Instructor: Dr. Gina Fe G. Causin  
Office: 106A HMSN  
Office Phone: 936-468-1411  
Other Contact Information: Email via D2L  
Course Time & Location: ONLINE via D2L  
Office Hours: M: 10-11 am via Zoom (Zoom link will be posted in the course homepage)  
Credits: 3  
Email: causingf@sfasu.edu (Brightspace by D2L email preferred)

Prerequisites: None.

I. Course Description: (brief paragraph)

Focus on the principles underlying operations in the vast hospitality industry. Concepts include residential and lodging operations, guest expectations, food, beverage, and maintenance services, promotions, budget control, personnel and security.

Course Justification:  
This course will be taught 150 minutes per week for 15 weeks utilizing the hybrid – livestreaming via Zoom and online lecture platform and a 2-hour cumulative final exam in week 16. Students will have extensive assignments, quizzes, exams, final examination, innRoad front office simulation assignments, reflection paper, in-class activities each week and extra points service learning for 1-6 hours for 15 weeks.

Course Delivery Modality:  
Online via Brightspace by D2L.

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:

1. 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 managing lodging and front office operations in the course.

2. Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations. During this course each student will be exposed to a 700-room virtual University Hotel operation. They will be required to do exercises in room availability, basic reservation, intermediate reservations, advanced reservations, group reservations and travel agency reservation using innRoad Property Management System (PMS). My goal for this exercise is for the students to be able to operate a PMS in the front office of a lodging facility.

3. 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 use of technology such as innRoad PMS, video and the world wide web.

Engage in outreach services. Each student will have an opportunity to contribute to the hospitality field through optional extra credit outreach projects.

Conduct research to advance knowledge and to contribute to the common good. This will be done through reading assignments, reflection papers and/or term papers.

**Hospitality Administration Program Learning Outcomes**

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

**PLO 2 – Professional Behavior:** 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 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**

1) Classify hotels in terms of their levels of service, ownership and affiliation.
2) Describe how hotels are organized and explain how functional areas within hotels are classified.
3) Discuss the sales dimension of the reservations process and identify the tools managers use to track and control reservations.
4) Explain important issues in developing and managing a security program.
5) Describe the process of creating and maintaining front office accounts.
6) Identify functions and procedures related to the check-out and settlement process.
7) Discuss typical cleaning responsibilities of the housekeeping department.
8) Apply the ratios and formulas managers use to forecast room availability.
9) Explain the concept of revenue management and discuss how managers can maximize revenue by using forecast information in capacity management, discount allocation, and duration control.
10) Evaluate a hotel property as to its RevPAR, ADR, occupancy, multiple occupancy, and budgeting procedures.
11) Identify the steps in effective hiring and orientation.
12) Operate a Property Management System (PMS) using innRoad program via a virtual hotel operation.
13) Work the technology used for the Front Office Operation.

**This course aligns with the following TEA Educator Standards:**

- **Standard I:** 1.1k, 1.2k, 1.3k, 1.4k, 1.1s, 1.2s, 1.4s, 1.5s, 1.8s, 1.9s, 1.11s, 1.12s, 1.13s, 1.14s, 1.15s, 1.19s, 1.20s.
- **Standard II:** 2.3k, 2.4k, 2.5k, 2.6k, 2.2s, 2.8, 2.9, 2.13s, 2.16s, 2.23s
- **Standard III:** 3.4k
- **Standard IV:** 4.6k, 4.7k, 4.8k, 4.10k, 4.11k, 4.12k, 4.13k, 4.2s, 4.9s, 4.15s
- **Standard V:** 5.1k, 5.2k, 5.3k, 5.4k, 5.5k, 5.6k, 5.7k, 5.8k, 5.9k, 5.10k, 5.1s, 5.2s, 5.3s, 5.4s, 5.5s, 5.6s, 5.7s, 5.8s, 5.9s, 5.10s, 5.11s
- **Standard VI:** 6.1k, 6.2k, 6.3k, 6.8k, 6.9k, 6.10k, 6.11k, 6.12k, 6.1s, 6.2s, 6.3s, 6.4s, 6.5s, 6.6s, 6.12s
- **Standard VIII:** 8.11k
III. Course Assignments, Activities, Instructional Strategies, use of Technology:

**Instructional Strategies:**
This course will be utilizing Brightspace by Desire2Learn (D2L), for posting of grades, posting of lecture notes, PowerPoint slides, assignments, quizzes and examination. This syllabus is your main source for information about due dates, assignments, teaching modules, and textbook assignments.

**Brightspace by Desire2Learn**
Brightspace by D2L will be used to post grades, to post notes and assignments, and to make any announcements/notifications. Your success in this course will depend upon your ability to check Brightspace by D2L regularly for any updates and announcements.

**innRoad Property Management System (PMS) Exercises and Assignments**
innRoad is a real-life web-based property management system that is used by hundreds of hotels across the United States. Students will be given access to the full working innRoad system for one semester (One semester subscription is $14.99 per student). In order to subscribe, please, go to the web site [www.innRoadUniversity.com](http://www.innRoadUniversity.com) and click on the Buy button. Please note that it will take some time to issue your log in and password. In order to ensure a timely access, students are required to subscribe to innRoad after the Drop/Add day. Please let the instructor know if you have any difficulties with innRoad subscription.

Throughout the semester you will complete several innRoad assignments. These assignments will ask you to act as a front desk agent at a hotel. You will create your own reservations, check guests in, post and settle charges, and many more. More details about innRoad log-in will be provided by your instructor via the e-learning management system. If you have any questions, please contact your instructor, or support of the innRoad University Program at support@innRoadUniversity.com

innRoad is a web-based property management system for students in Hospitality and Tourism schools. For this class, the students will have access to the 700-room virtual hotel called University Hotel and they will experience working in the Front Office using innRoad PMS. Students will be given access to the full working innRoad system for 5 months. Students must provide by email (via D2L) their preferred email to the professor in order to create their innRoad log-in and password. All log-in instructions will be provided by the professor. It is a must that the students should do the Step-by-Step Exercises before they complete the assignments. The exercises will help the students familiarize the system and it will be easy for them to do the assignments. For example, the students should do Exercise 1: Room Availability first before completing Assignment 1: Room Availability. There will be 10 innRoad assignments and they will be posted on Canvas website at [www.innRoadUniversity.com](http://www.innRoadUniversity.com) or in D2L under Assignments. All innRoad Assignments documents must be submitted in the Brightspace by D2L Dropbox.

The assignments increase in difficulty like a snowball. Exercises come with step by step instructions. They are for students to learn the system. Assignments are an assessment instrument. They mirror the exercises. If students successfully completed an exercise, they will be able to do the corresponding assignment. Here is the link to:

**Service Learning**
Hospitality Administration students in fall 2020 face-to-face and non-traditional, online courses (hybrid, hyflex) have the opportunity to earn bonus points through service learning. Students completing 1-6 hours of service work will earn point as follows:

- 1-1.99 hours = 5 points
- 2-2.99 hours = 10 points
- 3-4.99 hours = 15 points

Revised April 28, 2021
5-5.99 hours = 20 points
6 hours = 25 points

If a student is enrolled in multiple hospitality classes offering the service learning bonus, the student may submit their hours, up to 6, for bonus points in each class.

Hospitality Administration faculty have determined specific guidelines for service learning opportunities, explained below. Failure of a student to follow the guidelines lead to nullification of the student’s service learning hours.

Why Service Learning?
Service learning links academic study and civic engagement through meaningful service that meets the needs of the community. Service learning allows you to explore careers and, at the same time, helps you to develop skills employers want. This gives you more tools in your toolkit and makes you a marketable employee upon graduation.

Where can I complete Service Learning?
Students are responsible for finding service learning opportunities in the communities they live and work in. These opportunities must be tied to the hospitality industry (culinary, lodging, recreation, tourism, or event coordination). Possible opportunities include docent work at CVB's, Chambers of Commerce, and museums. Local food banks often seek volunteers to help sort and distribute food to clients. Community farms may need assistance with planting, harvesting, or selling product. Some non-profit organizations also seek volunteers to assist with event planning, both in person and virtual, as well as culinary and restaurant functions at in-person events.

If you are unsure if an activity or event qualifies, please reach out to your professor for clarification.

How do I submit my Service Learning hours for points?
Completed Service Learning logs should be submitted to the appropriate dropbox in each class you are seeking points. The due date and time for ALL classes is Friday. Completed means you have your name on the log, your service is explained in full, your hours are listed (beginning, end, and total), the log is signed by a designated supervisor, and a contact phone number and email address for the supervisor are included for verification purposes. Service Learning hours that are written on notebook paper, or anything other than the provided log, will not be accepted.

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.

https://sfasu.zoom.us/j/97623413899?pwd=QzJxdDkyeFRUUTBNeHlya2ZuSG9vQT09

IV. Evaluation and Assessments (Grading):

**innRoad Assignments (200 points)**
innRoad assignments instructions are posted in Brightspace by D2L. There will be 10 innRoad assignments and they will be posted on Canvas website at www.innRoadUniversity.com or in
Brightspace by D2L under Assignments. All InnRoad Assignments documents must be submitted in the Brightspace by D2L Dropbox. Here is the link to:

Exercises: [http://www.innroaduniversity.com/for-students/exercises/](http://www.innroaduniversity.com/for-students/exercises/)
Assignments: [http://www.innroaduniversity.com/for-students/assignments/](http://www.innroaduniversity.com/for-students/assignments/)

**Chapter Quizzes (150 points)**
Throughout the semester, you will be given chapter quizzes to complete every week. Chapter quizzes served as exam reviews, so it is imperative that you complete this to help you be successful for your major exams. They will be available online via D2L and noted on the class calendar. Quizzes must be submitted via Brightspace by D2L no later than 11:30 pm on the assigned dates. **THERE ARE NO MAKEUPS ON MISSED QUIZZES.** Chapter quizzes are worth 150 points. It is your responsibility to keep up with the flow of the course. The professor expects the students to sign in for the class regularly.

**Discussion and Dropbox Assignments (100)**
Discussion and Dropbox questions are posted under the modules folder. Students are required to complete these assignments.

**Hotel Industry Foundation and Introduction to Analytics (HIFIA) Applications (100)**
Application exercises will be conducted to gauge knowledge learned from the Hotel Industry Foundation and Introduction to Analytics materials.

**Reflection Paper (50 points)**
The details of this assignment will be posted in Brightspace by D2L.

**Service Learning Component (Bonus: 25 points)**
To prepare competent professionals for a global society, the faculty of the hospitality program had implemented a service learning component across multiple courses. Students are required to sign up for APPROVED events outside of class time to fulfill this component. Hours will be documented by both the student and the approved site supervisor. Failure to complete six hours of service learning will result in no points awarded. This is an “all or nothing” assignment.

Students must document all the hours that they have completed, verified, and signed by the supervisor using the log sheet provided by the professor in D2L. Once the students have completed 6 hours of service learning activities, scan the completed log sheet and submit it to D2L Dropbox.

Additional information will be given in class for specific event times and dates. This service learning opportunity will expose students to the important cross-cutting themes within the Body of Knowledge of Human Sciences. These themes include: communication skills, critical thinking, diversity, global perspectives, professionalism, independence, and community development.

**Exams (3 @ 100 points each, 1 Final exam worth 100 points)**
The exams will cover the material in your textbook as well as information that have been presented online. They are designed to gauge your progress toward mastering the assigned material. The exams are worth a total of 400 points. **NO MAKEUP EXAMS WILL BE GIVEN. IT IS A MUST THAT STUDENTS WILL COMPLETE THE CHAPTER QUIZZES BECAUSE THESE SERVED AS REVIEWS FOR THE EXAMS.**

**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.

**Grading Requirements**

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<thead>
<tr>
<th>Activity</th>
<th>Points</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Quizzes (15 Chapter Quizzes @ 10 pts)</td>
<td>150</td>
<td>15%</td>
</tr>
<tr>
<td>Three (3) Examinations @ 100 points each</td>
<td>300</td>
<td>30%</td>
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<tr>
<td>Final Examination (HIFIA)</td>
<td>100</td>
<td>10%</td>
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<tr>
<td>Inn Road Assignments – 10 @ 20 pts each</td>
<td>200</td>
<td>20%</td>
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<tr>
<td>HIFIA Applications</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Discussions and Dropbox Assignments</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Reflection Paper</td>
<td>50</td>
<td>5%</td>
</tr>
<tr>
<td><strong>TOTAL POINTS</strong></td>
<td><strong>1000</strong></td>
<td><strong>100%</strong></td>
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**Service Learning Component**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
<th>Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Learning Component</td>
<td>25</td>
<td>BONUS</td>
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</tbody>
</table>

**Grade Distribution**

- **A** = 900-1000 points
- **B** = 800-899 points
- **C** = 700-799 points
- **D** = 600-699 points
- **F** = 599 and below

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</th>
<th>ASSIGNMENTS AND DUE DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1: Week 1</td>
<td>Course Introduction; Getting Started; Syllabus, Course Expectations; Speed Meeting</td>
<td>Read Chapters 1&amp;2!</td>
</tr>
<tr>
<td></td>
<td>Chapter 1: Overview of the Hotel Industry</td>
<td>Chapter 1 Quiz due May 23; 11:30 pm in Brightspace by D2L</td>
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<td>Student Introduction due on May 23; 11:30 pm in the Discussion Board</td>
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<td>C1 Your Opinion Counts Discussion due on May 23; 11:30 pm</td>
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<td></td>
<td>Chapter 2: The Guest Service Imperative</td>
<td>Chapter 2 Quiz due May 23; 11:30 pm in Brightspace by D2L</td>
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<td></td>
<td>C2 Your Opinion Counts Discussion due on May 23; 11:30 pm</td>
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<td></td>
<td>Chapter 3: The Hotel General Manager</td>
<td>Read Chapters 3&amp;4!</td>
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<td>Chapter 3 Quiz due May 23; 11:30 pm in Brightspace by D2L</td>
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<td>Concept Mapping Assignment due in the D2L Dropbox on May 23; 11:30 pm</td>
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<td>Chapter 4: General Managers are Leaders</td>
<td>Chapter 4 Quiz due May 23; 11:30 pm in Brightspace D2L</td>
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<td>C4 Your Opinion Counts Discussion due on May 23; 11:30 pm.</td>
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<td></td>
<td>Read Chapters 9-11!</td>
<td>EXAM 1: May 28-30; 11:30 pm. Covers Module 1</td>
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<tr>
<td>Module 2: Week 2</td>
<td>Chapter 9: The Front Office</td>
<td>Chapter 9 Quiz due May 30; 11:30 pm in Brightspace by D2L</td>
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<tr>
<td></td>
<td><em>Introduction to innRoad University Room Availability; use the Worksheet</em></td>
<td>innRoad Assignment 1 due May 30; 11:30 pm in Brightspace by D2L.</td>
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<td></td>
<td>Chapter 10: Housekeeping</td>
<td>Chapter 10 Quiz due May 30; 11:30 pm in Brightspace by D2L</td>
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<td></td>
<td>Chapter 11: Food and Beverage</td>
<td>Chapter 11 Quiz due May 30; 11:30 pm in D2L</td>
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<tr>
<td></td>
<td>innRoad Exercise #2</td>
<td>innRoad Assignment 2 due May 30; 11:30 pm in Brightspace by D2L</td>
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<tr>
<td></td>
<td>innRoad Assignment 2: Basic Reservation</td>
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<thead>
<tr>
<th>Module 3: Week 3</th>
<th>Chapter 6: Accounting</th>
<th>Chapter 6 Quiz June 6; 11:30 pm in Brightspace by D2L</th>
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<tbody>
<tr>
<td></td>
<td>innRoad Exercise #3</td>
<td>innRoad Assignment 3 due June 6; 11:30 pm in D2L</td>
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<tr>
<td></td>
<td>innRoad Assignment 3: Intermediate Reservation Part I</td>
<td>Chapter 8 Quiz due June 6; 11:30 pm in Brightspace by D2L</td>
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<td></td>
<td>Chapter 8: Sales and Marketing</td>
<td>innRoad Assignment 4 due June 6; 11:30 pm in Brightspace by D2L</td>
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<td>innRoad Exercise #4</td>
<td>EXAM 2: June 4-6; 11:30 pm. Covers Modules 2 &amp; 3.</td>
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<td><em>innRoad Assignment 4: Intermediate Reservation Part II</em></td>
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<tr>
<th>Module 4: Week 4</th>
<th>Chapter 5: Human Resources</th>
<th>Chapter 5 Quiz due June 13; 11:30 pm in Brightspace by D2L</th>
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<tbody>
<tr>
<td></td>
<td>innRoad Exercise #5</td>
<td>innRoad Assignment 5 due June 13; 11:30 pm in Brightspace by D2L.</td>
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<tr>
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<td><em>innRoad Assignment 5: Advanced Reservation part I</em></td>
<td>Chapter 15 Quiz due June 13; 11:30 pm in Brightspace by D2L</td>
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<td>Chapter 15: Managing in the Global Hotel Industry</td>
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<td><em>This lecture topic specifically addresses the influence of diversity within the overall focus of this course.</em></td>
<td>innRoad Assignment 6 due June 13; 11:30 pm in Brightspace by D2L</td>
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<tr>
<td></td>
<td>innRoad Exercise #6</td>
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<tr>
<td></td>
<td><em>innRoad Assignment 6: Advanced Reservation Part II</em></td>
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</table>
| Module 5: Week 5 | Chapter 12: Property Operation and Maintenance  
innRoad Exercise #7 | Chapter 12 Quiz due June 20; 11:30 pm in Brightspace by D2L  
innRoad Assignment 7: Group Reservation |  
Chapter 13: Personal Safety and Property Security  
innRoad Assignment 8: Travel Agency Reservation |  
Chapter 13 Quiz due June 20; 11:30 pm in Brightspace by D2L  
inRoad Assignment 8 due June 20; 11:30 pm in Brightspace by D2L |  
Chapter 7: Revenue Management | Chapter 7 Quiz due June 20; 11:30 pm in Brightspace by D2L |  
Chapter 14: Franchise Agreements and Management Contracts | Chapter 14 Quiz due June 20; 11:30 pm in Brightspace by D2L |  
**EXAM 3: June 18-20; 11:30 pm. Covers Modules 4-5.** |
|-------------------------------|-------------------------------------------------|------------------------------------------|------------------------------------------|-------------------------------------------------|-------------------------------------------------|------------------------------------------|------------------------------------------|-------------------------------------------------|-------------------------------------------------|------------------------------------------|------------------------------------------|
| Module 6: Week 6 | innRoad Assignment 9: Housekeeping  
inRoad Assignment 10: Analyzing Reports | innRoad Assignment 9 due June 24; 11:30 pm in Brightspace by D2L  
inRoad Assignment 10 due June 24; 11:30 pm in Brightspace by D2L |  
Hotel Industry Foundation and Introduction to Analytics (HIFIA) | Reflection Paper Due on June 24; 11:30 pm in Brightspace by D2L Dropbox | Application Exercises due June 24; 11:30 pm in Brightspace by D2L Dropbox |  
**FINAL EXAM: June 23-24; 8:00 am – 11:30 pm; Covers HIFIA Materials.** |

VI. Readings (Required and recommended—including texts, websites, articles, etc.):

**innRoad Web-based Property Management System Subscription**
In order to open an innRoad account, please, visit [www.innRoadUniversity.com](http://www.innRoadUniversity.com). One semester subscription is $14.99 per student. You may also purchase the subscription from the SFA Barnes and Noble Bookstore. If you plan to use your financial aid to purchase, I suggest that you purchase it from the bookstore.

**Textbook**
Title: Hotel Operations Management, 3rd edition  
Authors: David K. Hayes, Jack D. Ninemeier, and Allisha A. Miller  
Publisher: Pearson Education, Inc.; Year: 2017

**VII. Course Evaluations:**

Revised April 28, 2021
"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/

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 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.

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
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of
other students to learn from the instructional program. Unacceptable or disruptive behavior will not be
tolerated. Students who disrupt the learning environment may be asked to leave class and may be
subject to judicial, academic or other penalties. This policy applies to all instructional forums, including
electronic, classroom, labs, discussion groups, field trips, etc. 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 iCare: Early Alert
Program at SFA. Information regarding the iCare program is found at
http://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.

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/Face Coverings
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.


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
3rd Floor Rusk Building
936-468-2401

SFASU Human Services Counseling Clinic
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:

University Policies and Information—This class will adhere to all applicable university policies. Students should read and be familiar with policies in the General Bulletin.

Course Participation/Attendance—Attendance (logging in to Brightspace by D2L regularly) is critical for success in a hybrid/online course. Students are expected to login to Brightspace by D2L frequently to participate in course activities and receive course announcements and/or email. Do not wait until the deadline to submit course activities …if students experience any difficulty, waiting until the last minute to submit the assignment could result in a missed deadline and a grade of “0” for the assignment. All assignments must be submitted as directed in the course syllabus, whether during class (F2F) or in the Brightspace by D2L Dropbox. It is the student’s responsibility to check the Brightspace by D2L course for any announcements regarding necessary changes in due dates, assignment instructions/updates, class meetings, etc. Please do not wait until the last minute to ask questions about assignments that are due…emailing the instructor questions about an assignment at 8:00 pm for an 11:30 pm deadline will not result in having your questions answered. Self-discipline is a requirement and critical for success in an online/hybrid course. Students in an online course should take the initiative to check the course calendar regularly for due dates and should always email the instructor if there are any personal issues that are affecting course participation. Students experiencing technical difficulty should contact SFA’s Office of Instructional Technology (OIT) immediately at 468-1919…computer issues are not an excuse for the failure to submit course assignments and activities, especially when you have a large window of time to complete them.

Assignments—To receive points for an assignment, it must be submitted AS INSTRUCTED, through the Brightspace by D2L Dropbox or in class. To receive credit, any work must have the student name prominently displayed on the first page, or if in a folder or notebook, on the outside as well. Any work submitted to the professor for grading must be neat and professional. Late work will automatically be
penalized 5 points, even if it is only minutes late. It is your responsibility to submit your assignments on time. MISSING WORK SUBMITTED MORE THAN ONE WEEK AFTER ITS DUE DATE OR DURING DEAD WEEK WILL ONLY BE ELIGIBLE FOR HALF CREDIT. ABSOLUTELY NO STUDENT WORK WILL BE ACCEPTED AFTER THE LAST SCHEDULED MEETING TIME. In other words…no work may be submitted during finals exam week or thereafter.

**Exams**—Students are expected to be on-time to begin each exam. Those arriving late will not be granted additional exam-taking time. Those arriving after any other students have completed the exam and left the room will not be allowed to take the exam and will receive zero points for the exam. To begin the exam and during the exam period, the student work area must be cleared of all materials except the scantron answer sheet and/or instructor provided answer sheet and pencil or pen. All books and papers must be closed and stored out of sight beneath the seat or table. Cell phones must be turned off and stored out of sight during exams. No caps or sunglasses should be worn during exams. No electronic listening devices of any kind may be used during exams. Students may not leave the room then return again to finish an exam. If a student must leave the room, the exam must be turned in prior to exiting. Students must read and follow directions in filling in the scantron answer sheet correctly. Failure to fill out the form correctly may result in a penalty of up to 10 points. **For exams taken electronically in D2L---you must complete the exam/quiz during the time which it is available in D2L. Please note that all exams/quizzes in D2L are timed and once the time expires, you will not be allowed to finish the exam or make any changes. Once the exam/quiz closes, you will no longer have access to it. If you fail to complete the exam during that window of time, you will receive a “0” for the exam/quiz grade.**

**Missing an Exam**—According to university policy, serious personal illness or death in one’s immediate family are acceptable reasons for an exam to be missed. Zero points will be recorded for an exam when missed for unacceptable reasons. When an acceptable reason arises, to receive points, the student must notify the instructor PRIOR TO THE EXAM and provide written documentation/proof for the reason upon returning to class. Only if these two requirements are met, the grade earned on the final exam will be counted twice to replace the missed exam grade. This procedure applies to missing one exam only. All students must take the final exam at the official university-scheduled final exam time. Any requests for other times for the final exam must be for legitimate reason and must be submitted in writing at least two weeks in advance to allow approval through appropriate university channels. **NO MAKE-UP UNIT EXAMS ARE OFFERED.** Any extenuating circumstances must be discussed individually with the instructor during office hours or by appointment.

**Use of Electronics (Cell Phones, Laptops, Tablets)** ---Cell phone use is not allowed during class or exam time, unless otherwise instructed. Cell phones must be turned off and stored out of sight when class begins and remain off and out of sight until class is dismiss at each class meeting. Cell phones are a distraction to the instructor and to other students in the course...please be mindful of that! Laptops and tablets may be used in class for class purposes ONLY, except during exams. There may be times during which you are instructed to utilize laptops or tablets for in-class activities in order to enrich learning. However, the instructor has the right to ban computers for the remainder of the semester in the class if students are observed during any class meeting to be using devices for inappropriate purposes unrelated to class.

**Honors Contracts**—Any requests for honors contracts must be presented to the instructor, discussed, approved and submitted to the Honors office before the end of the third week of classes.