



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 time frames for completing assignments and activities.

SECTION 1: COURSE INFORMATION

Course Number & Name:	HFT 4295 Resort & Hospitality Strategic Management
CRN:	11661
Course Credit Hours:	3
Semester:	Spring 2020
Department/Program:	Resort & Hospitality Management
Meeting Times/Location:	Sugden Hall Monday: 1:30 pm – 4:15 pm Classroom: 111
Format:	Face-to-face with online assignments and exams
Instructor Name:	Premila Whitney, CMP, CHE, Ed.D.
Office Location:	Sugden Hall, 220
Contact Information:	Canvas e-mail is the preferred method of communication when not F2F
Office Hours:	Monday: 12:00 – 1:00 pm and 4:30 – 5:30 pm Thursday: 12:00 – 1:00 pm and 4:30 – 5:30 pm By Appointment – Please contact Dr. Whitney via Canvas e-mail for an appointment if needed. Both phone and face-to-face appointments are welcome.
Prerequisites:	All core courses with an earned grade of C or better
Course Description:	The course is a capstone course that integrates all of the students' previous RHM courses. The main goal is to improve students' decision-making capabilities.
Required Text:	Strategic Management: A Competitive Advantage Approach, Concepts and Cases, 16 th Edition, Fred R. David and Forest R. David ©2015, Pearson, ISBN13: 978-0134153971
Supplemental Reading:	None unless otherwise noted during class time.

FIRST WEEK ATTENDANCE POLICY:

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.

COURSE WEBSITE (CANVAS):

<http://fgcu.edu/canvas/> *Please use Canvas as the primary method of communication with me. All assignments will be submitted in Canvas. All exams will be taken in Canvas while in class. If you do not have a device on which to take during class time, we can make other arrangements.

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 (PLOs)

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

Content/discipline knowledge and skills:

PLO1: Illustrate proficiencies and skills relevant to the operational areas of Resort and Hospitality Management.

Communication Skills:

PLO2: Apply effective communication skills.

Critical Thinking Skills:

PLO3: Evaluate information and make decisions using critical thinking and problem-solving skills.

PLO4: Apply ethical reasoning and professional judgment.

C. COURSE LEARNING OUTCOMES (CLOs)

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

1. Assess the vision, mission, leadership, and core values used by hospitality organizations to gain sustainable competitive advantage.
2. Use a variety of analysis techniques (e.g. SWOT, Pest, BCG Matrix, etc.) to develop actionable hospitality business strategies.
3. Evaluate the various micro and macro environmental issues that influence hospitality organization strategy.
4. Appraise an organizations resources and capabilities to formulate strategies for gaining sustainable competitive advantages and leveraging a firm’s core competencies.
5. Formulate strategies for exploiting domestic and international business opportunities
6. Compose and present an effective business project integrating previous RHM coursework, using APA style.
7. Evaluate broad ranges of accumulated learning by managing a business within a safe accelerated environment through the use of a computerized simulation.
8. Use critical thinking skills in relation to a particular problem, situation, or strategic decision through real-world scenarios.
9. Use critical thinking skills to recognize the interrelated roles that accounting, finance, human resources, marketing, management, operations, and information systems play in a hospitality organization’s success.

10. Recognize strategic decisions that present ethical challenges and make appropriate recommendations for ethical decision-making.

D. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

This is measurement used for Instructor and RHM School information purposes, not individual student grading. Students should review the grading policy section of the syllabus. When assessing the learning outcomes below, if a student answers correctly **85 - 100 percent** of the questions used to assess their learning outcomes then the student **EXCEEDS EXPECTATIONS**. With **70 – 84** percent score, the students will **MEET EXPECTATIONS**. If the students obtain **less than 70 percent** then their performance are **BELOW EXPECTATIONS**.

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessment Used to Measure Outcomes
Content/Discipline Knowledge & Skills PLO1	1. Illustrate proficiencies and skills relevant to the operational areas of Resort & Hospitality Management.	Quizzes, examinations, and written exercises
Communication PLO2	2. Apply effective communication skills.	Class reporting and project presentation
Critical/Analytical Thinking PLO3	3. Evaluate information and make decisions using critical thinking and problem-solving skills.	Project modules and final project submission
Ethical Reasoning and Professional Judgement PLO4	4. Apply ethical reasoning and professional judgement.	Final project submission

ALC – Academic Learning Compact (State of Florida requirements)

ILO – Institutional Learning Outcomes

PLO – RHM Program Learning outcomes

SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES

A. Course Grading: earned based on the total number of points earned on the assignments noted:

GRADE COMPONENT	POSSIBLE POINTS	MY ACTUAL POINTS
INDIVIDUAL ASSIGNMENTS		
Exams (4) @ 50 points each	200	
Individual paper (fluency) (1) @ 10 points	10	
Individual paper (strategy) (1) @ 10 points	10	
Attendance	90	
Team Assignments		
Project Roadmaps (3) @ 20 points each	60	
Final project presentation	20	
Final project submission	100	
Total Course Points	500	

B. How your final course grade is determined based on percentage points

NOTE: All RHM Students must pass major core classes with a C or better, meaning a C- does not count toward passing this course. Earning a C- or D+ will count for credits, but not toward major. I do not round!

Letter Grade	Points Range	Percentage Range
A	>462.5	93 – 100%
A-	447.5 – 462.4	90 – 92%
B+	437.5 – 447.4	88 – 89%
B	412.5 – 437.4	83 – 87%
B-	397.5 – 412.4	80 – 82%
C+	387.5 – 397.4	78 – 79%
C	362.5 – 387.4	73 – 77%
C-	347.5362.4	70 – 72%
D+	337.5 – 347.4	69 – 69%
D	312.5 – 337.4	63 – 68%
D-	297.5 – 312.4	60 – 62%
F	<297.4	< 59%

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

A. TEACHING METHODS

The instructor may incorporate the following methods while presenting this course: Lecture, Discussion, PowerPoint Presentations, Student Presentations, In-Class Individual and Group Exercises, Video Films and clips, Guest Speakers, Field Trips, Group Reports and Demonstrations

B. TEACHING PHILOSOPHY

I believe the best learning opportunities happen when each individual is actively engaged with the course material. Please come to class prepared to get involved and actively engage your classmates and professor regarding the course material. Further, I believe that we are all adults and should act accordingly. There should be no name-calling or disrespectful behavior toward the instructor, yourself or other students. Adults are autonomous; therefore, I do not provide study guides for exams. Further, I do not provide reminders when assignments are due. Please keep track of these items yourself. I will answer questions about content or materials that you need further information about & encourage you to ask when something is not clear!

C. MESSAGE TO STUDENTS

This course provides foundation knowledge of the many segments of the resort, hospitality and tourism management field. It also exposes the student to many potential career opportunities available to hospitality students with education, experience and enthusiasm for the industry.

SECTION 5: TENTATIVE CLASS SCHEDULE OUTLINE – SPRING 2020

Date	Day	Chapters, Topics, Assignments, & Deadlines
1/6/20	Monday	<p>Due Online 1/10 by 11:59 pm: Syllabus Quiz In class: Introduction to course/RHM program and major expectations/ Syllabus Review. Initial team sign ups. Read for Next Week: Chapter 1</p>
1/13/20	Monday	<p>Guest Speaker: Regina Beard from library (tentative) In Class: Determine teams In Class: Review Individual Paper #1 (come to class with questions if you have them) Lecture/Discussion: Chapter 1 Read for Next Class (1/27): Chapter 2</p>
1/20/20	Monday	<p>Martin Luther King, Jr. Day – No class For Next Week: Be sure to get started on the paper that is due next week. More detailed directions in Canvas.</p>
1/27/20	Monday	<p>Lecture/Discussion: Chapter 2 Due online by 4:15 pm: Individual Paper #1 (fluency) In Class: Time for project work Read for Next Week: Chapter 3</p>
2/3/20	Monday	<p>Lecture/Discussion: Chapter 3 In Class: Time for project work Due Online by 4:15 pm: Team Business Concept Overview Read for Next Week: Chapter 4 Study for exam next week!</p>

2/10/20	Monday	<p>Exam 1: Chapters 1, 2, and 3 (taken via Canvas in class) Lecture/Discussion: Chapter 4 Lecture/Discussion: Project Roadmap 1 review (Come to class with questions if you have them!) Read for Next Week: Chapter 5</p>
2/17/20	Monday	<p>Lecture/Discussion: Chapter 5 In Class: Time for project work Due Online by 4:15 pm: Project Roadmap 1 (team assignment) Read for next week: Chapter 6</p>
2/24/20	Monday	<p>Lecture/Discussion: Chapter 6 In Class: Project Roadmap 2 review (Come with questions if you have them!) In Class: Time for project work Read for Next Class (after break): Chapter 7 Study for exam the week after break!</p>
3/2/20	All Week	<p style="text-align: center;">Spring Break! No classes! No assignments due. <i>Please enjoy the break responsibly!</i></p>
3/9/20	Monday	<p>Exam 2: Chapters 4, 5, & 6 (taken via Canvas in class) Lecture/Discussion: Chapter 7 In Class: Time for project work. Read for Next Week: Chapter 8</p>
3/16/20	Monday	<p>Lecture/Discussion: Chapter 8 Due Online by 4:15 pm: Individual Paper #2 (strategy) Due Online by 4:15 pm: Project Roadmap 2 (team assignment) Read for Next Week: 9</p>
3/23/20	Monday	<p>Lecture/Discussion: Chapter 9 In Class: Time for project work Read for next week: Chapter 10 Study for exam!</p>
3/30/20	Monday	<p>Exam 3: Chapters 7, 8, & 9 (taken via Canvas in class) Due Online by 4:15 pm: Project Roadmap 3 Forecast Lecture/Discussion: Chapter 10 Read for Next Week: Chapter 11</p>
4/6/20	Monday	<p>Lecture/Discussion: Chapter 11 In Class: Time for project work/prep for presentations next week</p>

4/13/20	Monday	Group Presentations
4/20/19	Monday	Outside of class assignment related to final project
4/27/19	Monday	Due Online by 4:15 pm: Final Project
5/1/20	Friday	Final Exam: Chapters 10 & 11 (taken via Canvas – outside of class) 12:30 – 2:45 pm

NOTE: Most assignments are due online by 4:15 pm on Monday (our class meeting day). If you are in other classes of mine, please note the time frame is different for this course! Exams will be taken during regular class time using Canvas. If you do not have a device you can use, please see me so we can make alternate arrangements.

The instructor reserves the right to amend the schedule as deemed necessary. The instructor also agrees to notify students of such changes in a timely manner.

SECTION 6: CLASSROOM FORMAT, POLICIES, and MANAGEMENT STATEMENT

CLASSROOM POLICIES

A. CLASS ROOM FORMAT

- To optimize your full learning potential, the professor requires students to be actively engaged in class meetings, activities, and assignments in the classroom, and online.

B. COURSE POLICIES

- Attendance is important for this class. Please allow yourself enough time to arrive on campus, park your car, and be seated in the classroom prior to when class starts. If you are late for class, you will not receive the full percentage (100%) for being in class that day. If you are not in class when I take attendance, you will not receive credit. If I pass around a sign in sheet and you forget to sign, you will not receive credit. *Attendance is taken at random and might be in the form of an in-class assignment. Failure to participate in the in-class assignment will result in 0 credit for attendance that day, even if you are physically there. Written, original proof must be provided to be considered excused:
 - i. Jury duty
 - ii. Court order
 - iii. Death in the immediate family
 - iv. Sick (with doctor's note)
 - v. Unavoidable extreme circumstance (i.e. flat tire, school sanctioned event)
- The use of proper grammar, spelling and punctuation is expected on every assignment for this course. Assignments with more than 4 errors of this type will automatically lose 10% of the total possible points for the assignment unless otherwise noted on the assignment guidelines.
- **Assignments:** All assignments, unless given during class time, are due as outlined in Canvas. Unless otherwise noted, all assignments should be submitted via Canvas by the due date and time indicated. Late work is accepted in some circumstances with a loss of 20% of the total

points possible for that assignment. Late work is always accepted with no additional point loss when an excuse listed in section B is documented.

- **Guest Speakers:** On days that a guest speaker is scheduled please come to class in conservative attire. It does not need to be interview standard attire, but in keeping with the professionalism of the occasion please refrain from wearing revealing tops, short shorts or skirts, shorts that reveal undergarments, or T-shirts with obnoxious graphics!
- **Cell Phones:** Though helpful, these should not be used unless prior permission is granted. In 99% of the cases, cell phones will not be permitted during presentations, lecture or when guest speakers are visiting. The good rule of thumb is to put it away so it's not tempting!
- **Ipads/Laptops:** These can be used and are encouraged to take notes while in class. They should not be used to update your Facebook status or Tweet what you are having for dinner. Should your use of iPads or Laptops be found disruptive or not for class use, you will be asked to leave your device at home the rest of the term.
- **Bonus Points:** These will be made available throughout the term. They usually are items like helping with the job fair, volunteering at a local event or other University sponsored event. Please check your Canvas email and Canvas Announcement sections for these opportunities often!

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES

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.

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.

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.

RESOURCES FOR FACULTY GENERAL EDUCATION

Information on General Education program requirements is available online at http://www.fgcu.edu/General_Education/index.html

SERVICE-LEARNING

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

DISTANCE-LEARNING

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

ONLINE TUTORIALS

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

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

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 FERPA (Family Educational Rights and Privacy Act, 1974), 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/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.

RESPONDUS MONITOR - REMOTE, ONLINE EXAM MONITORING

In order to protect the integrity of online assessments that are delivered to students off site in a nonproctored 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>

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/Connect1>

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. 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).