



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.



This Scholarly-Enriched Course has been designed to teach specific course content, which will include the production of scholarly work that utilizes writing, critical thinking, and information literacy.

SECTION 1: COURSE INFORMATION

Course Number & Name: HFT 3930 ADVANCE LODGING MANAGEMENT
CRN: 14048
Course Credit Hours: THREE (3) CREDIT HOURS
Semester: SPRING 2020
Department/Program: RESORT AND HOSPITALITY MANAGEMENT
Meeting Times/Location: TBA
Format: Hybrid
Instructor: Marcia Taylor, PhD

Office Location: Sugden Hall, Room #:216
Contact Information: Email: mhtaylor@fgcu.edu
Phone: 239- 590 - 7692 (Office)
Office Hours: T 10:30 AM - 11:30 AM
T 1:30 PM – 3:30 PM
TH 10:30 AM - 11:30 AM
T H 1:30 PM –2:30 PM

Prerequisites: HFT 3253

COURSE DESCRIPTION:

This class is a combination of hotel analytic and computer simulation, where students, as general managers, work in teams to operate full-service hotels, through knowledge of the fundamental operational metrics, and methodology used to make decisions.

Please visit the following websites and/or read the following periodicals and newspapers for current information:

www.str-online.com

www.hotel-online.com

www.ahla.com

www.arccorp.com

www.hsmi.org

www.iaapa.org

www.iacvb.org

www.hotelmotel.com.com

www.hotelsmag.com

www.hotelbusiness.com

www.hftp.org

<http://www.hotelchatter.com/tag/>

<http://www.hotelinteractive.com/home.aspx>

<http://www.hotelinteractive.com>

www.hbrmag.com/

COURSE WEBSITE (CANVAS): <http://fgcu.edu/canvas/> (requires ID and password to login).

SECTION 1: COURSE INFORMATION CONT.

First Week Attendance Policy

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

SECTION 2: MISSION, LEARNING OUTCOMES, & MEASUREMENTS

A. PROGRAM MISSION

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

B. PROGRAM LEARNING OUTCOMES

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

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

C. COURSE LEARNING OUTCOMES

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

Demonstrate an understanding of Hotel Analytics. (Certification in Hotel Industry Analytics (CHIA)).

Understand benchmarking, competitive sets.

Demonstrate the ability to gather information about a hotel, the competition and the market.

Demonstrate the ability to create competitive and operating strategies and make decisions consistent with the strategy.

Review a hotels monthly results and take corrective actions.

Demonstrate oral and written communication skills in reports and presentations

Demonstrate the ability to read and analyze hotels performance indexes and formulate solutions using analytical and critical thinking skills.

MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessment Methods
Content/Discipline Knowledge & skills ILO1, PLO1 ILO1, PLO1 ILO1, PLO1	1. Demonstrate an understanding of Hotel Analytics. (Certification in Hotel Industry Analytics (CHIA)). 2. Understand benchmarking, competitive sets. 3. Demonstrate the ability to gather information about a hotel, the competition and the market. 4. Demonstrate the ability to create competitive and operating strategies and make decisions consistent with the strategy. 5. Review a hotels monthly results and take corrective actions.	Simulation performance
Communication ILO2, PLO 2	6. Demonstrate oral and written communication skills in reports and presentations	Written Projects & Assignment
Critical/Analytical Thinking ILO3, PLO3	7. Demonstrate the ability to read and analyze hotels performance indexes and formulate solutions using analytical and critical thinking skills.	Weekly performance reports

ALC – Academic Learning Compact (State of Florida requirements)

ILO – University Learning Outcomes

PLO – RHM Program Learning outcomes

SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES

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

GRADE COMPONENT	POSSIBLE POINTS	ACTUAL POINTS	CUMULATIVE TOTAL
Course Orientation	10		
Hotel Analytics	590		
REVSIM	400		
Total Course Points	1000		

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

Grade Component	Points Range	Percentage Range
A	900 - 1000	90% - 100%
B+	870 - 899	87% - 89.9%
B	800 - 869	80% - 86.9%

C+	770 - 799	77% - 79.9%
C	700 - 769	70% - 76.9%
D	600 - 699	60% - 69.9%
F	BELOW 600	0% - 59%

C. CLARIFICATIONS ON EXAMS, QUIZZES & ASSIGNMENTS

1. ATTENDANCE/PREPAREDNESS/PARTICIPATION

PREPARATION – In preparation for each class, students, as a member of a team, is responsible for creating strategies for their assigned departments to use in the next quarter. You are also responsible for planning and preparing the report for the previous quarter, using the team discussion board, for submission and discussion in class. You are also expected to demonstrate your understanding of topics in the CANVAS discussions, and reports. You are expected to ask questions about any area you do not understand. You are also required to be aware of the Tourism Commission Report and the Hotel Association Outlook for each quarter.

- 2. CHIA Orientation Assignment** – Requires reviewing the CHIA introduction and completing the required assignment.
- 3. SIMULATION TEAM WORK:** Teams (2 per team) will compete with each other in real time and within the realistic market dynamics of a competitive set of hotels. The objective is to operate a hotel that over the past two years has experienced a steady decline. Teams will have three years to turn the hotel around, with the intention of selling it at the end of the three years. It is therefore important to make a profit (See more course information on CANVAS) at the end of the three-year period.

The simulation places students in the seat of a general manager of a full-service hotel making decisions on forecasting, pricing, marketing, advertising, revenue management, staffing, food and beverage and renovations in a live interactive simulated competitive set environment over the 36-month business cycle (12 quarters).

Each member of the team will be responsible for particular management positions (i.e. General Manager, revenue management, rooms division, F&B etc.). As in a real market, the competitive strategies and decisions of each hotel affect both its results and the results of all of the other hotels in the competitive set. A hotel's market share and financial results depend on its ability to construct, promote, and deliver a competitive price/value proposition to the market.

Each week, strategies and decisions will be made for one quarter by:

1. Gather information about your hotel, the competition, and the market.
2. Form a competitive and operating strategy.
3. Make decision consistent with the strategy.
4. Review results, then refine and redo steps 1-3 for the next month of competition.

To be competitive, each team will need to think strategically, plan, and have a competitive sense in a dynamic market place with high financial potential and yet perishable products. It will require constructing a cost effective and competitive product, which offers both market value and sound levels of financial returns. The result will show the financial impact of daily decisions on monthly and annual business results. Total hotel overview and how departments interrelate to produce business results will be evident.

The decisions will be made in the following areas: Forecasting, Room Pricing, F&B Outlet Pricing, F&B Costs, Refurbishment, Capital Improvements, Staffing, Salaries, Training, Marketing, Advertising, Requests for Proposals, Displacement Analysis

REPORT YEAR 1 - To begin the simulation, a business plan and a SWOT analysis must be completed

Required: Assessment of current environment (as of January Year 1). Three to four objectives are required including both financial and marketing objectives. Use the forms attached to the background information to identify the hotel's SWOT, and set objectives and financial targets.

ANNUAL REPORTS: At the end of each year, write a report on your hotel's performance during the year and including the strategies and decisions made. An analysis of the results compared to the COMP set and includes information on the KPIs. Year 3 report is a summary of the last three years.

After the close of quarter, teams will be able to review reports on their performance. It is suggested that teams write a brief summary, outlining the strategies, decisions and an analysis of the results.

PRESENTATION: At the end of the three years, teams will present to the class an overview of the hotel's situation (like the one received when taking over the hotel) and a report on the performance over the last three years (annual report 3). Including in the presentation should be the strategies and decisions made during the three years and the results achieved. The presentations must include graphs and tables that summarizes the hotel performance and status at the end of the three years, compared to the competitors. **TABLES AND GRAPHS MUST BE ORIGINALS**

Complete information about the hotel you will be running is available on CANVAS (Background Information) and will be explained in class.

CHIA Training – Completion of the CHIA Workshop and Passing of the CHIA Certification. Preparation includes:

The CHIA training covers the following content:

- Hotel Industry Analytical Foundations
- Hotel Math Fundamentals, the metrics used by the Hotel Industry
- Property Level Benchmarking
- Hotel Industry Performance Reports

REPORT AND PRESENTATION EVALUATION FORMS ARE AVAILABLE ON CANVAS.

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

A. TEACHING METHODS

This course is taught using a computerized simulation, and supplemented with Hotel Analytics. Learning strategies will be student focused, using both self-directed and group interaction. Students are expected and encouraged to apply their own analytical and critical thinking skills to support and reinforce the simulation.

Students are also expected to be familiar with the simulation material and keep abreast of the quarterly decisions and results. There is no textbook for this course. Students are therefore

required to refer to previous learning and ask questions to enhance understanding, and become familiar with all simulation materials.

INTERACTION PLAN (IF YOU HAVE QUESTIONS)

Students must take the initiative to ask questions if they do not understand the topics discussed. Students are also encouraged to utilize the posted office hours, drop by outside of office hours, and email using CANVAS mail, with questions of a personal nature.

COMMUNICATIONS:

Students should use only their **CANVAS email account** for this course and check is encouraged to check their email account regularly. Instructions, clarification and other information will be made available so please be sure to check your account regularly.

CANVAS Email is the best way to contact me. When emailing, include the course name/designator and your full name in the correspondence. I will typically respond to all email correspondence within 48 hours (except between 7pm Fridays and 8am Mondays). If you have a question regarding an assignment and are emailing less than 48 hours in advance of the deadline, I cannot guarantee that you will receive a response on time, so please plan accordingly.

Questions regarding clarification of assignments or something not explained in class will be answered in class, office or through CANVAS mail.

QUESTIONS REGARDING GRADES WILL ONLY BE ANSWERED IN THE OFFICE.

B. TEACHING PHILOSOPHY

The education process works best when both the instructor and the student share in and are committed to the learning process. Therefore, the learning expectations for this course are based upon a set of assumptions about the student as an adult learner. Students are viewed as responsible individuals, who are aware of, and will initiate positive learning behavior.

Students are expected to plan their time in order to maximize learning. Students will also learn, from preparation, their special experiences and background. They will also learn through interaction and participation in the classroom and through classroom activities or extra-curriculum activities.

Recognizing that each student is unique, and therefore each learning process will differ:

1. I will assist each student with appropriate strategies and plans for instruction
2. I will create an environment conducive to learning by making myself accessible outside the classroom and by maintaining a comfortable physical learning environment and a comfortable psychological environment.
3. I will always show respect to everyone in the classroom and stress the importance of honesty and integrity.
4. I will encourage active participation in discussions and reward students who do.
5. I will make accommodation for unforeseen circumstances.

C. MESSAGE TO STUDENTS

The aim of this course is to help students interpret the key components and trends of the lodging industry. It will also expose students to the operations, and diversity of the lodging industry and how they are managed effectively. Emphasis will be placed on the Rooms division - Front Office, Reservations, Revenue management/optimization, and Housekeeping and Property operations. Other key areas will be reviewed.

My role in this class will be that of a facilitator and students will be “knowledge-generators” responsible for constructing and managing their own learning. For this course to be successful and for everyone to earn a high grade, students will need to take part in all activities in and outside of the classroom. The student must be an active partner in this generation of knowledge – serving as both a teacher and a student. Through research, assignments and the use of a hands-on computer simulation, everyone will become knowledgeable in how lodging operations are managed effectively.

I will rely on each student to make mature and reliable decisions regarding their commitment and performance in this class. Attendance is essential to success, and to the development of our classroom community. Assignments must be submitted on the due date, at the start of class. In class, assignment cannot be made up. **FOR ALL OTHER ASSIGNMENTS. 20% WILL BE DEDUCTED FOR EACH DAY/TIME PAST THE DUE DATE AND TIME.**

My assumption is that all registered student has chosen to be in this course, and will therefore handle their presence in the class responsibly and courteously. This means that student will abide by the rules and regulations of the class. Students are responsible for all material discussed or assigned. If a class is missed, it is the student responsibility to get the information missed from another student. Please do not call the professor to ask what was missed.

PowerPoints for the assigned chapters are available on CANVAS after the lectures each week.

SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT

A. HYBRID FORMAT

Class will meet ten times during the semester (course schedule TBA on the first day of class, and assignments). It course is directive learning. Learning strategies will be student focused, using both self-directed and professor and student interaction.

ALL WRITTEN ASSIGNMENTS MUST ADHERE TO THE FORMAT BELOW:

- Typed in a university compatible software (recommend Microsoft Word) = 12 - point font).
- 1 - Inch margins on the top, bottom, left and right.
- Double-spaced.
- Spell checked.
- Grammar checked.
- Page numbers at the bottom right of each page.
- Date, assignment title and your name (or names of each team member), and course number on the cover page.
- Headings - Always use headings and if appropriate, sub-headings, to help organize your papers. A reader can get lost in a paper that seems to go on forever. Headings help the reader keep track of the information within a paper.
- **ALL REQUIRED ASSIGNMENTS MUST ALSO BE SUBMITTED IN CORRECT APA FORMATTING, INCLUDING CITATIONS AND REFERENCES. IF YOU ARE NOT FAMILIAR WITH APA STYLE, PLEASE REFER TO THE FOLLOWING FOR GUIDELINES:**
 - **THE PUBLICATION MANUAL OF THE AMERICAN PSYCHOLOGICAL ASSOCIATION**

- [HTTP://OWL.ENGLISH.PURDUE.EDU/OWL/RESOURCE/560/01/](http://owl.english.purdue.edu/owl/resource/560/01/)). OR [HTTP://WEBSTER.COMMNET.EDU/APA](http://webster.commnet.edu/apa) AND [HTTP://OWL.ENGLISH.PURDUE.EDU/HANDOUTS/RESEARCH/R_APA.HTML](http://owl.english.purdue.edu/handouts/research/r_apa.html)
- Grading criteria for papers: 70% Content 30% Writing. Points will be subtracted for missing citations and references.

FORBIDDEN: Plagiarizing and Cheating

Plagiarizing which is:

1. Copying words directly out of a published document (including the internet) without using the appropriate APA format – citations, quotation marks and giving the author credit; or paraphrasing another person's ideas or thoughts as your own without giving reference.
2. Copying another person's work including using notes, cheat sheets, etc. during an exam or assignments.
3. Handing in work prepared by another individual as your own work
4. Any act of intellectual or general dishonesty.
5. More than 20% plagiarism, as shown on “Turn-it-in” is considered a serious university violation.

RESULT: Any violation will result in a **zero** for the project, assignment, or exam plus expulsion from the course.

POSTING OF GRADES - All grades will be posted on CANVAS within 5 to 10 days after assignments are submitted. CANVAS will notify you each time there is a change in grades. You are encouraged to check your grade during the semester. You can do so by visiting CANVAS. It is your responsibility to keep up with your grades at all times.

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR SPRING 2019

WEEK	Due Date	Topics, Chapters, Assignments, & Deadlines
1	W 1/8	TOPIC: INTRODUCTION TO THE COURSE <u>Activities:</u> • CHIA Orientation
2	W 1/8	<u>Assignments/Activities:</u> • REVSIM Orientation
11	F 3/27	LAST DAY TO DROP/WITHDRAW

“The instructor reserves the right to amend the tentative 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 which outlines their responsibilities and

consequences for violations of the policy. The FGCU Student Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>

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

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

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

Please remember that plagiarism is a serious offense and will not be tolerated. Plagiarism in projects will result in a failing grade of ZERO (0) POINTS and may lead to more serious consequences (FGCU Student Guidebook under the "Student Code of Conduct"). Therefore, your projects must be original material. **Also copying your classmate assignment(s) and turn them in will result in a failing grade of ZERO (0) POINTS for ALL parties involved.**

Copyright – The University requires all members of the university community to familiarize themselves and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under university policies.

University Nondiscrimination Statement

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

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

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/studentaccts/activate.asp>.
- The Canvas ([at http://elearning.fgcu.edu](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/Connectl>

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).