARNING OUTCOMES

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

1. Define “catering” and recognize its importance in the management of various types of events.
2. Apply methods for estimating the amount of food, beverage, and labor needed for an event.
3. Describe the various types of food and beverage functions and their purposes.
4. Forecast production and service needs.
5. Determine which catering package to propose for a specific event.
6. Know the main differences among the various types of service styles.
7. Explain the types of paperwork caterers use, especially the BEO, resume, and catering contract.
8. Understand the importance of space requirements and room appearances.
9. Describe the types of market segments caterers service.
10. Describe the typical outside suppliers and vendors on-premise caterers must deal with and how to work with them to achieve an event’s objectives.
11. Apply learned principles noted above to realistic assignments and projects.

C. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessments
<p>Content/Discipline Knowledge & skills</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p>	<ol style="list-style-type: none"> 1. Define “catering” and recognize its importance in the management of various types of events. 2. Apply methods for estimating the amount of food, beverage, and labor needed for an event. 3. Describe the various types of food and beverage functions and their purposes. 4. Forecast production and service needs. 5. Determine which catering package to propose for a specific event. 6. Know the main differences among the various types of service styles. 7. Explain the types of paperwork caterers use, especially the BEO, Resume, and Catering Contract. 8. Understand the importance of space requirements and room appearances. 9. Describe the types of market segments caterers service. 10. Describe the typical outside suppliers and vendors on-premise caterers must deal with and how to work with them to achieve an event’s objectives. 11. Apply learned principles noted above to realistic assignments and projects. 	<p>Online reading quizzes, food safety & sanitation, mid-term examination & final examination</p>
<p>Communication</p> <p>ILO2 & 3, PLO3& 4</p>	<ol style="list-style-type: none"> 1. Apply learned principles noted above to competition survey, event proposal & final group project. 	<p>Competition survey, event proposal & final group project</p>
<p>Critical/Analytical Thinking</p> <p>ILO1 & 3, PLO1 & 4</p>	<ol style="list-style-type: none"> 1. Apply learned principles noted above to realistic assignments and projects. 	<p>Event group project & examinations</p>

ALC – Academic Learning Compact (State of Florida requirements)

ILO – University Learning Outcomes

PLO – RHM Program Learning outcomes

SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES

A. **Course Grading Activities:** based on the total number of points assigned below:

Grading component	Points available	Cumulative points	%
Individual assignments			
Syllabus quiz (attendance verification activity)	20	20	2.0%
Online reading quizzes: Chapters 1 through 11 inclusive, Shock, Sgovio & Stefanelli textbook (11 quizzes at 20 points each = 220 total)	220	240	22.0%
Food safety & sanitation (certification)	50	290	5.0%
Responsible service of alcohol (certification)	50	340	5.0%
Individual sub-total	340		34.0%
Group assignments			
Competitive survey	100	440	10.0%
Event proposal	100	540	10.0%
Event (overall design & execution)	100	640	10.0%
Event (food quality)	100	740	10.0%
Group sub-total	400		40.0%
Examinations			
Mid-term examination	100	840	10.0%
Final examination	100	940	10.0%
Exam sub-total	200		20.0%
Attendance & engagement	60	1,000	6.0%
Total points	1,000		100.0%

B. **How Your Final Course Grade Is Determined based upon 1,000 available points?**

Points earned	%	Grade
925 – 1,000	92.5% - 100.0%	A
900 – 924	90.0% - 92.4%	A-
875 – 899	87.5% - 89.9%	B+
825 – 874	82.5% - 87.4%	B
800 – 824	80.0% - 82.4%	B-
775 – 799	77.5% - 79.9%	C+
700 – 774	70.0% - 77.4%	C
600 – 699	60.0% - 69.9%	D
Below 600	0.0% - 59.9%	F

Extra credit may be offered over the course of the semester; however, students may only earn a **MAXIMUM of 50 points** or **5%** of the total points available in the course (one-half a letter grade).

SECTION 4: TEACHING METHODS, PHILOSOPHY, & MESSAGE TO STUDENTS

A. TEACHING METHODS

The methodology for this course will include instructor presentation, class discussions, written assignments, required readings, student presentations, and hands-on lab for experience with event planning and set-up. Assignments and assessments over the semester include the following:

1. Online reading quizzes (11 quizzes at 20 points each = 220 total or 22%): students will be required to read each chapter, Chapters 1 through 11 inclusive in the Shock, Sgovio & Stefanelli textbook, and complete the corresponding online reading quiz in *Canvas*.
2. Competitive survey (100 points or 10%): Students will survey a local catering facility and present key information regarding the facility to their classmates.
3. Responsible service of alcohol (certification) (50 points or 5%): Students will complete a Responsible Service of Alcohol course and complete the required online quiz in *Canvas*.
4. Food safety & sanitation (certification) (50 points or 5%): Students will complete a food safety and sanitation course, and complete the required online quiz in *Canvas*.
5. Event proposal (100 points or 10%): Students will prepare a client proposal for an event to be executed prior to semester's end. Students will be randomly assigned to a team, and an event, preparing a complete, thorough proposal for their event, complete with pricing. A sales presentation will be made to their peers, during which classmates are encouraged to ask questions as though they are the client.
6. Catering event (200 points or 20%): Students, working in teams, will execute the event proposed in their "Event proposal" assignment. Students will earn up to 200 points; 100 for event concept, creativity, and décor; 100 for food and beverage quality.
7. Examinations (200 points or 20%): A mid-term (100 points or 10%) and a final examination (100 points or 10%) will be required of students. The exams will assess students' understanding of key course content, utilizing both multiple choice and short-answer questions. A study guide will be provided to identify the specific concepts that will be included on each exam; students may print and fill-out the study guide, by hand, to use while taking the respective exam.

B. TEACHING PHILOSOPHY

The best learning experience is an interactive one. This class will offer ample opportunity for student participation and to apply learning principles to realistic case studies and situations.

C. MESSAGE TO STUDENTS

This class prepares students for working in the area of on-premise catering and event planning. Many students are concerned, first and foremost, with earning specific grades; however, the instructor encourages students to focus on the acquisition of specific skills and knowledge that will aid the student in being successful following graduation working in the catering industry. If students focus on ACQUIRING WORTHWHILE KNOWLEDGE and SKILLS, a good grade will be earned but, more importantly, the student will be better positioned for post-graduation success!

SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT

A. CLASSROOM FORMAT

Class will meet once each week unless otherwise noted on the course syllabus above. Each class will provide a mix of lecture and interactive discussion to help create a *dynamic* and *interesting* environment OR will include a kitchen lab. For all kitchen labs, aprons, appropriate footwear, and attire are required. Written assignments are to be submitted ONLINE by the deadline through the Course Website on Canvas.

B. CLASSROOM CONDUCT POLICIES

1. **Class Attendance:** Attendance is vital to your success in this course. Attendance will be taken each class period and students will earn up to 60 participation points (up to 6% of the student's grade) based upon the percentage of classes that are attended. If you need to miss class due to illness or other University approved absence, please notify the professor to let him know prior to an expected absence.
2. **Student Conduct:** Students will be provided guidance on the behavioral expectations when working in the Culinary Arts Lab. For the safety of each student, all kitchen safety and food sanitation standards must be followed. More information will be presented during the semester regarding this important topic.
3. **Classroom Technology Use:** Students are welcome to utilize laptop computers and tablets to take notes and to access course materials but are discouraged from web-surfing and other activities that may distract students and their peers from focusing upon in-class activities.

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
1	F, Jan 10 th	<p><u>Class activity:</u> Introductions, syllabus review, course objectives, and calendar.</p> <p><u>Learning Outcomes:</u> LO 1, 3, 6, 9 & 10</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Complete <i>Syllabus quiz</i> by Sunday, January 12, 2020 (attendance verification activity) • Read <i>Chapter 1, Overview of On-Premise Catering</i>, and complete online quiz (due Jan 16, 2020).
2	F, Jan 17 th	<p><u>Class activity:</u> Catering overview activities (team drawing).</p> <p><u>Student Learning Outcomes:</u> LO 1, 3, 6, 7, 8, 9 & 10</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 2, Sales and Marketing</i>, and complete online quiz (due Jan 23, 2020).
3	F, Jan 24 th	<p><u>Class activity:</u> Catering sales activities.</p> <p><u>Student Learning Outcomes:</u> LO 1, 3, 6, 7, 8, 9 & 10</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Schedule "competitive analysis" assignment (due Feb 6, 2020).

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
4	F, Jan 31 st	<p><u>Class activity:</u> Pricing catering and events; event drawing.</p> <p><u>Student Learning Outcomes:</u> LO 1, 2, 3, 6, 7, 8, 9, 10 & 11</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 3, Theme Parties, Weddings, Outdoor Parties, and Special Events</i>, and complete online quiz (due Feb 6, 2020). • Complete competitive analysis presentation (in groups) and submit online (due Feb 6, 2020).
5	F, Feb 7 th	<p><u>Class activity:</u> “Competitive analysis” presentations. It’s not a party without a theme: engaging the five senses.</p> <p><u>Student Learning Outcomes:</u> LO 1, 3, 6, 9 & 10</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 4, Meal Functions</i>, and complete online quiz (due Feb 13, 2020).
6	F, Feb 14 th	<p><u>Class Activity:</u> Meeting the client’s expectations, while exceeding guest expectations.</p> <p><u>Student Learning Outcomes:</u> LO 1, 2, 3, 5, 6, 7, 8, 9, 10 & 11</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 5, Beverage Functions</i>, and complete online quiz (due Feb 20, 2020).
7	F, Feb 21 st	<p><u>Class activity:</u> Beverage basics: Creativity, pricing, and controls; Responsible Service of Alcohol.</p> <p><u>Student Learning Outcomes:</u> LO 1, 2, 3, 4, 5, 6, 7, 9 & 11</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 8, Intermediaries and Suppliers</i>, and complete online quiz (due Thursday, February 27, 2020). • Complete online quiz: Responsible Service of Alcohol (due Feb 27, 2020).
8	F, Feb 28 th	<p><u>Class activity:</u> Field trip: Something Borrowed.</p> <p><u>Student Learning Outcomes:</u> LO 8 & 10</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Enjoy your Spring Break responsibly. • Event proposal (group project) (due March 12, 2020).
9	March 2 nd through March 6 th	SPRING BREAK: Please enjoy your break responsibly!

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
10	F, Mar 13 th	<p><u>Class activity:</u> Event proposal presentations. Mid-term examination review session (please print out and bring your study guide to class).</p> <p><u>Student Learning Outcomes:</u> LO 2, 3, 5, 6, 7, 8, 9, 10 & 11</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Event proposal (group project) (due March 12, 2020). • Read <i>Chapter 6, Function Room Selection and Set-up</i>, and complete online quiz (due Thursday, March 19, 2020).
11	F, Mar 20 th	<p><u>Class activity:</u> Mid-term examination and team planning time.</p> <p><u>Student Learning Outcomes:</u> LO 1, 2, 3, 5, 6, 7, 8, 9, 10 & 11</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 7, Production and Service Planning</i>, and complete online quiz (due Thursday, March 26, 2020).
12	F, Mar 27 th	<p><u>Class activity:</u> Introduction to the Food Lab: Kitchen rules, food safety & sanitation</p> <p><u>Student Learning Outcomes:</u> LO 3, 4, 5, 6, 9 & 10</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 9, Staffing</i>, and complete online quiz (due Apr 2, 2020). • Complete Food safety and sanitation online quiz in Canvas (due Apr 2, 2020).
12	F, Mar 27 th	LAST DAY TO DROP/WITHDRAW without grade penalty
13	F, Apr 3 rd	<p><u>Class activity:</u> Staffing activity; projecting the financial rewards of catering functions and special events.</p> <p><u>Student Learning Outcomes:</u> LO 2, 3, 4, 5, 7, 6, 9, 10 & 11</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Submit F&B orders for Apr 17th event. • Read <i>Chapter 10, Financial Controls and Reports</i>, and complete online quiz (due April 9, 2020).
14	F, Apr 10 th	<p><u>Class activity:</u> Final preparation activities for Group Projects (Catering Event).</p> <p><u>Student Learning Outcomes:</u> LO 1, 3, 6, 9 & 10</p> <p><u>Assignments:</u></p> <ul style="list-style-type: none"> • Read <i>Chapter 11, Working with Other Departments</i>, and complete online quiz (due Thursday, April 16, 2020). • Prepare for next week's execution of assigned catering event (due Apr 17, 2020).
15	F, Apr 17 th	<p><u>Class activity:</u> Group Projects (Catering Event).</p> <p><u>Student Learning Outcomes:</u> LO 2, 3, 4, 6, 8, 9, 10 & 11</p> <p><u>Assignment:</u></p> <ul style="list-style-type: none"> • Final execution of assigned event.

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
16	F, Apr 24 th	Class activity: Course re-cap, event debrief, final exam review session (please print out and bring your study guide to class!).
17	S, May 2 nd	Final Examination (12:30 – 2:45 p.m.). Covers all 11 Course Learning Outcomes.

Please note: **The instructor reserves the right to amend this tentative schedule as necessary.**

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's assignment(s) and turning 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.

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%20Religious%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.

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/studentacct/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

- 1. 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/>)
- 2. Service-Learning:** Information on integrating service-learning into the course and course syllabus is available online at <http://www.fgcu.edu/Connect>

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

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

5. 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>

6. 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

7. 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.

8. 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>

9. 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 for more information. CAPS offers a 24/7 Helpline at (239) 745-3277 (EARS).