



## 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 I: COURSE INFORMATION

Course Number & Name:	Resort & Recreation Facilities Management HFT 4343 - Resort & Rec Facilities Mgt. (formerly 4342)	
CRN:	11667	
Course Credit Hours:	3	
Semester:	Spring 2020	
Department/Program:	School of Resort and Hospitality Management	
Format:	Online	
Instructor:	Mary Wisnom, PhD.	Office: Sugden Hall 214
Phone:	590 – 7854	Email: mwisnom@fgcu.edu
Office Hours:	Wednesday, 9:30 a.m. – 12:30 p.m. & Tuesdays and Thursdays, 9 a.m. – 10:30 a.m. or by appointment	
Prerequisites:	HFT 3004, minimum grade C	

#### Course Description:

This course introduces students to facilities management, design and programming. Included are characteristics of major building systems, the responsibilities of engineering-maintenance and renovations needs. Also covered are the methods of recreation and leisure activity programming.

#### Required Textbooks:

- 1) **Hospitality Facilities Management and Design** (4th Ed.) 2016. David Stipanuk, Lansing, MI: Educational Institute of the American Hotel and Lodging Association.
- 2) **Recreation Programming: Designing Leisure Experiences** (7th Ed.) 2015. J. Robert Rossman, Champagne, IL: Sagamore Publishing

#### Other Readings:

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

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

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

In accordance with the federal mandate, students are required to complete an attendance verification activity before the deadline during the first week of class. Failure to do so will result in a delay in the disbursement of your financial aid and or dropped from the class. The confirmation of attendance is required for all students, not only those receiving financial aid. **This course's FWA is the Introduce Yourself Survey on Canvas found in Module 1.**

## SECTION 2: MISSION, LEARNING OUTCOMES AND 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 program, students will be able to:

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

### C. Course Learning Outcomes

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

1. Evaluate basic responsibilities of facilities management in resorts.
2. Examine types of maintenance, and the goals of maintenance management systems
3. Examine program design process of resorts.
4. Categorize the basic facilities-related concerns associated with guestrooms corridors, public space, back-of-the-house, recreation and exteriors areas and the role of environmental systems management in resort and recreation facilities.
5. Access the HVAC, water and waste water systems, electrical system components and buildings lighting needs.
6. Apply critical thinking and problem solving skills to analyze the recreational programming process and its impact on resorts operations.
7. Interpret how design affects efficiency, profitability, and guest perception of the environment
8. Develop comprehensive recreational program plan to fit the need of hospitality organization
9. Apply effective communication skills

## Measurements of Course Learning Outcomes

Outcome Category	Course Learning Outcomes	Assessment Use To Measure Outcomes
<p><b>Content/Discipline Knowledge &amp; skills</b></p> <p>All PLO1, CLO1-7</p>	<ol style="list-style-type: none"> <li>1. Evaluate basic responsibilities of facilities management in resorts.</li> <li>2. Examine types of maintenance, and the goals of maintenance management systems</li> <li>3. Examine program design process of resorts.</li> <li>4. Categorize the basic facilities-related concerns associated with guestrooms corridors, public space, back-of-the-house, recreation and exteriors areas and the role of environmental systems management in resort and recreation facilities.</li> <li>5. Access the HVAC, water and waste water systems, electrical system components and buildings lighting needs.</li> <li>6. Apply critical thinking and problem solving skills to analyze the recreational programming process and its impact on resorts operations.</li> <li>7. Interpret how design affects efficiency, profitability, and guest perception of the environment</li> </ol>	<p>Quiz/Exam Question(s)</p>
<p><b>Communication</b></p> <p>PLO2, CLO9</p>	<p>Apply effective written communication skills.</p>	<p>Course Assignment</p>
<p><b>Critical/Analytical Thinking</b></p> <p>PLO3, CLO8</p>	<p>Develop comprehensive recreational program plan to fit the need of hospitality organization</p>	<p>Course Assignment</p>

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

Individual Assignments:	Points:	Due Dates
Construction Budget Assignment	20	2/11
Resort Site Plan	20	2/25
<b>Group Assignment:</b>		
Recreation Program Plan	40	4/14
<b>Content Assessments (Short Quizzes):</b>		
(1 @ 10 points – CA 1)	10	1/14
(5 @ 15 points each – CA 2 - 6)	75	1/28, 2/18, 3/17, 3/31, 4/21
<b>Participation:</b>		
Module Exercises/DF (Introduce Yourself - FWA)	4	1/7
(1 @ 2 points – Module 1)	2	1/14
(7 @ 3 points each)	21	1/14, 1/21, 1/28, 2/4, 2/25, 3/24, 4/7, 4/21
Feedback	8	1/21, 2/11, 2/25, 3/24
<b>Total:</b>	<b>200</b>	
<b>Extra Credit: SPoI @ 90% Response Rate</b>	<b>2</b>	<b>4/21</b>

### B. Grading Scale/Point System

Passing Grades for SRHM Majors

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

Failing Grades for SRHM Majors:

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

Canvas gradebook is used to post grades. Please check the gradebook periodically throughout the semester to check for accuracy of data entry and review your current grade status.

For student help on Canvas, contact the student help desk at x7100.

## C. Details Regarding Course Grading Activities

### Assignments

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

**Assignments** (*detailed descriptions to follow*):

Design/Facility Management: Construction Budget  
Resort Site Plan  
Programming/Facility Management: Recreation Program Plan

### Content Assessments (short quizzes)

**Assessments** will be given on each of the dates specified on the syllabus. Each assessment will cover course content from readings and presented materials from select modules. During each assessment day, you will have from 1 a.m. to Midnight (**actually 11:59 p.m.**) to complete the assessment; however, **once you start the assessment, your work time will be limited.** Time allowed will vary, but be approximately 10 – 20 minutes (*which means, you need to have a good handle on the materials prior to starting the assessment, you **won't** have ample time to consult your notes for all items on the assessment*). Assessment #1 is worth 10 points, subsequent assessments 15 points each.

### Participation: Course Feedback and Module Exercises & Discussion Forums

Your participation in class is an important part of the learning process. Asking questions, raising issues, exercises, and offering feedback on course content contributes to a more complete understanding of the topic. Based on the quality and timely completion of scheduled **exercises, discussion forums** and **feedback forms**, participation points will be awarded. Approximately every other week you will be required to complete an online **form to provide feedback** regarding recent course activities (2 points each). At the end of the semester, FGCU's **Student Perception of Instruction (SPoI)** will be available online. Extra credit (2) **feedback** points are tied to a 90% response rate from the entire class.

#### Discussion Forum Rules:

There are three (3) discussion forums scheduled throughout the class. You will be placed into teams for these exercises. There are **two due dates** for each discussion forum, a required starting date and ending date. Due date in the calendar/syllabus indicates the required **completion** of the discussion forum (**not the start**). The initial post will be required to occur approximately **1 week prior to the final due date**. *You may be required to complete an exercise prior to the initial due date, so don't wait until the last minute!* After your initial post you will be required to respond to your classmates a minimum of three times before the ending due date. When participating please "speak" as though you are having a classroom conversation. It is okay to disagree, but please keep your writings civil. Avoid "I agree/disagree" posts, unless the statement is followed up with a new idea or constructive alternative that moves the conversation forward.

## Assignment Detailed Descriptions (*Assignment Folders Established in Canvas for Each*):

### Construction Budget Assignment

Total Points: 20

In this scenario, it is your responsibility to assure that the building project comes in under budget and meets your projected goals. You have been approved to spend \$6,000,000 on **the indoor** guest recreation portion of the resort's construction project. The facility is a 400-room Northern California beach resort that already has outdoor recreation facilities of a 16-capacity whirlpool, playground, nature trails, and four tennis courts. Since your agency already owns the property, there are no costs for acquisition of the land. The costs associated with lodging, food and beverage, meeting/conference, and office facilities (to support only these areas) are **not a part of this assignment**.

The total project cost includes actual construction costs plus equipment and furnishings and all professional and management fees. The spreadsheet provided contains a list of possible recreation areas that could be included in your facility along with their associated costs (indicated as costs per square foot). You may venture away from the options on the list. If you choose to do so, there are three lines on your budget available to insert any unlisted facilities.

In addition to this assignment sheet, there are two other documents you will be using for this assignment. (1) A word file containing general facility space guidelines, knowing some facilities require a specific size and others are more flexible (additional space guidelines are found in your readings and online). (2) An excel spreadsheet developed for you to insert your choices and view associated costs.

#### Your task (project goals and using the spreadsheet):

- Contemplate the resort as described. What **assumptions** about the resort can be made?
- Knowing those assumptions, generate a **list of goals** you propose for the resort recreation facility construction project (minimum 3). (*Project goals are to be developed and used to guide your proposed resort recreation choices.*)
- Based on your proposed project goals, determine what specific indoor recreation areas and/or facilities you suggest to include in your indoor recreation facility project.
  - Find them on the spreadsheet or insert new suggestions – Column 1.
- Determine the size of each suggested area and/or facility (the number of square feet to be allocated to each).
  - Enter this information on the spreadsheet – Column 2 (shaded blue).
- Determine the number of each of the facilities you are proposing (i.e. 2 basketball courts).
  - If more than one, enter this information in Column 3 (shaded yellow).
- The facilities you choose will not “run themselves.” Be sure to propose adequate spaces for staff needed to oversee the proposed new facilities.
- Check to make sure you keep your project costs under budget. (You will find ‘Soft,’ FF&E, and select other costs are already a part of the spreadsheet, hence, automatically calculated into your final budget figure.)

(assignment directions continued – next page)

## Two Assignment Submissions:

1. A short **reflection paper** regarding this exercise, describing the kinds of decisions you had to make in order to come up with your final resort expansion plan.
  - Include any resort **assumptions and the three goals** you established for your **construction project**. Describe whether or not you achieved **the three goals** of the project.
  - Details regarding how and why you made your project decisions. Including at minimum:
    - What problems did you run into in trying to keep your facility costs under budget?
    - What kinds of choices did you have to make in order to stay under budget? How did you make the final decisions?
    - What did you leave out of your facility because of the budget? And/or what did you have to reduce or limit in your facility because of the budget?
  - If your **selections need further description** or explanation, please include these details (i.e. if including a spa or salon list of proposed spa spaces, if building a multi-lane lap pool indicate the number of lanes, retail – indicate the type of retail proposed, adding a facility not listed on the spreadsheet (other) - describe this facility, etc.)
2. Copy of your completed **spreadsheet** showing accurate facility sizes and associated costs.

*You will be graded on appropriately completing your assignment, your discussion of problems encountered in building the budget, choices made and a discussion of choices made in order to stay under budget, evidence of integration of facility goals and priorities in decision making, appropriate selections, complete content, and staying under budget (AND within an appropriate range of the budget). See the assignment rubric for more details.*

## Resort Site Plan Assignment

Total Points: 20

You are a member of the Planning and Construction Team for an existing resort. You and your team are responsible for submitting space and placement recommendations to the architectural team who will use this information to develop the design plans to expand the **indoor or outdoor** recreation facilities at the same 400-room, Northern Californian resort (used in previous assignment).

Provided is information regarding the resort and the assignment. You are required to write a Resort Site Plan Proposal, a recommendation, in the form of a **professional memo to the General Manager of a Resort, Ms. Beth Pierson**. Ms. Snyder also serves as the Chair of the Planning and Construction Team.

Documents Provided for Assignment:

- **Site Summary Information and Assignment Details (Below)**
- **Site Location Maps (Canvas Assignment Module)**
  - **Site Location Map** - Aerial View of Property
  - **Resort Floor Plan** - Lobby Level

### Site Summary Information & Assignment Details:

When designing a resort and its floor plan, multiple factors must be considered. In addition to aesthetics and functionality, the design must ensure compliance with building, health and safety codes and be accessible to guests with disabilities. It is also important that you meet guest needs. With so many hotels to choose from, you need to attract guests and get them to return and recommend it to others. As discussed in this course, your floor plan and outdoor facilities layout should provide ease of flow and access between the hotel's facilities/areas, while engendering an appropriate atmosphere. Hotels should be laid out to best take advantage of the surrounding environment.

**The Site Location Map** (separate file) demonstrates how the resort is positioned in relation to its surrounding environment and how the amenity areas outside the resort are laid out. If the site selected has good views of the bodies of water, mountains, famous sites or other pleasing vistas, you will want to design the resort to ensure that the maximum amount of windows face the best views. Review the map to determine on the map the hotel's main access point, parking lot and facilities. Resort is on approximately 20 acres.

**The Resort Floor Plan** (separate file) is a layout of the areas of the resort to assess placement of the new facilities. When selecting sites, you can choose to eliminate or move facilities currently at the resort, but in doing so, please describe in detail any reasons for and issues related to these changes. Indoor spaces currently unmarked on the Plan can be used for facility placement in your proposal. Review your course readings (mainly in Module 4 & 5) to best understand the unique elements related to each of the new recreation areas selected when choosing your sites and writing your proposal. Approximate footprint of resort is South Tower 240' x 100' (not including extension of Restaurant 3, which is on a below lobby level or rose garden). North Tower and Conference Area, 400' x 160' (largest width). Lobby Area (connecting towers) is 80' x 160'. Or to get a handle on size the larger ballroom is exactly 130' x 79' (10,270 sq. ft.)

(assignment continued on next page)



If you recall, the resort already has the following outdoor recreation facilities: a 16-capacity whirlpool, playground, nature trails, and four tennis courts. For the sake of this assignment, I also added one additional outdoor recreation facility, a pool with pool deck. Each of the facilities is noted on the [Site Location Map](#).

Proposed Indoor or Outdoor Recreation Facility (select 3 of 4 for construction):

Facility:	Size (or size range):
Nature Center	2000 sq. ft. minimum
Spa/Salon Facility	5- 10,000 sq ft. range
Pickle ball Court	Regulation size minimum
Video Arcade	1000 sq ft minimum

Your task is to select **three of the four** listed indoor or outdoor recreation facilities (above), and using the maps, decide where you propose to place the facility by extending the footprint of the resort or rearranging some internal spaces. (For the sake of your assignment to demonstrate your selection either plot on one of your maps and include this with your memo or describe clearly your proposed location).

It is your task to **select the most appropriate location (providing an estimated size as well) for each of the three selected recreation facilities** and provide in your written report at minimum:

(1) **A primary and secondary reason for each of the three recreation selections and a brief motive for your one non-selection**

(2) **Justification for each of the three site selections and one potential difficulty (a challenge) with each site selected** (this must be related to the placement of the facility, not general operation challenges).

*Your paper (memo) will be graded primarily on completeness of content, justification and appropriateness of plan. You will also be evaluated on organization and flow, grammar, spelling, and professional memo presentation. I anticipate the paper to be approximately 1 single-spaced page. See assignment rubric for more details.*

# Resort Recreation Program Plan

Total Points: 40

In pairs (or small groups), you will be responsible for developing a program plan based on the recreation needs of a local resort or club. The slide presentation located in the Program Plan Assignment Folder (in Canvas assignment folder) contains an introduction of the suggested program(s) and an overview of the hosting resort, including the resort philosophy, needs and resources available for the program. As a team (pair) you will select **one of the three** program options and develop a detailed program plan for that selection. The Program Plan is a large in-depth project that will take teams working diligently throughout the last three weeks of class to produce a quality proposal.

*Please use the format outlined below for your paper. Your Program Plan will be graded on completeness of content, organization and flow, consistency of content throughout the plan, grammar, spelling, and professional presentation. You will also be evaluated on creativity and appropriateness of program to the needs and mission of the organization. You will have the opportunity to evaluate your group members and this may (or may not) affect your participation grade. If a team member does not contribute equally, that member is at risk of not receiving a grade for the project. Program Plans are typically single spaced for ease of review. See rubric for more grading details.*

**The Program Plan Descriptions (From text with *added notes* – 3 pages of assignment details)**

## Program Title & Brief Description

This section should include the name of the program and a descriptive paragraph indicating the ‘who, what, when, where, and why’ of the program. *The paragraph should be written as if for a member/customer marketing piece. Note: After reading this paragraph, the reader should have a basic familiarity with the program you are proposing.*

## Agency Mission and Programming Philosophy

State the agency’s mission and develop and write a program philosophy. *Describe how your program is in line with these beliefs and making it apparent why the agency would be involved in its production.*

## Need for the Program

This section should answer the question: Why is this program needed and how was the need determined and why are your proposed activities best suited for this need?

## Goals of the Program

Specific statements about what this program is supposed to accomplish are provided in this section. The goals should reflect any challenges indicated by your resort and how your program will meet those challenges. It can include financial, participant, business outcomes. A statement on how these goals support the agency mission is encouraged. *Minimum of three required. These goals serve as the foundation of your evaluation plan. (This is not a ‘to do’ list.)*

## Objectives of the Program

Statements developed to help measure specific outcomes of the program. Use SMART format (as covered in Chapters 6 & 10) to develop your objectives. *For each of the three goals there should be at least two corresponding objectives, meaning a minimum of 6 relevant objectives. (This is NOT a to do list, however including a task list to go along with objectives can be very effective.)*

## Operational Details

The operational details included in this section should form a detailed set of instructions about how the program is to be implemented and operated. Give enough detail so that the programmer can reproduce the program with little effort. *If the program you develop includes several different activities, a list of activities should be provided and each must be separated into its own 'operational details' section.*

Start each activity's Operational Details section with a detailed description of the activity(s) or event(s) planned the move into the particulars listed below. Include anticipated number of participants for each activity proposed and other key relevant information.

**Venue** - Locales used to stage the program (i.e. buildings, outside space, special facilities) and primary reasons for the selection. Maps may need to be included to diagram the facility. (Note the capacity of venue and anticipated attendance.)

**Special Arrangements** – Some programs required special arrangements with agencies or businesses outside the sponsoring recreation organization. If these arrangements are essential to the success of your program, include them in this section. Include details to making the arrangements. Common “special” items are off-site transportation, special entertainment, essential concessions, land use permits, etc. Include full contact information for any proposed vendors, speakers, caterers, etc. As well as a full menu for any food and beverage proposed.

**Inclusion Plan** – Individuals with disabilities have the right to participate in programs with the general population. The organization is required to provide reasonable accommodation in all programs for those with disabilities. Identify what arrangements will be made to ensure all can participate. (Please consider more than just physical disabilities.)

**Promotion Plan** - The target market for the program and the plan for how the program will be promoted to this market is explained in this section.

**Registration Plan** – If registration is required, describe how it will be done, who will conduct registration, where it will occur and how it will be conducted. If registration is not required, reasoning for this choice is needed.

**Staffing and Staff Orientation Plan** – The number, roles/jobs, and qualifications of staff needed to operate the program are specified here. How the staff will be hired, oriented and trained for the program should be included.

**Management Plan** – Major management tasks and what member of the management team would be responsible for the tasks identified here.

**Cancellation Plan** – A plan detailing what will happen if the program is cancelled is included. Cancellations are often due to weather, but can also be due to illness of a key “player” in your program (i.e. speaker, entertainment, etc.) or some other unforeseen incident. For a cancelled event for which a fee was paid, a plan for refunds is necessary.

**Risk Management Plan** – Although many resort and recreation organization employ risk management coordinators to oversee the safety and well-being of participants and agency personnel, there is also a general expectations that people must assume some risks in recreation participation. In this section please address any **common risks associated with your program** and how these risks will be handled including reporting and record keeping, facility inspection, hazard abatement procedures, participant safety briefing and preparation, staff supervision and emergency procedures.

**Animation Plan (or Program Schedule)** – Most likely your program/activity includes a series of elements which will be scheduled into time slots during your program presentation, include this information. (i.e. include a time schedule, including start times and length of each element.)

**Equipment, Supply and Material Needs** – A complete list of items (leisure objects) needed to operate the program are located in this section. Difficult to acquire items should be identified. *Include details of any items not yet described in the plan and include quantities for ALL items.*

**Budget and Pricing Information** – A detailed line item budget for the program, including direct revenues, income projections, expenses and “bottom line.” (If multiple programs are suggested each should have a separate budget and an overall total budget must also be provided.) The price for participation should be noted, including how the price was determined. ALL expenses must be included in your budget.

**Program Wrap-up** – Describe tasks needed to conclude the program. Common tasks include equipment return, thank you letters, post event press release, distribution of awards, clean up, etc.

### **Program Evaluation Plan**

Specific instruments and techniques for evaluating the program are outlined. Dissemination of evaluation information is included. *The evaluation plan should be reflective of the stated program philosophy, goals and should directly measure your objectives.*

### **Disposition Decision Plan**

The basis on which the future of the program will be determined and who will do so should be specified here. Decisions commonly include continuing, modifying or dropping the program. *The program evaluation will lead to this final step in the program plan.*

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

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

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

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

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

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

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

### **A. Course Requirements**

Students are responsible for the following:

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

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

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

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

### **C. Course Communications**

#### **Email Communication:**

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

## SECTION 6: TENTATIVE CLASS SCHEDULE

Week	Subject & RP/HFM/Canvas Readings/Resources	Assignments, Assessments, Feedback, & Exercises
Introduction Tuesday, 1/7	Introduction to Course and Assignments	<ul style="list-style-type: none"> <li>• Introduce Yourself</li> <li>• Review and Understand Course Syllabus (Audio Review)</li> </ul>
<u>Resort &amp; FM Basics</u> Module 1 Tuesday, 1/14 (CLO1)	Resort & Recreation Basics RP - Chapter 1 Slide Presentation	<ul style="list-style-type: none"> <li>• Basic Concepts and South Seas Island Resort Exercise</li> <li>• Content Assessment 1 (Module 1)</li> </ul>
Module 2 Tuesday, 1/21 (CLO1)	Facilities Management Basics / Sustainability HFM – Chapter 1 & 3 Slide Presentation	<ul style="list-style-type: none"> <li>• Facility Management Video Exercise</li> <li>• Feedback Form</li> </ul>
<u>Resort Design &amp; Facility Management</u> Module 3 Tuesday, 1/28 (CLO3)	Recreation Providers, Types of Resorts & Resort Recreation Amenities Canvas Reading: Operational Philosophies Slide Presentation  Assignment Overview– Construction Budget	<ul style="list-style-type: none"> <li>• Resort Amenity Exercise</li> <li>• Content Assessment 2 (Modules 2 &amp; 3)</li> <li>• Begin ADA Exercise (drop box item due) <ul style="list-style-type: none"> <li>◦ DF concludes in Module 4</li> </ul> </li> </ul>
Module 4 Tuesday, 2/4 (CLO4)	Resort & Recreation Planning & Design & Engineering HFM – Chapters 11 Slide Presentation	<ul style="list-style-type: none"> <li>• ADA Exercise &amp; Discussion Forum</li> </ul>
Module 5 Tuesday, 2/11 (CLO7)	Resort Recreation Facility Design Hospitality Ratings, Interior Design & Extreme Resort Concepts Canvas Readings: Hospitality Rating Systems & AAA Diamond Ratings (brief review) <i>Additional (optional) readings in Cons. Bud. Assn. Mod.</i> HFM - Chapter 10 Slide Presentation Assignment Overview–Resort Site Plan	<ul style="list-style-type: none"> <li>• Feedback Form</li> <li>• Construction Budget Assignment Due</li> </ul>
Module 6 Tuesday, 2/18 (CLO2, 5)	Resort Design & Facility/Energy Systems Management/Maint. HFM – Chapters 4 – 9 Slide Presentation	<ul style="list-style-type: none"> <li>• Content Assessment 3 (Modules 4, 5 &amp; 6)</li> </ul>
<u>Recreation Programs &amp; FM</u> Module 7 Tuesday, 2/25 (CLO3, 9)	Programming Basics (Concepts, Needs and Outcomes) Chapters 3 & 5, pp 107-112 Slide Presentation	<ul style="list-style-type: none"> <li>• Resort Program Video View and Exercise</li> <li>• Feedback Form</li> <li>• Resort Site Plan Assignment Due</li> </ul>
	<i>Spring Break</i>	•
Module 8 Tuesday, 3/10	Assignment Audio Overview & Materials – Program Plan	<ul style="list-style-type: none"> <li>• Teams Assigned – Introduce Yourself to your Team</li> <li>LAST DAY TO DROP CLASS – MARCH 15</li> </ul>
Module 9 Tuesday, 3/17 (CLO6)	Agency Culture & Developing Goals and Objectives Chapter 6-10 - Slide Presentation	<ul style="list-style-type: none"> <li>• Content Assessment 4 (Modules 7 &amp; 9)</li> <li>• Begin Goals/Evaluation DF (due by Module 10)</li> </ul>
Module 10 Tuesday, 3/24 (CLO3)	Program Development & Planning Chapter 11 & 13 Slide Presentation	<ul style="list-style-type: none"> <li>• Program Goals/Evaluation Discussion Forum</li> <li>• Feedback Form</li> </ul>
Module 11 Tuesday, 3/31 (CLO3)	Program Budgeting & Pricing Chapters 17, 18 & 19 Slide Presentation	<ul style="list-style-type: none"> <li>• Content Assessment 5 (Modules 10 &amp; 11)</li> <li>• Optional: Deadline for email submission of any program plan question to program plan site management.</li> </ul>
Module 12 Tuesday, 4/7 (CLO1, 3)	Program Promotion & Delivery Chapters 14, 15 & 16 Slide Presentation	<ul style="list-style-type: none"> <li>• Program Promotion Exercise</li> </ul>
Module 13/14a Tuesday, 4/14 (CLO 8)	Program Evaluation & Industry Trends Chapters 20, 21 & 22 Slide Presentations (trends too)	<ul style="list-style-type: none"> <li>• Program Plan Due (Team/Group Project)</li> <li>• Team Member Evaluation Due</li> <li>• Begin Trends Exercise &amp; DF (due by Module 14)</li> </ul>
Module 14b Tuesday, 4/21 (CLO 1, 3)		<ul style="list-style-type: none"> <li>• Trends Research &amp; Discussion Forum</li> <li>• Content Assessment 6 (Modules 12, 13 &amp; 14)</li> <li>• Course Evaluation (SPoI &amp; possibly one other)</li> </ul>

## 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**

Useful FGCU Resources for Students:

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

ONLINE: Florida Gulf Coast University Student Guide Book

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

Service-Learning

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

Distance-Learning

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

Online Tutorials

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

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

Library Resources

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

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

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

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

**LCOB Statement:****Center for Academic Achievement**

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

**Protocol for Online Classes****Respondus Monitor – Remote, Online Exam Monitoring**

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

Additional information:

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

**Respondus LockDown Browser – Classroom and/or Remote Online Exams**

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

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

**Lecture Capture Technology/FGCU Capture – Classroom Recording**

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

**Counseling and Psychological Services (CAPS)**

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