School of Human Sciences  
RSTO 4107.001 Customer Relations for the Hospitality Industry  
Fall 2020

Instructor: Dr. Mary Olle  
Course Time & Location: R 9:30 am – 12:10 pm  
Aug 24 – Sept 30 ONLY; EDAN 121

Office: HMS N 106 B  
Office Hours: M 12:00 – 3:00 pm, T 3:00 – 4:00 pm  
F 10:00 – 11:00 am F2F and by ZOOM appointment

Office Phone: 936-468-1872  
Other Contact Information: 936-468-4502

Prerequisites: None  
Credits: 3

Email: ollemary@sfasu.edu  
Please correspond through D2L; response to emails will be within 24 - 48 hrs. during regular hours.

I. Course Description:  
Application of customer relationships within the hospitality industries. Concepts include: guest services, building guest loyalty, and service quality. Must be taken concurrently with RSTO 4207L.

Note: There is a critical assignment in this course “Personal Customer Service Statement” that is assessed as a program learning outcome.

Course Justification: The lecture component, taken concurrently with the lab, will meet the first 5 weeks of the semester fulfilling 15 contact hours required for a 1 credit hour lecture class. Students will also spend 30 total hours, 2 hours per credit per week, outside of class to prepare for exams and experiential classroom activities as described in the syllabus.

Critical Assignment: This course contains a critical assignment for the Hospitality Administration Program (Customer Service Philosophy Paper).

II. Intended Learning Outcomes/Goals/Objectives (Program/Student Learning Outcomes):

The mission of the College of Education is to prepare competent, successful, caring and enthusiastic professionals dedicated to responsible service, leadership, and continued professional and intellectual development. The goals of this course support the goals of the COE by:

• Preparing leaders in the Texas hospitality field.
  o As one of the largest industries in Texas, the hospitality industry needs competent and skilled leaders. Students will develop a personal customer service mission statement.

• Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations.
  o Students will have opportunities to experience all aspects of “front of the house” hospitality roles.

• Collaborate with external partners to enhance students’ knowledge, skills, and dispositions, and to influence the ongoing exchange of ideas for mutual benefit.
  o Outside resources will be employed to enhance the curriculum of this course through the use of guest speakers, video and world wide web.

• Engage in outreach services.
Students represent the hospitality program to the public by interacting in the Culinary Cafe.

- Conduct research to advance knowledge and to contribute to the common good.
  - Students will work on real-life situations to gain hands-on experience in areas of customer service and meal management in hospitality.

The hospitality administration program at Stephen F. Austin is poised to attract students, to enhance university visibility and to prepare students to compete in the 21st century. Specific objectives of the Hospitality Administration major are to:

- Deliver an academic program that attracts non-traditional students as well as traditional students seeking an education at Stephen F. Austin.
- Prepare individuals for entry-level employment in the vast hospitality industry.
- Meet needs of students desiring an academic area that prepares for multiple types of employment, flexible scheduling, and mobility.
- Provide industry with well-prepared, qualified personnel.

This course is taught in tandem with RSTO 4104/RSTO 4204 L Advanced Culinary Preparation. Students are expected to treat students in RSTO 4104/RSTO 4204 L with respect and as team members.

Program Learning Outcomes:
1. Resource Development: The students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.
2. The student will exhibit the professional behavior (strong communication skills, a professional image, a good work ethic and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences.
3. The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.
4. The student will demonstrate a positive service attitude.

Student Learning Outcomes:
Upon successful completion of this course, students will be able:

- To explain the basic concepts of customer relations for hospitality industries
- To identify trends impacting guest relationships
- To evaluate and construct guest loyalty programs for the hospitality industry
- To identify styles and service types used in the hospitality industry

III. Course Assignments, Activities, Instructional Strategies, use of Technology:

Instructional Strategies:
This class uses a “flipped” classroom where students are expected to do reading outside of class and come prepared to do hands-on activities in class.

Use of Technology may include: BRIGHTSPACE, Internet assignments/activities/research, and word processing.
1. RSTO 4107 uses BRIGHTSPACE extensively for message boards, discussions, and course content. Information notices will be posted on the course home page. The homepage includes icons for class assignments, discussion board questions, and grades. Students are strongly encouraged to contact the instructor and/or other students via the homepage mail icon, chats, and/or discussion postings.

2. Course content is delivered via lectures, assigned readings, assignment, and discussion board questions directly relevant to the course content. Students should check the homepage on a bi-weekly basis for notices, mail, and assignments. Neglecting to check the homepage is NOT a valid excuse for missing an assignment due date.

3. Students should check their grade points at least once a week. Any discrepancies in points must be resolved within one week after assignment grades have been posted. Otherwise the posted grade points are considered final and will not be reviewed at a later date.

4. Assignments that are posted on the BRIGHTSPACE are predominately saved in the Word 2007 format. Students should make arrangements to secure the “patch” that will enable them to open these documents in advance, if they do not currently have or anticipate having access to the Word 2007 software. It would be virtually impossible for the instructor to save work in multiple formats to accommodate for all individual software available.

5. The Personal Customer Service Statement Paper is a critical assessment that must be submitted in LiveText. This assessment is related to PLO 4 – The Student will demonstrate a positive service attitude.

IV. Evaluation and Assessments (Grading):

**Attendance (50 points)**
Attendance is expected and mandatory. There are 50 attendance points for the lecture. Each missed day results in 10 points deducted from the total attendance.

**Bio for Cafe (100 points)**
Students will create a biography for the culinary café iPads to be used during the Culinary Café Labs. The bio and photograph will be submitted via drop box by Sept 14 at 10 p.m. This assignment is intended to have a bio on the ipads used in the café; it is still a great assignment to create your “elevator” speech when introducing yourself.

**PCI/Cash Register Training 100 points**
Students will complete the PCI/Clover Cash Register Trainings in class. **Due Sept 14**

**Exams (3 @ 100 points each)** The exams will cover the material in your textbooks as well as information that has been presented in the learning modules and in the readings. They are designed to gauge your progress toward mastering the assigned material. The exams are worth a total of 300 points. **MAKEUPS ARE ONLY GIVEN WITH PRIOR PERMISSION FROM INSTRUCTOR. MAKEUPS WILL BE GIVEN FOLLOWING THE FINAL EXAMINATION. ONLY ONE MAKEUP PER SEMESTER WILL BE ALLOWED. EXAMS ARE GIVEN ONLINE.**
Exam 1 – Chapters 1-4, Customer Service Book,
Exam opens Thursday, Sept 10, at 2 p.m.- closes Friday, Sept 11 at 10 p.m.

This exam meets the following TEA Standards:
4.9s explain safety and sanitation procedures related to food storage, transportation, preparation, and service;
4.15s evaluate the social, psychological, and cultural aspects of food and dining (e.g., family, friends, and business).
5.2k the relationship of product, preparation, and delivery service to success in the food, lodging, and hospitality industries;
5.3k principles and procedures of health, safety, sanitation, and environmental protection; 5.4k management functions and structures in food, lodging, and hospitality industries;

Exam 2 Chapters 5-8 Customer Service Book,
Exam opens Thursday, Sept 24 2 p.m. – closes Friday, Sept 25 at 10 p.m.

This exam meets the following TEA Standards:
5.8k job-related competencies and skills needed for employment in food, lodging, and hospitality industries;
5.10k the role of quality assurance in food, lodging, and hospitality industries.
5.1s demonstrate health, safety, sanitation, and environmental protection procedures used in food, lodging, and hospitality industries;
5.2s demonstrate the use of supplies, tools, equipment, and other technologies used in the food, lodging, and hospitality industries;
5.7s demonstrate the various types of table settings and food service techniques in residential, commercial, and institutional settings;
5.8s practice etiquette, food presentation, and table service appropriate for specific situations
5.9s describe customer and guest service practices; 5.10s explain key factors in the design, development, and maintenance of industry facilities;
5.11s explain key responsibilities of employees, supervisors, and managers in food, lodging, and hospitality industries.

Exam 3 ManageFirst Customer Service (Students seeking NRAEF Certification must have online code or scantron from textbook)

Tuesday, October 6 or Thursday, Oct 8 at 9:00 a.m. IN PERSON IN CLASS.

FINAL EXAM

Personal Customer Service Statement (200 points) turn in via LiveText
You will develop a personal customer service statement that brings together customer service management strategies discussed in class and documents transformative experiences within the context of the Culinary Cafe. The statement should be at least two pages in length, type-written and include citations in APA format. **SEE ATTACHED RUBRIC** This assignment must be turned in using a LiveText account if you are a School of Human Sciences major. Required program assignments that are connected to courses across your major/minor must be submitted through LiveText. Failure to submit required assignments into the LiveText system by the posted due date will result in a grade of 0.

Due Sunday, September 27 at 10:00 p.m. in LIVETEXT.
RSTO 4107.001 Customer Service Attitude Paper Grading Rubric

Name_______________________

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>Below Expectations 1</th>
<th>Meets Expectations 2</th>
<th>Exceeds Expectations 3</th>
<th>Score</th>
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</thead>
<tbody>
<tr>
<td>ANALYZE &amp; EXAMINE (20 pts)</td>
<td>Separates into few parts. Detects few connections or patterns.</td>
<td>Sifts and organizes information. Detects patterns. Connects information to explain the topic.</td>
<td>Prospects for patterns and connections. Uses plans or models to explain the nature of the whole topic.</td>
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<tr>
<td>CONSTRUCT &amp; SYNTHESIZE (20 pts)</td>
<td>Applies little information. Combines few facts or ideas. Needs more development.</td>
<td>Assembles and combines new knowledge to form a coherent whole.</td>
<td>Combines facts and ideas to create new knowledge that is comprehensive and significant.</td>
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<tr>
<td>REFLECT &amp; INTERPRET (20 pts)</td>
<td>Conceives few ideas. Draws few inferences. The meaning of the topic is vague.</td>
<td>Uses perspectives and insights to explain relationships. Reflects real life.</td>
<td>Point of view reveals meaning of topic with insight into its significance. Applies to real life.</td>
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<tr>
<td>PERSONAL IDEOLOGY (20 pts)</td>
<td>Demonstrates little or no insight into personal attitudes of customer service.</td>
<td>Demonstrates insights into personal attitudes of customer service.</td>
<td>Demonstrates complex insight into personal attitudes of customer service. Uses examples from text and discussion to support stand.</td>
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NOTE: Further explanation of assignments will be discussed in class and/or during office hours on an individual basis. Also, tutors are available for assistance through Academic Assistance and Resource Center (AARC) located in the Steen Library.
**Grading Criteria**

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
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<tbody>
<tr>
<td>ATTENDANCE</td>
<td>50 pts</td>
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<tr>
<td>PCI/Cash Register Training</td>
<td>100 pts</td>
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<tr>
<td>BIO for Café</td>
<td>100 pts</td>
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<tr>
<td>Examinations (3)</td>
<td>300 pts</td>
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<tr>
<td>Personal Customer Service Statement</td>
<td>200 pts</td>
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<tr>
<td><strong>Total points</strong></td>
<td>750 pts</td>
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<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
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<tbody>
<tr>
<td>A</td>
<td>750-675</td>
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<tr>
<td>B</td>
<td>674-599</td>
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<tr>
<td>C</td>
<td>559-524</td>
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<tr>
<td>D</td>
<td>523-448</td>
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<tr>
<td>F</td>
<td>under 448</td>
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There are enough daily points for YOU to impact your grade. The grade you receive is the grade you earned.

The grading scale:
- A: 90-100%
- B: 89-80%
- C: 79-70%
- D: 69-60%
- F: below 60%

A grade of A indicates excellent; B, good; C, average; D, passing; F, failure.

Every student should not expect an “A”! It is the people who display the above characteristics, AS WELL AS HAVING SOUND TECHNICAL ABILITY AND THE THEORETICAL KNOWLEDGE who receives the “excellent” grade. A grade of “B” or “C” should not be perceived as failure. A grade of “B” means “good” and a grade of “C” means “average”. Not everyone is an “outstanding” student. A grade of “D” or “F” is appropriate when a student does not perform, does not know basic information or display basic skills, or if a student has a “real” attitude problem.
### V. Tentative Course Outline/Calendar:

<table>
<thead>
<tr>
<th>Date</th>
<th>SUBJECT</th>
<th>ASSIGNMENT</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>Introduction to course and Customer Relations</td>
<td>Get to Know You</td>
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<tr>
<td>Aug 24 - 28</td>
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<tr>
<td>Week 2</td>
<td>Importance of Customer Service</td>
<td>NRAEF Ch. 1-2</td>
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<td>Aug 31 – Sept 4</td>
<td>Customer Centric Service</td>
<td>Texas Friendly</td>
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<td>Week 3</td>
<td>Designing and Implementing Customer Service</td>
<td>Mise en place</td>
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<tr>
<td>Sept 7 - 11</td>
<td>The Professional Server</td>
<td>Exam 1 online</td>
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<tr>
<td>Week 4</td>
<td>Greeting and Seating Customers</td>
<td>NRAEF Chapter 5-6</td>
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<tr>
<td>Sept 14 - 18</td>
<td>Dining Room Service</td>
<td>Cash Register PCI Training DUE</td>
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<td>Week 5</td>
<td>Guest Payment and Service Recovery</td>
<td>NRAEF 7-8</td>
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<td>Sept 21 - 25</td>
<td>Marketing the Positive Guest Experience</td>
<td>Social Media Simulation DUE</td>
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<td>Week 6</td>
<td>Lecture Application in Lab</td>
<td>Prepare for Exam 3</td>
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<td>Sept 28 – Oct 2</td>
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<td>Week 7</td>
<td>Lecture Application in Lab</td>
<td>Exam 3 Face to Face in class 9:00 a.m.</td>
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<td>Oct 5 - 9</td>
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<td>Week 8</td>
<td>Lecture Application in Lab</td>
<td>Final Paper Due October at 10 p.m.</td>
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<td>Oct 12 - 16</td>
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<td>MID TERMS</td>
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<td>Week 9</td>
<td>Lecture Application in Lab</td>
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<td>Oct 19 - 23</td>
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<td>Week 10</td>
<td>Lecture Application in Lab</td>
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<td>Oct 26 – Oct 30</td>
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<td>Week 11</td>
<td>Lecture Application in Lab</td>
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<td>Nov 2 - 6</td>
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<td>Week 12</td>
<td>Lecture Application in Lab</td>
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<td>Nov 9 - 13</td>
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<td>Week 13</td>
<td>Lecture Application in Lab</td>
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<td>Nov 16 - 20</td>
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<tr>
<td>Week 14</td>
<td>Happy Thanksgiving</td>
<td>Happy Thanksgiving</td>
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<tr>
<td>Nov 23 - 28</td>
<td>No Lecture/Lab</td>
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<tr>
<td>Week 15</td>
<td>Lecture Application in Lab</td>
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<tr>
<td>Nov 30 – Dec 4</td>
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<tr>
<td>Week 16</td>
<td>Lecture Application in Lab</td>
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<tr>
<td>Dec 7 - 11</td>
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VI. Readings:

ISBN: 0132724545 (PLEASE PURCHASE A NEW BOOK WITH SCANTRON or CODE to obtain ManageFirst Certification

Current trade and peer-review journals
Internet

Required Attire for restaurant service: Purple Chef’s coat, white plain t-shirt for wearing under chef’s coat, black pants, black closed toed shoes. No fingernail polish, one ring only, facial piercings removed, stud earrings only. **Failure to be properly attired will result in removal from lab and no points earned that day. You can not make up labs if removed because of improper uniform.**

VII. Course Evaluations:

Near the conclusion of each semester, students in the College of Education electronically evaluate courses taken within the COE. Evaluation data is used for a variety of important purposes including: 1. Course and program improvement, planning, and accreditation; 2. Instruction evaluation purposes; and 3. Making decisions on faculty tenure, promotion, pay, and retention. As you evaluate this course, please be thoughtful, thorough, and accurate in completing the evaluation. Please know that the COE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the College of Education, the course evaluation process has been simplified and is completed electronically through MySFA. **Although the instructor will be able to view the names of students who complete the survey, all ratings and comments are confidential and anonymous, and will not be available to the instructor until after final grades are posted.**

VIII. Student Ethics and Other Policy Information: Found at http://www.sfasu.edu/policies/

**Attendance:** It is your responsibility to come to class and complete your assignments on time. Participation is extremely important to your success in this course. Missing a lecture without prior approval will result in NO POINTS for that lab.

**Class Attendance and Excused Absence:** Policy 6.7

Regular, punctual attendance, documented participation, and, if indicated in the syllabus, submission of completed assignments are expected at all classes, laboratories, and other activities for which the student is registered. Based on university policy, failure of students to adhere to these requirements shall influence the course grade, financial assistance, and/or enrollment status. The instructor shall maintain an accurate record of each student’s attendance and participation as well as note this information in required reports (including the first 12 day attendance report) and in determining final grades. Students may be excused from attendance for reasons such as health, family emergencies, or student participation in approved university-sponsored events. However, students are responsible for notifying their instructors in advance, when possible, for excusable absences. Whether absences are excused or unexcused, a student
is still responsible for all course content and assignments. Students with accepted excuses may be permitted to make up work for up to three weeks of absences during a semester or one week of a summer term, depending on the nature of the missed work. Make-up work must be completed as soon as possible after returning from an absence.

**Communications:** I make every attempt to answer email and voice mail in a timely manner (within 24 hours). Please do not expect me to answer emails or voice mails over the weekend, or after office hours.

**Academic Accommodation for Students with Disabilities: Policy 6.1 and 6.6**
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 936-468-3004 as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to [http://www.sfasu.edu/disabilityservices/](http://www.sfasu.edu/disabilityservices/)

**Student Academic Dishonesty: Policy 4.1**
Abiding by university policy on academic integrity is a responsibility of all university faculty and students. Faculty members must promote the components of academic integrity in their instruction, and course syllabi are required to provide information about penalties for cheating and plagiarism, as well as the appeal process.

**Definition of Academic Dishonesty**
Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to:
- using or attempting to use unauthorized materials on any class assignment or exam;
- falsifying or inventing of any information, including citations, on an assignment; and/or;
- helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to:
- submitting an assignment as one's own work when it is at least partly the work of another person;
- submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or,
- incorporating the words or ideas of an author into one's paper or presentation without giving the author credit.

**Penalties for Academic Dishonesty**
Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university.

**Student Appeals**
A student who wishes to appeal decisions related to academic dishonesty should follow procedures outlined in Academic Appeals by Students (6.3).

**Withheld Grades: Policy 5.5**
At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy [i.e., Active Military Service (6.14)]. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

**Student Code of Conduct: Policy 10.4**
Disruptive Behavior--Interference or disruption of students, faculty, administration, staff, the educational mission, or routine operations of the university is prohibited. Such activity includes, but is not limited to, behavior in a classroom or instructional program that interferes with the instructor or presenter’s ability to conduct the class or program, or the ability of others to profit from the class or program. To remain in the vicinity of activity that is disrupting normal university functions when requested to leave by a university official is prohibited. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the Early Alert Program at SFA.

Masks (cloth face coverings) must be worn over the nose and mouth at all times in this class and appropriate physical distancing must be observed. Students not wearing a mask and/or not observing appropriate physical distancing will be asked to leave the class. All incidents of not wearing a mask and/or not observing appropriate physical distancing will be reported to the Office of Student Rights and Responsibilities. Students who are reported for multiple infractions of not wearing a mask and/or not observing appropriate physical distancing may be subject to disciplinary actions.


**Additional Information:**

To complete Certification/Licensing Requirements in Texas related to public education and other professional settings, you will be required to:
1. Candidates must undergo a criminal history background check prior to clinical teaching and prior to employment as an educator. The public school campuses are responsible for completing the criminal background check. A person who is enrolled or planning to enroll in a State Board for Educator Certification-approved educator preparation program or planning to take a certification examination may request a preliminary criminal history evaluation letter regarding
the person's potential ineligibility for certification due to a conviction or deferred adjudication for a felony or misdemeanor offense.

A Preliminary Criminal History Evaluation is a non-mandatory, non-binding evaluation of an individual’s self-reported criminal history. In addition, the agency obtains your name-based Texas criminal history information. The service is provided to the requestor for a non-refundable fee. The requestor will receive an evaluation letter by email from agency staff advising of potential ineligibility for educator certification. You are eligible to request a Preliminary Criminal History Evaluation if:

- You enrolled or planning to enroll in an educator preparation program or
- You are planning to take a certification exam for initial educator certification, and
- You have reason to believe that you may be ineligible for educator certification due to a conviction or deferred adjudication for a felony or misdemeanor offense.

You are not eligible for a preliminary evaluation of your criminal history if you do not have a conviction or deferred adjudication for a felony or misdemeanor offense.

In addition, you must complete the fingerprinting process when you apply for certification. Participation in the evaluation does not preclude you from submitting to a national criminal history review at the time you apply for your educator certification. Your criminal history will be reviewed and you may be subject to an investigation based on that criminal history, including any information you failed to submit for evaluation. Additional information can be found at https://tea.texas.gov/Texas_Educators/Investigations/Preliminary_Criminal_History_Evaluation-FAQs/.

2. Provide one of the following primary ID documents: passport, driver’s license, state or providence ID cards, a national ID card, or military ID card to take the TExES exams (additional information available at http://www.tx.nesinc.com/PageView.aspx?f=GEN_Tests.html. YOU must provide legal documentation to be allowed to take these mandated examinations that are related to certification/licensing requirements in Texas. If you do not have legal documentation, you may want to reconsider your major while at SFASU.

3. Successfully complete state mandated a fingerprint background check. If you have a history of criminal activity, you may want to reconsider your major while at SFASU.

For further information, contact the Office of Assessment and Accountability at 936-468-1282 or edprep@sfasu.edu.

**IX. Other Relevant Course Information:**
Be prepared to participate and fully engage in class discussion.
Assignments are due the assigned date.
No makeups for missed assignments will be given.