



School of

Resort & Hospitality Management

COURSE SYLLABUS

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

SECTION 1: COURSE INFORMATION

Course Number & Name: HFT 3253: Resort & Lodging Management
CRN: 13767
Course Credit Hours: 3
Semester: Spring 2, 2020 (March 9 through May 2, 2020)
Department/Program: School of Resort & Hospitality Management
Meeting Times/Location: Virtual plus Thursday, 5:30 p.m. – 8:15 p.m., Sugden 114
Format: Hybrid

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

Prerequisites: HFT 1000, Introduction to Hospitality & Tourism Management

Course Description: An in-depth look at the management of lodging operations with emphasis on the rooms division.

Required text:



Delivering the Guest Experience: Successful Hotel, Lodging & Resort Management

Michael D. Collins

ISBN: 978-1-5249-4332-5

Available in-print or e-book through *Kendall Hunt Publishing Company*.

Supplemental readings: STR STAR reports, HVS Franchise Guide, and others, as assigned.

Course Website (CANVAS): <https://fgcu.instructure.com/courses/511353>

First Week Attendance Policy:

In accordance with the Federal mandate, students are required to complete an attendance verification activity on *Canvas* before the deadline during the first week of class. Failure to do so will result in a delay in the disbursement of your financial aid. The confirmation of attendance is required for all students, not only those receiving financial aid; the activity for this course is the *Syllabus quiz*, which may be found in *Canvas*.

SECTION 2: MISSION, LEARNING OUTCOMES, & MEASUREMENTS

PROGRAM MISSION

The mission of the Resort and Hospitality Management program is to provide students with core competencies and experiential learning opportunities in preparation for successful management careers and leadership roles in the resort and hospitality industry and to instill values of lifelong learning and community service.

A. PROGRAM LEARNING OUTCOMES

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

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

B. COURSE LEARNING OUTCOMES

Upon the successful completion of this course, students will be able to:

1. Identify the operations and functions of management in each department in the lodging operations.
2. Describe the communication necessary for the efficient operation of departments within lodging facilities.
3. Discuss the relationship, interaction, and interdependence among departments in a hotel.
4. Categorize the different forms of hotel/lodging ownership and management and the different classifications and brands.
5. Apply analytical and critical thinking skills in making effective decisions in the implementation of revenue management concepts and financial decisions.
6. Evaluate strategies used to establish room rates, forecast room availability and maximize hotel revenue.
7. Identify procedures needed to provide a safe and secure environment for lodging operations.
8. Explain the importance of adopting environmentally friendly policies.
9. Analyze hotel/lodging performance using lodging industry reports.
10. Apply effective communication skills.
11. Analyze case studies and scenarios applicable to lodging operations, and formulate solutions using critical thinking and problem-solving skills.
12. Apply ethical reasoning and professional judgment.
13. Discuss the impacts of current issues, practices, and trends in the lodging industry.

C. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessments
<p>Content/Discipline Knowledge & skills</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p> <p>ILO1 & 3, PLO1 & 4</p>	<ol style="list-style-type: none"> 1. Identify the operations and functions of management in each department in the lodging operations. 2. Describe the communication necessary for the efficient operation of departments within lodging facilities. 3. Discuss the relationship, interaction, and interdependence among departments in a hotel. 4. Categorize the different forms of hotel/lodging ownership and management and the different classifications and brands. 5. Apply analytical and critical thinking skills in making effective decisions in the implementation of revenue management concepts and financial decisions. 6. Evaluate strategies used to establish room rates, forecast room availability and maximize hotel revenue. 7. Identify procedures needed to provide a safe and secure environment for lodging operations. 8. Explain the importance of adopting environmentally friendly policies. 9. Analyze hotel/lodging performance using lodging industry reports. 13. Discuss the impacts of current issues, practices, and trends in the lodging industry. 	<p>Online reading quizzes; Hotel Development Project; Examinations</p>
<p>Communication</p> <p>ILO2 & 3, PLO3& 4</p>	<ol style="list-style-type: none"> 10. Apply effective communication skills. 	<p>Hotel Development Project; Examinations</p>
<p>Critical/Analytical Thinking</p> <p>ILO1 & 3, PLO1 & 4</p>	<ol style="list-style-type: none"> 11. Analyze case studies and scenarios applicable to lodging operations, and formulate solutions using critical thinking and problem-solving skills. 12. Apply ethical reasoning and professional judgment. 	<p>Hotel Development Project; Examinations</p>

ALC – Academic Learning Compact (State of Florida requirements)

ILO – University Learning Outcomes

PLO – RHM Program Learning outcomes

SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES

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

Grading component	Points available	Cumulative points	%
Individual assignments			
Syllabus quiz (attendance verification activity)	20	20	2.0%
Online reading quizzes from the Collins textbook, <i>Delivering the Guest Experience</i> (10 quizzes at 25 points each = 250 total)	250	270	25.0%
Online lectures with embedded quizzes (12 quizzes at 15 points each = 180 total)	180	450	5.0%
Individual sub-total	450		45.0%
Group assignments			
Hotel Development Project: Hotel brand, room count, and conference facilities	100	550	10.0%
Hotel Development Project: Final presentation	100	650	10.0%
Hotel Development Project: Financial projections (Excel spreadsheet)	100	750	10.0%
Group sub-total	300		30.0%
Examinations			
Mid-term examination	100	850	10.0%
Final examination	100	950	10.0%
Exam sub-total	200		20.0%
Attendance & engagement	50	1,000	5.0%
Total points	1,000		100.0%

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

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

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

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

A. TEACHING METHODS:

This course is being delivered in a hybrid format, which requires students to complete **both ONLINE learning activities and IN-CLASS learning activities EACH WEEK**. The methodologies used for this course include instructor presentation, online lectures with embedded quizzes, in-class activities and discussions, written and quantitative assignments, student presentations, and required readings with online quizzes. There are also two examinations—a Mid-term and Final examination. The specific assignments and assessments over the semester include the following:

1. Syllabus quiz (20 points or 20%): Students are required to complete the syllabus quiz during the first week of the semester, which ensures students fully understand the instructor's teaching methods and expectations. This assignment also serves as the required *verification of attendance* activity.
2. Online reading quizzes (10 quizzes at 25 points each = 250 total or 25%): Students are required to read the assigned chapters (or sections of specific chapters) of the Collins textbook, *Delivering the Guest Experience*, and complete the corresponding online reading quiz in *Canvas*.
3. Online lectures (12 lectures at 15 points each = 180 points or 18%): Due to the hybrid design of this accelerated course, students are required to watch online lectures each week, completing the embedded quizzes as the lectures are viewed.
4. Hotel Development Project: Brand, room count, and conference facilities presentation (100 points or 10%): In this initial presentation, students will identify the competitive set of hotels within the market assigned, as well as the brand, room count and conference space configuration of the hotel they plan to develop to compete within the market.
5. Hotel Development Project: Final presentation (100 points or 10%): Students will present their hotel development plans, complete with annual and 5-year financial projections, to their classmates and local industry professionals.
6. Hotel Development Project Excel spreadsheet (100 points or 10%): Students, working in groups, will prepare a detailed annual financial forecast for their proposed hotel development using *Excel*, as well as 5-year projections. Statistics from the spreadsheet will be used as the financial basis for the *Hotel Development Project*.
7. Examinations (2 exams at 100 points each = 200 points or 20%): A mid-term (100 points or 10%) and a final examination (100 points or 10%) will be required of students. The exams will assess students' understanding of key course content, utilizing both multiple choice and short-answer questions. A study guide will be provided to identify the specific concepts that will be included on each exam; students may print and fill-out the study guide, by hand, to use while taking the respective exam.
8. Course engagement (50 points or 5%): Students may earn up to fifty (50) points, which will be based upon the proportion of classes attended.

B. TEACHING PHILOSOPHY:

The best learning experience is an interactive one. This class will offer ample opportunity for student participation and to apply learning principles to situations likely to be encountered in an actual hotel environment.

C. MESSAGE TO STUDENTS:

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

SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT
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A. CLASSROOM FORMAT

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

B. CLASSROOM CONDUCT POLICIES

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

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
0	March 2 nd through March 6 th	SPRING BREAK: Please enjoy your break responsibly!
1	Week of March 9 th	<u>Learning outcomes:</u> 4, 13 <u>Online learning activity:</u> 1. Watch the online lecture, <i>Hotel Industry Overview</i> <u>Thursday, March 12, learning activities:</u> 1. Syllabus review and course expectations 2. An overview of the hotel industry 3. Group project discussion <u>Assignments for the week:</u> 1. Complete syllabus quiz (due March 15, 2020) 2. Read <i>Chapter 1, Introduction to the Hotel Industry</i> , from the Collins textbook and complete online quiz (due March 15, 2020)

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
2	Week of March 16 th	<p><u>Learning outcomes:</u> 1, 2, 3, 7, 9, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Successful Hotel Management</i> 2. Watch the online lecture, <i>Customer Segmentation</i> <p><u>Thursday, March 19, learning activities:</u></p> <ol style="list-style-type: none"> 1. Introduction to the Service-Profit Chain and servant leadership 2. Hotel departmental structure 3. A hotel's financial performance 4. Customer segmentation in the hotel industry 5. Conference facility capacities <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Complete syllabus quiz (due March 22, 2020) 2. Read <i>Chapter 2, Successful Hotel Management</i>, from the Collins textbook and complete online quiz (due March 22, 2020) 3. Read <i>Chapter 3, Guest Segmentation</i>, from the Collins textbook and complete online quiz (due March 22, 2020)
3	Week of March 23 rd	<p><u>Learning outcomes:</u> 1, 2, 3, 5, 6, 9, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Hotel Pricing</i> 2. Watch the online lecture, <i>Optimizing Revenue</i> <p><u>Thursday, March 26, learning activities:</u></p> <ol style="list-style-type: none"> 1. Hotel pricing exercise 2. Yield management activity 3. Measuring revenue performance 4. <i>Hotel branding</i> presentations (due next week) <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Read <i>Chapter 5, Optimizing Revenue</i>, from the Collins textbook and complete online quiz (due March 29, 2020) 2. <i>Hotel Development Project: Hotel brand, room count & conference facilities</i> presentation through <i>Canvas</i> (due April 1, 2020)
4	Week of March 30 th	<p><u>Learning outcomes:</u> 1, 2, 3, 5, 6, 7, 9, 10, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Guest Service Operations</i> 2. Watch the online lecture, <i>Forecasting Hotel Occupancy & Room Revenue</i> <p><u>Thursday, April 2, learning activities:</u></p> <ol style="list-style-type: none"> 1. <i>Hotel Development Project: Hotel brand, room count & conference facilities</i> presentations 2. Guest services operations 3. Guest Service Index (GSI) scores and online reputation <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Read <i>Chapter 6, Guest Services Operations</i>, from the Collins textbook and complete online quiz (due April 5, 2020)

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
		2. <i>Hotel Development Project: Hotel brand, room count & conference facilities presentation through Canvas</i> (due April 1, 2020)
5	Week of April 6 th	<p><u>Learning outcomes:</u> 1, 2, 3, 5, 7, 8, 10, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Managing Housekeeping Labor & Supplies</i> <p><u>Thursday, April 9, learning activities:</u></p> <ol style="list-style-type: none"> 1. Scheduling rooms division labor 2. Managing supply inventories 3. Checklists, checklists, checklists! 4. <i>Mid-term examination</i> review (print-out and bring your <i>Mid-term Study Guides</i> to class) <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Read <i>Chapter 7, Housekeeping and Laundry Operations</i>, from the Collins textbook and complete online quiz (due April 12, 2020) 2. Complete the <i>Mid-term examination</i> (online) by April 12, 2020 <p><u>Note:</u> Tuesday, April 7, 2020 is the last day to drop this course without academic penalty.</p>
6	Week of April 13 th	<p><u>Learning outcomes:</u> 1, 2, 3, 8, 9, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Adding Value with Food & Beverage</i> 2. Watch the online lecture, <i>Maintaining the Hotel Asset</i> <p><u>Thursday, April 16, learning activities:</u></p> <ol style="list-style-type: none"> 1. Hotel F&B operations 2. Property Operations and Maintenance (POM) or Engineering 3. Capital Expenditures <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Complete syllabus quiz (due April 19, 2020) 2. Read pages 271 – 297 of <i>Chapter 8, Food and Beverage Operations</i>, from the Collins textbook and complete online quiz (due April 19, 2020) 3. Read <i>Chapter 10, Maintaining the Hotel Asset and Sustainability</i>, from the Collins textbook and complete online quiz (due April 19, 2020)
7	Week of April 20 th	<p><u>Learning outcomes:</u> 1, 2, 3, 4, 7, 8, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch the online lecture, <i>Administrative functions and servant-leadership</i> <p><u>Thursday, April 23, learning activities:</u></p> <ol style="list-style-type: none"> 1. Administrative functions 2. Understanding hotel financial statements 3. Human resources and servant leadership 4. <i>Hotel Development Project: Final presentations</i> (next week)

Week	Due Date	Topics, Chapters, Assignments, & Deadlines
		<p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Read <i>Chapter 11, Administration and Control: Human Resources, Accounting, and Loss Prevention</i>, from the Collins textbook and complete online quiz (due April 26, 2020) 2. Submit <i>Hotel Development Project: Final Presentations</i> through <i>Canvas</i> (due April 29, 2010)
8	Week of April 27 th	<p><u>Learning outcomes:</u> 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13</p> <p><u>Online learning activity:</u></p> <ol style="list-style-type: none"> 1. Watch online lecture, <i>Hotel Valuation Methods</i> <p><u>Thursday, April 30, learning activities:</u></p> <ol style="list-style-type: none"> 1. <i>Hotel Development Project</i> presentations 2. Final examination review session and course wrap-up <p><u>Assignments for the week:</u></p> <ol style="list-style-type: none"> 1. Read pages 438 – 450 of <i>Chapter 12, Hotel Investment</i>, from the Collins textbook and complete online quiz (due April 29, 2020). 2. Submit <i>Hotel Development Project: Final presentation</i> through <i>Canvas</i> (due April 29, 2020). 3. Complete <i>Final Examination</i> online (due May 2, 2020).

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

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES

Academic Behavior Standards and Academic Dishonesty – All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the **FGCU Student Guidebook** under the “Student Code of Conduct” and “Policies and Procedures” sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>

Students are expected to maintain the highest standards of academic honesty and integrity while in this course and as a student at Florida Gulf Coast University. In addition to standard definitions of honesty, integrity, and plagiarism, this policy also prohibits you from possessing, using, viewing, accessing, or otherwise benefiting from previous and/or concurrent work products created for this course by other students or any other person, allowing persons outside your team to contribute to the creation of your team's work product, putting your name on a team project in which you did not contribute, and submitting a paper written by you for another course or occasion without the explicit knowledge and consent of the instructor. Failure to maintain these standards will result in severe academic penalties, including receiving an automatic F in this course.

A student's name on any written exercise shall be regarded as assurance that the work is the result of student's own thought and study, stated in student's own words and produced without assistance, except as quotation marks, references and footnotes acknowledging the use of other sources. Students may be authorized to work jointly, but such effort must be indicated as joint on the work submitted.

Plagiarism occurs whenever you copy someone's writing, even partially, and fail to reference it in your paper. If you copy a substantial amount of the sentence from a source, it should be referenced in quotes. If you paraphrase it, you must reference it but you do not need quotes. If any member of a team is found plagiarizing, they and their entire team will be given an automatic ZERO (0) for their assignment and turned over to Judicial Affairs. If anyone in your team is caught plagiarizing, then the whole team will be given a 0 for the assignment. **IF YOU HAVE ANY QUESTIONS AS TO WHETHER SOMETHING WILL BE CONSIDERED PLAGERIZED, BE SAFE AND REFERENCE THE SOURCE.**

Please remember that plagiarism is a serious offense and will not be tolerated. Plagiarism in projects will result in a failing grade of ZERO (0) POINTS and may lead to more serious consequences (**FGCU Student Guidebook** under the

“Student Code of Conduct”). Therefore, your projects must be original material. **Also, copying your classmate’s assignment(s) and turning them in will result in a failing grade of ZERO (0) POINTS for ALL parties involved.**

Copyright – The university requires all members of the university community to familiarize themselves and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws.

Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under university policies.

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of **Title IX** of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC’s phone number is (239)745-4366; the OIEC email address is OIEC@fgcu.edu.

Disability Accommodations Services - Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

University Policy about Student Observance of Religious Holidays - All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

<http://www.fgcu.edu/generalcounsel/files/policies/4.005%20Student%20Observance%20of%20Religious%20Holidays.pdf>

Grading Policies and Grading Systems - The grading system at FGCU is described in the FGCU Catalog and is overseen by the Office of Planning and Institutional Performance. (<http://www.fgcu.edu/catalog/>)

In accordance with Family Educational Rights and Privacy Act, 1974 (FERPA), grades may not be announced in class or displayed in any public view by use of the Student ID number (or social security number) in a paper or electronic format. Electronic display format includes email or a web-based environment such as Canvas.

Retention of Papers, Tests, Student and Class Records - University policy dictates that any materials, hardcopy or electronic, that contribute to the determination of a course grade be maintained by individual faculty for one full academic year after the end of the semester. In addition, departments/programs must maintain all records pertinent to grades for any faculty no longer with the university.

Eagle Mail - is Florida Gulf Coast University’s student e-mail system. Your FGCU Eagle Mail account **MUST** be activated. If you are a first time student, you will need your PIN and Student ID, both of which are assigned at registration.

- If you don’t know your PIN, you will need to go to the Registrar’s office to retrieve it.

- To activate your account, visit <http://admin.fgcu.edu/IS/applications/studentacts/activate.asp>.

- The Canvas (**at <http://elearning.fgcu.edu>**) will be used as the primary application for learning and communication. Additional course information may be distributed via Eagle Mail, so make sure you know how to retrieve your Eagle mails, and check it very frequently (**at least once a day**).

- Log in to Canvas at <http://elearning.fgcu.edu>. You need to use FGCU Eagle Mail account and password to log in.

- Assignments, instructions, and other course information on Canvas are integral components of the course material and are hereby incorporated as part of this syllabus.

The FGCU Writing Center - assists student writers through free, accessible, learning-based writing consultations. Our primary goals are to help students improve their abilities to think independently, to write critically, and to learn and implement strategies that will assist them in producing effective writing assignments. Consultants help writers with brainstorming, formulating a clear thesis, developing their ideas, and revising. Writing Center sessions are designed to assist writers in improving their ability to revise independently. Writing Consultants also help writers identify issues of style and mechanics; however, **they do not edit or proofread**. The Writing Center is located in Library West, 202C. Library West is not accessible from the main Library building (Library East). Phone: 239/590-7141.

SECTION 8: UNIVERSITY & SUPPORT RESOURCES

1. Useful FGCU Resources for Students: ONLINE: Florida Gulf Coast University Catalog (<http://www.fgcu.edu/catalog/>) ONLINE: Florida Gulf Coast University Student Guide Book (<http://studentservices.fgcu.edu/JudicialAffairs/>) ONLINE: Florida Gulf Coast University Code of Conduct (<http://studentservices.fgcu.edu/JudicialAffairs/>).

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