Instructor: Dr. Gina Fe G. Causin  
Office: 106A HMSN  
Office Phone: 936-468-1411  
Other Contact Information: Email via D2L  
Email: causingf@sfasu.edu (Brightspace by D2L email preferred)

Course Time & Location: 100% ONLINE via D2L  
Office Hours: M/T/R: 2-3:45 pm via Zoom (Zoom link is posted under Virtual Office/Student Hours below)  
Credits: 3

Prerequisites: None.

I. Course Description:

Overview of elements of design, building systems, construction techniques and space utilization in relation to safety and efficiency of service. Site location, energy conservation, fire protection, maintenance and upkeep as factors influencing retail, dining service and lodging accommodations.

Course Justification (as submitted May 1st)

HAMG 2337 “Hospitality Facility Management” (3 credits). This course will be taught 100% online more than 300 minutes per week for 7 weeks utilizing the Brightspace by D2L delivery platform and a 2-hour cumulative final exam in week 8. Students will have 12 hours extensive assignments and chapter tests in the delivery platform each week for 7 weeks. The Brightspace by D2L module lectures, textbook chapter readings, discussion boards, article review assignments, and test preparation will average 12 hours per week.

James I. Perkins College of Education Diversity Statement is found at the following link:
http://coe.sfasu.edu/about-us/

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

The complete listing of the standards associated with the PLOs, SLOs, assignments, and assessments are located on the PCOE website.

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 hospitality and tourism field. As one of the largest industries in Texas, the hospitality industry needs competent and skilled leaders. The students will become familiar with the different aspects of the hospitality and tourism industry in the course.

- Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations. Students will be exposed to online resources such NBC Learn, webinars and others that are relevant to the course.

- Collaborate with external partners to enhance students’ knowledge, skills, and dispositions, and to influence the ongoing exchange of ideas for mutual benefit. Outside resources will be utilized to enhance the curriculum of this course through the utilization of guest speakers.

- Engage in outreach services. Each student will have an opportunity to contribute to the hospitality field through service learning component activities. Activities can be events around town and/or university where students are to work three 2-hour shifts to fulfill the requirements.
Conduct research to advance knowledge and to contribute to the common good. This will be done through case studies, research and reflection papers.

**Hospitality Administration Program Learning Outcomes**

**PLO 1 – Resource Development:** The students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.

**PLO 2 – Professional Behavior:** The students 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 and Hospitality.

**PLO 3 – Key Ratios:** The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.

**PLO 4 – Service Attitude:** The student will demonstrate a positive service attitude.

**Student Learning Outcomes**

The course objectives provide an opportunity for learning to:

- Explain the role and cost of facilities within the hospitality industry.
- Describe how facility design, layout, construction materials, equipment, and systems affect management.
- Describe how budgets and capital expenditures affect facility management.
- Explain what sustainability is and what motivates hospitality industry attention to it.
- Describe how environmental sustainability can influence facility design.
- Explain how building design and maintenance affect safety.
- Identify critical elements of fire prevention, fire detection, and fire notification.
- Explain various ways in which facilities design and management can enhance security efforts on property.
- Identify various water system maintenance concerns.
- Describe water conservation issues within the hospitality industry.
- Describe various aspects of electrical systems and considerations that affect design and operating standards.
- Explain system types and maintenance needs of HVAC systems.
- Describe design elements of the lighting system.
- Explain how to service and maintain the lighting system.
- List energy conservation opportunities within the lighting system.
- Explain factors that affect laundry design.
- List several trends that affect laundry operations.
- Describe several types of food prep, cooking, holding, and refrigeration equipment used in food service.
- Describe construction, maintenance, and inspection aspects of building foundations, structural frame, walls, roof, interior elements, elevator systems, and exterior elements (parking, storm drainage, utilities, and landscaping).
- Describe the hotel development process and site planning.
- Explain the design process for guestrooms, food and beverage outlets, recreational facilities, offices, and lobby space.
- Identify regulations that affect food service facility construction and operation.
- Explain how blueprints are evaluated.
- Summarize design issues for receiving, storage, kitchen, dining room, offices, and employee facilities.
- Explain the life-cycle of a hotel and list reasons for renovations.

**III. Course Assignments, Activities, Instructional Strategies, use of Technology:**
EXAMS - 4 exams will be given covering material from the textbook AND course content pages. Each exam will be worth 100 points. Exams will be available in D2L on the scheduled day between 8:00am-11:00pm. Make-up exams will only be given for an excused absence and rescheduling is at the discretion of the professor.

ASSIGNMENTS – You will have 14 assignments posted in the Weekly Modules (Discussions AND Dropbox) in Desire2Learn. These assignments will be related to the chapters as we move though the textbook and online modules, as well as research article reviews found in professional publications, research journals, or professional industry blog sites. The article reviews must include a summary of the article, your opinion of the article content, and the link to the actual article (2-3 paragraph format where necessary). Once the due date has passed, LATE WORK WILL NOT BE ACCEPTED!

INSTRUCTIONAL STRATEGIES – This class will utilize an online delivery format. All course content, lecture notes, assignments, exams, and grading will be done through D2L.

TECHNOLOGY – Desire 2 Learn (D2L) will be used to post announcements, course grades, online assignments, and support information.

NOTE: Tutors are available for assistance through academic Assistance and Resource Center (AARC) located in the Steen Library.

Netiquette: All work, including emails, assignments, and discussion boards must abide by “netiquette” rules. Professional and appropriate language, grammar, spelling and syntax must be used in all communications. Be respectful to your classmates and professor. Do not use “IM-style” writing at ANYTIME. Grades will reflect your level of professionalism.

ALL e-mails must contain grammar, spelling, and sentence structure. No ALL CAPS, run-on sentences, texting-type or IM-type of writing will be accepted. Improper e-mails will be returned, unanswered. This is a university-level course and students must use professional emails in preparation for future management positions.

Students should expect a response to emails and phone calls within 24-48 hours from your contact efforts. Allow 5 business days (Monday-Friday) to expect a response to your inquiries.

Virtual Office/Student Hours
Virtual Office/Student Hours: I conduct my office hours (as much as I can) as if we were still in person! I want to see your face and get to visit with you. :) If you came to my physical office for office hours and another student was there, you would wait in the hall until I finished with the person who was already there, and then you would come in and have your time with me. What that means for you now that we are on Zoom is that when you follow the link below and log on to the office hours, you will be put into a “waiting room.” You'll see a message that I will let you in shortly. If there is no student there already, I will immediately let you in. If you have to wait for a few minutes, that means I’m with someone. Don't worry, I WILL get to you in the order that you entered the waiting room. Even it is past the time for my office hours to end, I'll get to everyone who logs on! So if you have to wait, please be patient and know that I haven't forgotten you are there.

To join Dr. Causin’s office hours, log-in to this link, https://sfasu.zoom.us/j/97623413899?pwd=QzJxdDkyeFRUUTBNeHlya2ZuSG9vQT09

IV. Evaluation and Assessments (Grading):

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<thead>
<tr>
<th>Grading Requirements</th>
<th>Grade Distribution</th>
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<tbody>
<tr>
<td>Exam 1</td>
<td>A = 508-565</td>
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Revised August 4, 2021
Exam 2  100  B = 452-507  
Exam 3  100  C = 395-451  
Exam 4  100  D = 339-394  
D2L Assignments  165  F = 0-338  
TOTAL  565

There are enough assignment and quiz points to GREATLY impact your grade. The grade you receive is the grade you will have earned. This is a university course and will be graded as such.

Guidelines for Evaluating Students in the Hospitality Administration Program

What is an “A” Student?
- Consistently goes above and beyond what is required in the experience
- Displays initiative
- Looks up information on own before asking questions of staff
- Contributes meaningfully to the faculty
- ACTS enthusiastic, even if he/she does not feel that way at the time
- Is open to criticism without getting defensive
- Does not like a “know it all”
- Displays maturity
- Is proactive – does not wait to be told to do everything; takes care of things before they become problems.
- Has good verbal and written communication skills
- Is willing to risk failure in order to learn something new
- Displays common sense
- Has strong “people skills”
- Is flexible
- Stays until the job is done – is NOT a “clock watcher”

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: Note: Changes in the course outline are possible with the discretion of the professor.

<table>
<thead>
<tr>
<th>MODULE</th>
<th>TOPICS &amp; COURSE ASSIGNMENTS</th>
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<tbody>
<tr>
<td>Module 1/Week 1</td>
<td>Welcome and Student Introductions in Brightspace by D2L Discussion Board Assignment: Student Introductions due 8/29/2021 at 11:30 pm. Chapter 1 – The Role, Cost, and Management of Hospitality Facilities Discussion Board Assignment on Management Responsibility due on 8/29/2021 at 11:30 pm</td>
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<tr>
<td>Module 2/Week 2</td>
<td>Chapter 2 – Hospitality Facilities Management Tools, Techniques, and Trends</td>
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<tr>
<td>Module 3/Week 3</td>
<td>Dropbox Assignment on Chapter 2 Case Study: How Many Calls due on 9/05/2021 at 11:30 pm.</td>
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<td>Chapter 3 – Environmental and Sustainability Management</td>
<td>Dropbox Assignment: Research and Write an Article in Environmental Sustainability Management and create a Poster Presentation based on your paper. Paper Is due on 9/19/2021. Poster due 10/07/2021 at 11:30 pm</td>
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<tr>
<td>EXAM 1 – Chapters 1-3</td>
<td>Available 9/03 at 8 am, closes 9/05 at 11:30 pm</td>
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<tr>
<th>Module 4/Week 4</th>
<th>Chapter 4 – Safety and Security Systems</th>
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<tr>
<td>Dropbox Assignment: Article Review on Safety and Security due on 9/12/2021 at 11:30 pm.</td>
<td>Chapter 5 – Water and Wastewater Systems</td>
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<tr>
<td>Discussion Board Assignment on Chapter 5 Review Questions due on 9/12/2021 at 11:30 pm</td>
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<tr>
<td>EXAM 2 – Chapters 4-6</td>
<td>Available 9/17 at 8 am, closes 9/19 at 11:30 pm</td>
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<td>Dropbox Assignment: Article in Environmental Sustainability Management due 9/19/2021 at 11:30 pm in the Dropbox.</td>
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<th>Module 5/Week 5</th>
<th>Chapter 6 – Electrical Systems</th>
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<tr>
<td>Dropbox Assignment on Chapter 6 Case Study: When Darkness Fall due 9/16/2021 at 11:30 pm</td>
<td>Chapter 7 – Heating, Ventilation, and Air Conditioning Systems</td>
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<tr>
<td>Discussion Board Assignment: Article Review on HVAC Systems and the Environment due on 9/23/2021 at 11:30 pm</td>
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<tr>
<td>Chapter 8 – Lighting Systems</td>
<td>Discussion Board Assignment: Case Study Scenario on Lighting due on 9/26/2021 at 11:30 pm</td>
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<tr>
<th>Module 6/Week 6</th>
<th>Chapter 9 – Laundry Systems</th>
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<tr>
<td>Discussion Board Assignment on Laundry Thoughts due on 9/31/2021 at 11:30 pm</td>
<td>Chapter 10 – Building Structure, Finishes, and Site</td>
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<tr>
<td>EXAM 3 – Chapters 7-9</td>
<td>Available 10/01 at 8 am, closes 10/03 at 11:30 pm</td>
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<tr>
<td>Dropbox Assignment: Article Review on Structural Issues in Hospitality Buildings due on 10/03/2021 at 11:30 pm</td>
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<tr>
<th>Module 7/Week 7:</th>
<th>Chapter 11 – Lodging Planning and Design</th>
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<tr>
<td>Discussion Board Assignment: Lodging Design Experience due on 10/5/2021 at 11:30 pm</td>
<td>Chapter 12 – Renovation and Capital Projects</td>
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<tr>
<td>Dropbox Assignment: Article Review on Building (Hotel and/or Restaurant) Renovations due on 10/6/2021 at 11:30 pm</td>
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VI. Readings (Required and recommended—including texts, websites, articles, etc.):

**Required Textbook**

**Written Assignments:**
Students must follow APA format for any writing assignments.

VII. Course Evaluations:

“Near the conclusion of each semester, students in the Perkins College of Education electronically evaluate courses taken within the PCOE. 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 PCOE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!”

In the Perkins 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/](http://www.sfasu.edu/policies/)

**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.

**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/

**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;
- 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;
- 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 by the deadline set by the instructor of record, not to exceed 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., Military Service Activation (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.

If a student has been found guilty of academic dishonesty, a grade of “WP” or “WH” may be changed to “WF” at the discretion of the faculty member. In the case of a grade change to “WF”, the course will not count towards the six course drop limit since the student is incurring an academic penalty.

**Student Code of Conduct: Policy 10.4**
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. Bystanders, if their presence incites or adds to the disruption, as well as more active participants in the disruptive activity, may be in violation of this policy as well. Engaging in physical violence of any nature against any person. This includes fighting; assaulting; battering; using a knife,
gun, or other weapon; or acting in a manner that threatens or endangers the physical health or safety of any person or causes a reasonable apprehension of such harm.

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.

SFASU values students’ mental health and the role it plays in academic and overall student success. SFA provides a variety of resources to support students mental health and wellness. Many of these resources are free, and all of them are confidential.

**On-campus Resources:**
SFASU Counseling Services  
[www.sfasu.edu/counselingservices](http://www.sfasu.edu/counselingservices)  
3rd Floor Rusk Building  
936-468-2401

SFASU Human Services Counseling Clinic  
[www.sfasu.edu/humanservices/139.asp](http://www.sfasu.edu/humanservices/139.asp)  
Human Services Room 202  
936-468-1041

**Crisis Resources:**
Burke 24-hour crisis line 1(800) 392-8343  
Suicide Prevention Lifeline 1(800) 273-TALK (8255)  
Crisis Text Line: Text HELLO to 741-741

**IX. Other Relevant Course Information:**

**PROFESSIONAL STANDARDS**

1. Students should prepare themselves adequately for each semester. Professors are not able to provide effective student critique when student work is unavailable for review or student effort is lacking.

2. Students should exhibit professional courtesy and conduct. Examples include a positive work attitude, sensitivity to others, attentiveness, and cooperation.

3. Faculty are committed to provide information and prompt response to students on the web, return student work in a timely fashion, honored posted office hours, provide feedback on student progress, and work with field supervisors.

4. If student dissatisfaction arises, the student’s request for a private conference/phone call with the professor serves as the first step toward resolution.