



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:	3945 / Internship I
CRN:	11659
Course Credit Hours:	3 credit hours
Semester:	SPRING 2020
Department/Program:	School of Resort & Hospitality Management
Meeting Times/Location:	Virtual, with required in-person meetings on Feb 7, Feb 21 & Feb 27, 2020 – Sugden Hall 111 / Career Fairs – Cohen Center Ballroom
Format:	Online Hybrid
Instructor:	Jennifer McGurk
Office Location:	Sudgen Hall, Room #213
Contact Information:	Email: @fgcu.edu; Phone: 239 - 590 - 1460 (Office)
Office Hours:	I am available to meet with students Tuesdays and Thursdays 10am-5pm or by appointment. I am available to meet with students outside office hours by appointment. I am also available by phone.
Prerequisites:	HFT 1000, 30 credit hours, and 250 hours of work experience.
Course Description:	Students gain work experience in the hospitality industry and complete professionalism assignments. A minimum of 500 hours of industry work cross-trained in two positions/departments is required.
Required Text:	
Supplemental Reading:	Posted in Canvas under “Modules”
Course Website (CANVAS):	https://fgcu.instructure.com/courses/512007 (requires ID & password to login)

SECTION 1: COURSE INFORMATION CONT.

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

A. 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.”

B. 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.

C. COURSE LEARNING OUTCOMES

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

1. Discover hospitality career interests by working 500 hours at an approved hospitality site.
2. Select a minimum of two positions and/or departments to cross-train within.
3. Identify personal strengths and weaknesses.
4. Create a professional résumé.
5. Create a professional cover letter, reference sheet, and calling card.
6. Develop interview skills for internship placement and job fair.
7. Choose appropriate business professional attire for job fairs and interviews.
8. Select a RHM internship 2 site through research and professional networking.
9. Apply effective communication skills.
10. Apply critical thinking and problem solving skills.

D. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessment Use To Measure Outcomes
Content/Discipline Knowledge & skills ILO 1 ILO 3 PLO 1 PLO 4	1. Students will be exposed to work in the field of chosen educational career interest. 2. Students will identify their own on the job strengths and weaknesses. 3. Students will create a professional resume and reference sheet. 4. Students will create a professional cover letter and calling card. 5. Students will submit a photo of their professional attire, describe why the attire was chosen, and demonstrate by wearing professional dress to the Career and Internship Fairs. 6. Students will initiate a successful internship 2 search including: RHM site research, site contact, application to site, provision of internship expectations to the site and interview.	Assignments, Quizzes, and Papers.
Communication ILO 1 & 3, PLO 2, 3, 4	7. Student will develop interview skills. 8. Students will develop professional networking skill by attending a Job and Internship Fair.	Video, Quiz, and Online Discussion.
Critical/Analytical Thinking PLO3	9. Students will complete a safety check list and identify and analyze workplace safety. 10. Students will complete a reflection paper outlining their experience, training, safety, professional development, and internship site reviews.	Quiz and Papers

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:

GRADE COMPONENT	POSSIBLE POINTS	ACTUAL POINTS	CUMULATIVE TOTAL
ASSIGNMENTS			
Introduce Yourself (Week # 1: 01/10)	5		
Employer Information (Week # 1: 01/10)	10		
Safety Quiz (Week # 1: 01/10)	10		
5 Reflection Journals (10 points each) (01/13, 02/03, 02/24, 03/23, 04/06)	50		
Calling Card (Week # 2: 01/13)	15		
Submit 2 questions for Alumni Panel (Week # 2: 01/13)	15		

Peer Review of Resume (Week #4: 01/27) 10 points for submitting rough draft 15 points for quality of feedback	25		
“Google” Your Name Assignment (Week #4: 01/27)	10		
Final Resume Assignment (Week #6: 02/10)	30		
Mock Interview Discussion (Week # 6: 02/10)	20		
Cover Letter (Week # 7: 02/17)	30		
Dress for Success (Week # 7: 02/17)	20		
Thank you Letter Assignment (Week # 8: 02/24)	20		
Site Review & Professional Refl (Week # 10: 03/09)	90		
Module Feedbacks (5 total) (1/14, 2/17, 2/24, 3/16)	20		
Total	370		
VIDEO ASSIGNMENTS / QUIZZES			
Hospitality Terminology Quiz 1 (Week # 1: 01/10)	15		
Resume Quiz (Week # 3: 01/20)	15		
Career Fair Success Quiz (Week # 6: 02/10)	15		
Interview Quiz (Week # 6: 02/10)	15		
Hospitality Terminology Quiz 2 (Week # 11: 03/16)	15		
Total	75		
MANDATORY CLASS ATTENDANCE			
February 1 st - Resume Workshop and Alumni Panel (Week #5: 02/07)	50		
February 15 th - Eagle Pro (Week # 7: 02/21)	50		
February 27 th - Hospitality Job and Internship Fair (Week # 8: 02/27)	50		
Total	150		
FINAL PAPER / STUDENT EVALUATION			
Final Paper (Week # 16: 04/20)	200		
Student Evaluation of Internship (Week # 16: 04/27)	15		
Total	215		
EMPLOYER EVALUATION OF STUDENT			
Mid Point Evaluation (Week # 8: 02/24)	40		
500 Hours of Internship Experience and Employer Evaluation (Week # 16: 04/27)	150		
Total	190		
EXTRA CREDIT			
Reference Sheet Assignment (Week #5: 02/03)	10		
Total	10		

B. How Your Final Course Grade Is Determined based on 1000 points?

Letter Grades	Points Range	Percentage Range
A	900 - 1000	90% - 100%
B+	870 - 899	87% - 89.9%
B	800 - 869	80% - 86.9%
C+	770 - 799	77% - 79.9%
C	700 - 769	70% - 76.9%
D	600 - 699	60% - 69.9%
F	BELOW 600	0% - 59%

NOTE*SRHM CUT OFF POINT FOR A “C” is 70%**

C. CLARIFICATIONS ON EXAMS, QUIZZES & ASSIGNMENTS

Assignments must be completed by 11:59 p.m. on the posted deadline. Since you are encouraged to work ahead, late assignments will **not** be accepted. It is your responsibility to routinely check the CANVAS class site and the instructor emails for any deadline and/or date changes. All grades will be posted on CANVAS within 14 days after the due date of assignments and quizzes. If grades are delayed, you will be notified. It is your responsibility to keep up with your grades at all times by visiting CANVAS grade book.

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

A. TEACHING METHODS & PHILOSOPHY

You will learn through a variety of methods. This course uses online assignments, a written report, employer feedback, and on the job hospitality experience to underline, reinforce, and emphasize hospitality subject matter content. Critical thinking is encouraged through written assignments that require students to reflect upon their on the job experience and future employment interests.

B. MESSAGE TO STUDENTS

You will have the opportunity to gain relevant hospitality work experience at an approved hospitality organization. You will work for a minimum of 500 hours with the organization. Additional online assignments will be required to reinforce professionalism and hospitality subject matter content. I have selected assignments that will provide you with the necessary skills to secure your next internship or job. Please continue to make changes to these documents as you advance as a student and hospitality professional.

SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT

A. CLASSROOM FORMAT

You can reach me by phone at (239)590-1460, or through CANVAS Course Mail.

You will be required to attend in class sessions on the following dates:

February 7 - Resume Workshop and Alumni Panel 1:30pm-4:15pm in Sugden Hall 111

February 21 - Eagle Pro- 1:30pm-4:15pm in Sugden Hall 111

February 27 - RHM Career and Internship Fair stop in anytime between the hours of 11:30am-2:30pm in Cohen Center Ballroom

For all other communication not pertinent to the class, please use the following address jenmcgurk@fgcu.edu. I will attempt to return all communication within 48 hours Monday-Friday. I am available on weekends for emergencies only.

B. CLASSROOM CONDUCT POLICIES

Make up Policy

You cannot make up a missed quiz, assignment, or mandatory attendance unless (1) you have a University approved excuse in writing, **AND** you have notified me **in advance**; or (2) an emergency situation.

Feedback

Written feedback will be included with each graded assignments. It is suggested that you meet with me in person to discuss any discrepancy.

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR SPRING 2020

WEEK	Due Date	Topics, Chapters, Assignments, & Deadlines
1	F 01/10	Topic: Introduction <u>Student Learning Outcomes:</u> Critical/Analytical Thinking- Students will complete a safety check list. <u>Assignments:</u> Introduce Yourself Employer Information Safety Quiz
2	M 01/13	Topic: Reflections, Alumni Questions, and Calling Card <u>Student Learning Outcomes:</u> Knowledge and Skills- Students will create a calling card. <u>Assignments:</u> Reflection Journal Alumni Panel Questions Calling Card Project Module 1 and 2 Feedback
3	M 01/20	MARTIN LUTHER KING HOLIDAY (NO CLASS)
4	M 01/27	Topic: Building Your Resume <u>Student Learning Outcomes:</u> Knowledge and Skills- Students will develop interview skills for future internship placement and job fair attendance. Students will apply critical thinking. <u>Assignments:</u> Make Your Resume “POP” Quiz Create & Submit Resume for Peer Review “Google” Your Name Assignment

		<p>Friday- February 7, 2020 Mandatory Class Attendance- Resume Workshop and Alumni Panel Discussion- Sugden Hall 111 Bring a copy of your resume to class.</p>
5	M 02/03	<p>Topic: Final Resume</p> <p><u>Student Learning Outcomes:</u> Students will create a professional resume.</p> <p><u>Assignments:</u> Final Resume Reflection Journal Optional Extra Credit Reference Sheet Assignment (up to 10 points)</p>
6	M 02/10	<p>Topic: Interview Preparation Part 1</p> <p><u>Student Learning Outcomes:</u> Students will apply critical thinking and problem solving as part of the Eagle Pro Exercise's. Students will also develop interview skills from course exercises and a live mock interview with a local hospitality human resources professional.</p> <p><u>Assignments:</u> Career Fair Success Quiz Mock Interview Discussion</p>
7	M 02/17	<p>Topic: Interview Preparation Part 2</p> <p><u>Student Learning Outcomes:</u> Students will create a cover letter and choose appropriate business professional attire for job fairs and interviews.</p> <p><u>Assignments:</u> Interview Quiz Cover Letter Assignment Dress for Success Assignment Hospitality Terminology Module 3 and 4 Feedback Friday, February 21, 2020- Mandatory Class Attendance- Eagle Pro Training</p>
8	M 02/24	<p>Topic: The Art of Thank You and Career and Internship Fair</p> <p><u>Student Learning Outcomes:</u> Students will be able to apply effective communication and networking skills.</p> <p><u>Assignments:</u> Thank You Letter Assignment Reflection Journal Mid Point- Evaluation Due Hospitality Career and Internship Fair on February 27, 2020 in Cohen Center from 11:30am-2:30pm Module 5 Feedback</p>

		SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR SPRING 2020 CONT.
9	M 03/02	SPRING BREAK FROM 03/02/2020 TO 03/07/2020 (NO CLASS)
10	M 03/09	<p>Topic: Site Review and Professional Reflection</p> <p><u>Student Learning Outcomes:</u></p> <p>Select a RHM internship 2 site through research and professional networking.</p> <p><u>Assignment:</u> Site Review and Professional Reflection</p>
11	M 03/16	<p>Topic: Hospitality Terminology</p> <p><u>Student Learning Outcomes:</u> Students will be able to apply effective communication skills through their knowledge of hospitality terminology.</p> <p><u>Assignments:</u> Hospitality Terminology: Part 2 Quiz Module 5 Feedback</p>
12	M 03/23	<p>Topic: Personal Reflection</p> <p><u>Student Learning Outcomes:</u> Students will be to identify their personal strengths and weaknesses.</p> <p><u>Assignment:</u> Reflection Journal</p>
12	F 03/27	LAST DAY TO DROP/WITHDRAW
14	M 04/06	<p>Topic: Personal Reflection</p> <p><u>Student Learning Outcomes:</u> Students will be to identify their personal strengths and weaknesses.</p> <p><u>Assignment:</u> Reflection Journal</p>
15	M 04/13	<p>Topic: Internship Reflection</p> <p><u>Student Learning Outcomes:</u></p> <p>Discover hospitality career interests by working 500 hours at an approved hospitality site.</p> <p><u>Assignments:</u> Review Final Paper Grading Rubric and Begin Paper</p>

		SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR SPRING 2020 CONT.
16	M 04/20	<p>Topic: Final Reflections and Evaluations</p> <p><u>Student Learning Outcomes:</u></p> <p>Discover hospitality career interests by working 500 hours at an approved hospitality site. Select a minimum of two positions and/or departments to cross-train within.</p> <p>Identify personal strengths and weaknesses. Apply critical thinking and problem solving skills.</p> <p><u>Assignments:</u></p> <p>Final Reflection Paper</p> <p>Student Evaluation</p> <p>Final Reflection Summary</p>
16	M 04/27	<p>Topic: Employer Evaluation</p> <p><u>Student Learning Outcomes:</u></p> <p>Verify 500 hours worked.</p> <p><u>Assignment:</u></p> <p>Employer Evaluation Due</p>
16	R 04/30	Last day of Class
16	F 04/24	STUDY DAY (NO CLASS OR EXAM)
17	M 04/27	<p>Finals Begin on 04/27/2020 and End on 05/01/2020</p> <p>There will not be a final for this course.</p>
17	T 05/01	Grades Due from Faculty by Noon on Tuesday, 05/05/2020

“The instructor reserves the right to amend the tentative schedule as deemed necessary.”

MANDATORY ATTENDANCE DATES & EXPLANATIONS:

Friday, February 7th “Resume Workshop & Alumni Panel”

Please bring resume rough draft with you for review and feedback.

Time: 1:30pm-4:15pm in Sugden Hall, room 111

Friday, February 21st “Eagle Pro”

Please bring your resume and be professionally dressed.

Time: 1:30pm-4:15pm in Sugden Hall, room 111

Thursday, February 27th “HMA Job Fair”

Please bring your resume and be dressed in interview attire.

Time: 11:30am-2:30pm in Cohen Center Ballroom

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%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.

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

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.fgcu.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

SECTION 8: UNIVERSITY & SUPPORT RESOURCES Cont.

7. 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.

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).