



This Scholarly-Focused Course has been designed to help you become a scholar in the discipline through the production of scholarly work that utilizes writing, critical thinking, and information literacy.

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:	HFT3221 – Resort & Hospitality Management of Human Resources
CRN:	13753
Course Credit Hours:	3
Semester:	Spring 2020
Department/Program:	Resort and Hospitality Management
Meeting Times/Location:	Virtual (no F2F classes)
Instructor Name:	Premila Whitney, CMP, CHE, Ed.D.
Office Location:	220
Contact Information:	Canvas e-mail is the preferred method of communication
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. Also, if my office door is open, feel free to see me even if it’s not regular office hours!
Prerequisites:	HFT1000: Introduction to Hospitality & Tourism (C or better)
Course Description:	Overview of the event industry including conventions, expositions, and major national and international events and their operational requirements.
Required Text:	Required Text: Management of Hospitality Human Resources: Theory and Practice for Maximizing Management and Employee Potential, 2nd Edition; Allen Reich; 2016; Kendall Hunt Publishing, Dubuque, Iowa; ISBN- 9781524917494. (Available ONLINE ONLY through Kendall Hunt Publishing @ www.kendallhunt.com).

Required Supplemental Materials: Students should purchase the following article and case studies from Harvard Business School Publishing:

- Putting the Service-Profit Chain to Work (HBR 'Classic' article) James L. Heskett; Thomas O. Jones; Gary W. Loveman; W. Earl Sasser Jr.; Leonard A. Schlesinger
- Ritz-Carlton Hotel Co. (HBSP case study) Sandra J. Sucher; Stacy McManus
- Blurred Lines: Happy or Harassed? (HBSP case study) Monika L. Hudson; Keith O. Hunter
- Four Seasons Goes to Paris: "53 Properties, 24 Countries, 1 Philosophy" (HBSP case study) Roger Hallowell; Carin-Isabel Knoop; David Bowen

These case studies should be purchased by utilizing the following link to ensure that students receive the educational discount on these materials:

<https://hbsp.harvard.edu/import/691905>

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/>

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 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

Following the successful completion of this course, students will be able to demonstrate the following competencies:

1. Explain human resource strategies that may be employed to successfully create and maintain a guest-focused organizational environment.
2. Identify human resource practices that comply with employment laws and regulations, particularly those related to discrimination and harassment.
3. Describe a comprehensive compensation system that ensures pay equity.
4. Create, design and define jobs in a hospitality setting.

5. Create, design and execute effective associate training solutions in a hospitality environment.
6. Describe an effective employee hiring process, which includes strategies to recruit qualified candidates.
7. Identify activities employed to effectively retain associates.
8. Describe an effective performance appraisal system.
9. Explain the process of coaching, counseling, and terminating the employment of associates.
10. Explain how human resources practices may be impacted if the associates are represented by a union through a collective bargaining agreement.
11. Apply effective communication skills.
12. Evaluate information using critical thinking and problem-solving skills.

D. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/PLO Learning Objectives	Course Learning Outcomes	Assessment used to measure outcomes
Content/Discipline Knowledge & Skills ILO1, PLO1, PLO4	<ol style="list-style-type: none"> 1. Explain human resource strategies that may be employed to successfully create and maintain a guest-focused organizational environment. 2. Identify human resource practices that comply with employment laws and regulations, particularly those related to discrimination and harassment. 3. Describe a comprehensive compensation system that ensures pay equity. 4. Create, design and define jobs in a hospitality setting. 5. Create, design and execute effective associate training solutions in a hospitality environment. 6. Describe an effective employee hiring process, which includes strategies to recruit qualified candidates. 7. Identify activities employed to effectively retain associates. 8. Describe an effective performance appraisal system. 9. Explain the process of coaching, counseling, and terminating the employment of associates. 	<p>Assignments and exams including: Ritz Carlton, Blurred Lines, and Four Seasons case studies; Reich textbook quizzes; group training presentation; mid-term exam and final exam.</p>

	10.Explain how human resources practices may be impacted if the associates are represented by a union through a collective bargaining agreement.	
Communication ILO2, PLO 2	11.Create, design and execute effective associate training solutions in a hospitality environment. 12. Explain the process of coaching, counseling, and terminating the employment of associates. 13. Apply effective communication skills.	Case study analyses; midterm writing assessment; mid-term and final exams.
Critical/Analytical Thinking ILO3, PLO3 ILO3, PLO4	14. Evaluate information using critical thinking and problem-solving skills. 15. Recognize and evaluate ethical reasoning and professional judgement in hospitality human resources.	Case study analyses; midterm writing assessment; mid-term and final exams.

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: assigned based on the total number of points earned on the following assignments:

GRADE COMPONENTS	POSSIBLE POINTS	% OF GRADE
INDIVIDUAL ASSIGNMENTS		
Ritz Carlton Hotels Case Study	100	10.0%
Blurred Lines: Happy or Harassed?	50	5.0%
Four Seasons Goes to Paris case study	100	10%
Associates Handbook: Your Hospitality Enterprise	100	10.0%
Writing Assignment	50	5.0%
Discussions (2)	40	8.0%
QUIZZES & EXAMS		
Required online reading quizzes from the Reich textbook (Chapters 1 -= 10; 10 chapters X 20 points each)	200	20.0%
Mid Term Exam	100	10.0%
Final Exam	150	10.0%
Syllabus quiz and attendance confirmation	10	1.0%
GROUP PROJECT		
Assigned Human Resource Training Project	100	10.0%
Grand Total Possible Points	1000	100.0%

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

POINTS EARNED	PERCENTAGE	GRADE
925 – 1000	92.5 – 100%	A
900 – 924	90 – 92.4%	A-
875 – 899	87.5 – 89.9%	B+
825 – 874	82.5 – 87.4%	B
800 – 824	80 – 82.4%	B-
775 – 799	77.5 – 79.9%	C+
700 – 774	70 – 77.4%	C
600 – 699	60 – 69.9%	D
Below 600	0 – 59.9%	F

**Please note that for this course I do not round. If you earn an 89.999, your grade will be recorded as a B+. Please do not ask for an exception. Instead, take advantage of bonus points offered throughout the term!*

C. CLARIFICATIONS ON GRADING ASSIGNMENTS REQUIRED

Details regarding the specific components of the course are as follows:

1. The syllabus quiz (10 points or 1.0%) is designed to ensure that students have reviewed the syllabus and that clear expectations are established; this activity also is utilized to confirm students' attendance and engagement in the course. Per Federal mandate, this activity also serves to confirm attendance prior to financial aid funds being disbursed to students.
2. The online reading quizzes (20 points each X 10 chapters = 200 points or 20.0%) are designed to hold students accountable for reading the assigned textbook chapters, which present various human resource concepts and explain their application to the hospitality and tourism industry. Students are encouraged to utilize the book to assist them with each quiz. Correct answers are not posted so that answers cannot be shared with classmates; however, students are welcome to meet with the instructor during office hours to review their individual results.
3. An overview of each individual case-study-related assignment is outlined below:
 - a. Because the instructor has VERY SPECIFIC EXPECTATIONS regarding the way students should complete case study analyses, in an effort to maximize student learning, a 'How to Complete a Case Study Analysis' online lecture and quiz (10 points or 1.0%) is available in Canvas, which should be completed by students PRIOR to completing their first case study analyses.
 - b. **Ritz-Carlton Hotel Co.** (100 points or 10.0%): This case study will help students more fully understand how the 'Service-Profit Chain' and 'Cycle of Capability' is successfully implemented by a hospitality enterprise to create a 'customer-centered' organizational culture that ensures internal service quality in order to ensure employee satisfaction, which in turn drives customer satisfaction, loyalty and the profitability of the enterprise.
 - c. **Blurred Lines: Happy or Harassed?** (50 points or 5.0%): This case study will serve as the basis of a class discussion about sexual harassment in the workplace. Students will be required to research the concept of sexual harassment, summarize the class discussion, and to then share their own thoughts and viewpoints on the topic.
 - d. **Four Seasons Goes to Paris: "53 Properties, 24 Countries, 1 Philosophy"** (100 points or 10.0%): This case study describes the challenges that Four Seasons, the Canadian-based operator of luxury hotels and resorts, encountered when converting a hotel in Paris to a Four Seasons property. The case emphasizes how Four Seasons' corporate culture was introduced, modified, and eventually embraced by the French workforce employed at the hotel. Employers in France are highly regulated, and a large proportion of the workforce is unionized with a strong 'anti-management' sentiment.
 - e. There will also be an **individual semester project** (100 points or 10.0%)—the 'Associate Handbook'—that each student must complete. Over the course of the semester, students will assemble an 'Associate Handbook' for the hospitality organization of their choice. They may create their own 'fictitious' hospitality enterprise or assemble a handbook for an actual hospitality organization with which they are currently or have previously worked—provided the hospitality firm or organization does not currently have an associate or employee handbook in place.
4. There is a **group semester project** (100 points or 10.0%)—the 'Group Training Project'—in which each student group must deliver to their peers a training program designed to address and assess student understanding of a key human resource concept. Students will be randomly assigned to groups for this project and present a training program on each of the following topics (topic number corresponds with the Training Team #'s and tentative dates for each group's presentation is included in the course calendar and posted in Canvas):
 1. Orienting Associates: Organizational Mission, Values, and Service Standards

2. Orienting Associates: Compensation Policies, Benefits and Incentives
3. Orienting Associates: Workplace Regulations and Employment Laws
4. Management Training: Job Design and Standard Operating Procedures (SOPs)
5. Management Training: Recruiting and Selecting Team Members
6. Management Training: On-Boarding and Training Associates
7. Management Training: Conducting Performance Appraisals
8. Management Training: Coaching and Mentoring Associates

5. There will be a **Mid-Semester Examination** (100 points or 10.0%) that will assess student understanding of all key concepts covered-to-date in the course; a study guide will be provided to help students prepare appropriately for the exam.

6. There will be a **Writing Assessment** (50 points or 5.0%), which will ensure that students have developed a working knowledge of key human resource concepts covered-to-date and can explain their application in a hospitality context.

7. There will be a comprehensive **Final Examination** (100 points or 10.0%) upon conclusion of the course to assess students' mastery of the course content; a study guide will be provided to help students prepare appropriately for the exam.

8. Finally, because the course is delivered in an online format. Students must participate. This section is listed as **miscellaneous assignments** and totals 90 points or 9.0%.

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!

SECTION 5: CLASSROOM FORMAT, POLICIES, and MANAGEMENT STATEMENT

CLASSROOM POLICIES

A. COURSE POLICIES

- This is an online class thus attendance is not taken for this class. That said, if you miss an assignment or quiz, one of the following must be documented to earn a late credit exception. Please note that the documentation must show that you were "out of commission" for at least 3 days of the week in which the assignment/quiz was due. These are the reasons that will 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 in 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.
 - **NA: 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!
 - **NA: 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!
 - **NA: 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 might 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!

B. CLASS ROOM FORMAT

- a. 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.

SECTION 6: CLASS SCHEDULE OUTLINE – Spring 2020 (SUBJECT TO CHANGE AS NEEDED)

THE INSTRUCTOR RESERVES THE RIGHT TO AMEND THE TENTATIVE SCHEDULE AS DEEMED NECESSARY.

WEEK	Chapters, Topics, Assignments, & Deadlines
<p>1 (1/6 – 1/12)</p>	<p>Due Online 1/10 by 11:59 p.m.: Syllabus Acknowledgement Quiz Due Online: Chapter 1 quiz by 11:59 pm on Sunday, 1/12 Read: Chapter 1: Making HR Decisions (Student Learning Outcomes: 1)</p>
<p>2 (1/13 – 1/19)</p>	<p>Due Online: Chapter 9 quiz by 11:59 pm on Sunday, 1/19 Read: Chapter 9: Training Read: Putting the Service Profit Chain to Work (HBP) (Student Learning Outcomes: 1, 5, 7, and 11)</p>
<p>3 (1/20 – 1/26)</p>	<p>Due Online: Chapter 2 quiz by 11:59 pm on Sunday, 1/26 Due Online: How to complete a case study analysis online lecture and quiz by 11:59 pm on Sunday, 1/26 Read: Chapter 2: Values, Morale, and Motivation Read: Ritz Carlton Case Study (HBP) (Student Learning Outcomes: 1, 7, 11, and 13)</p>
<p>4 (1/27 – 2/2)</p>	<p>Due Online: Ritz Carlton Case study analysis by 11:59 pm on Sunday, 2/2 Due Online (only team #1): Team #1 presentation: Orienting Associates: Organization Mission, Values & Service Standards by 11:59 pm on Sunday, 2/2 (Student Learning Outcomes: 1, 7, 11, and 13)</p>
<p>5 (2/3 – 2/9)</p>	<p>Due Online: Chapter 3 quiz by 11:59 pm on Sunday 2/9 Due Online (only team #2): Training Team #2 Presentation: Orienting Associates: Compensation Policies, Benefits, and Incentives due by 11:59 pm on Sunday, 2/9 Read: Chapter 3: Compensation, Benefits, and Incentives (Student Learning Outcomes: 1, 3, 7, and 13)</p>
<p>6 (2/10 – 2/16)</p>	<p>Due Online: Chapter 4 quiz by 11:59 pm on Sunday, 2/16 Due Online: Blurred Lines: Happy or Harassed case study analysis (HBP) due by 11:59 pm on Sunday, 2/16 Read: Chapter 4: Employment Laws Read: Blurred Lines: Happy or Harassed (HBP) (Student Learning Outcomes: 1, 2, 7, 9, 12, and 13)</p>
<p>7 (2/17 – 2/23)</p>	<p>Due Online: Writing Assignment Due Online (team #3 only): Team #3 presentation: Orienting Associates: Workplace Regulations and Employments Laws</p>

<p style="text-align: center;">8 (2/24 – 3/1)</p>	<p>Due Online: Mid Term exam due by Sunday, 3/1 at 11:59 pm Due Online: Training Reviews discussion due by Sunday, 3/1 at 11:59 pm</p>
<p style="text-align: center;">9 3/2 – 3/8)</p>	<p>Spring Break! No class</p>
<p style="text-align: center;">10 (3/9 – 3/15)</p>	<p>Due Online: Chapter 5 quiz by 11:59 pm on Sunday, 3/15 Read: Chapter 5: Job Policies (Student Learning Outcomes: 1, 7, and 10)</p>
<p style="text-align: center;">11 (3/16 – 3/22)</p>	<p>Due Online (team #4 only): Team #4 presentation: Management Training, Job Design and Standard Operating Procedures by 11:59 pm on Sunday, 3/22 Due Online: Four Seasons case study analysis (HBP) by 11:59 pm on Sunday, 3/22 Read: Four Seasons Goes to Paris (HBP) (Student Learning Outcomes: 1, 7, and 10)</p>
<p style="text-align: center;">12 (3/23 – 3/29)</p>	<p>Due Online: Chapter 6 quiz by 11:59 pm on Sunday, 3/29 Due Online: Chapter 7 quiz by 11:59 pm on Sunday, 3/29 Read: Chapter 6: Recruiting Associates Read: Chapter 7: Selective Hiring (Student Learning Outcomes: 2, 6, 7, and 12)</p>
<p style="text-align: center;">13 (3/30 – 4/5)</p>	<p>Due online (team #5 only): Team #5 presentation: Management Training: Recruiting and Selecting Associates (Student Learning Outcomes: 1, 2, 5, 6, 7, 11, 12, and 13)</p>
<p style="text-align: center;">14 (4/6 – 4/12)</p>	<p>Due Online: Chapter 8 quiz by 11:59 on Sunday, 4/12 Due Online (team #6 only): Team #6 presentation: Management Training: On Boarding and Training Associates by 11:59 pm on Sunday, 4/12 (Student Learning Outcomes: 1, 7, 8, 9, 10, 11, 12, and 13)</p>
<p style="text-align: center;">15 (4/13 – 4/19)</p>	<p>Due Online: Chapter 10 quiz by 11:59 pm on Sunday, 4/19 Due Online (team #7 only): Team #7 presentation: Conducting Performance Appraisals by 11:59 pm on Sunday, 4/19 (Student Learning Outcomes: 1, 7, 8, 9, 10, 11, 12, and 13)</p>
<p style="text-align: center;">16 (4/20 – 4/26)</p>	<p>Due Online: Training Reviews Discussion due by Sunday, 4/26 at 11:59 pm Review for final exam on your own</p>
<p style="text-align: center;">Finals Week</p>	<p>ONLINE: Final Exam opens at 12 am on 4/27 and closes at 11:59 pm on 4/30 pm. Exam will be taken via Canvas. NOTE: Thursday due date!</p>

Although every effort will be made to keep the schedule outlined above, the instructor reserves the right to amend the schedule as deemed necessary.

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES

ACADEMIC BEHAVIOR STANDARDS AND ACADEMIC DISHONESTY

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document that 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 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>

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.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

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).