I. Course Description:

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.

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 managing lodging and front office operations in the course.

- 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.

- 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 students will identify appropriate technology use and sustainability
practices in the hospitality industry.

PLO 2 – Career Readiness: 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 focus
area in the field of Human Sciences and Hospitality.

PLO 3 – Financial Metrics: The student will calculate, interpret, and demonstrate key ratios, financial
statements, and budgets related to the hospitality industry.

PLO 4 – Service Aptitude: The students will demonstrate positive service aptitude through transformational
experiences.

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, 5.11s, 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. The School of Human Sciences will purchase the subscription to innRoad. Your school email address will be used to create your access credentials. You will receive an email from innRoad on how to create your log in and password. 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 access.

Throughout the semester you will complete several or 10 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 or D2L. If you have any questions, please contact your instructor via email in D2L, or support of the innRoad University Program at support@innRoadUniversity.com

innRoad is a web-based property management system (PMS) 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 an access to the full working innRoad system for 5 months. Dr. Causin will submit your school email to innRoad University in order to create your innRoad log-in and password. All log-in instructions will be provided by the innRoad Support via your school email. Dr. Causin will post this information in the course in D2L.

It is a must that the students should do the Step-by-Step Exercises before they complete the innRoad Assignments. The exercises will help the students familiarize the system and it will be easy for you 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 their website at 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:
Exercises - https://innroaduniversity.com/for-students/exercises/
Assignments - https://innroaduniversity.com/for-students/assignments/

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 if 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=QzJxdDkyeFRUUTBNeHly2ZuSG9vQT09

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 https://innroaduniversity.com/for-students/exercises/
Assignments https://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.

**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**

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>POINTS</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes (15 Chapter Quizzes @ 10 pts)</td>
<td>150 pts</td>
<td>15%</td>
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<tr>
<td>Three (3) Examinations @ 100 points each</td>
<td>300 pts</td>
<td>30%</td>
</tr>
<tr>
<td>Final Examination (HIFIA)</td>
<td>100 pts</td>
<td>10%</td>
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<tr>
<td>Inn Road Assignments – 10 @ 20 pts each</td>
<td>200 pts</td>
<td>20%</td>
</tr>
<tr>
<td>HIFIA Applications</td>
<td>100 pts</td>
<td>10%</td>
</tr>
<tr>
<td>Discussions and Dropbox Assignments</td>
<td>100 pts</td>
<td>10%</td>
</tr>
<tr>
<td>Reflection Paper</td>
<td>50 pts</td>
<td>5%</td>
</tr>
<tr>
<td><strong>TOTAL POINTS</strong></td>
<td>1000 pts</td>
<td>100%</td>
</tr>
</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: Weeks 1&amp;2</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 Sept 3; 11:30 pm in Brightspace by D2L</td>
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<tr>
<td></td>
<td>Chapter 2: The Guest Service Imperative</td>
<td>Student Introduction due on Sept 3; 11:30 pm in the Discussion Board</td>
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<td>CI Your Opinion Counts Discussion due on Sept 10; 11:30 pm</td>
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<td></td>
<td></td>
<td>Chapter 2 Quiz due Sept 10; 11:30 pm in Brightspace by D2L</td>
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<tr>
<td></td>
<td></td>
<td>C2 Your Opinion Counts Discussion due on Sept 10; 11:30 pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Read Chapters 3&amp;4!</td>
</tr>
<tr>
<td>Module 2: Weeks 3&amp;4</td>
<td>Chapter 3: The Hotel General Manager</td>
<td>Chapter 3 Quiz due Sept 17; 11:30 pm in Brightspace by D2L</td>
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<td></td>
<td>Chapter 4: General Managers are Leaders</td>
<td>Concept Mapping Assignment due in the D2L Dropbox on Sept 17; 11:30 pm</td>
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<td>Chapter 4 Quiz due Sept 24; 11:30 pm in Brightspace D2L</td>
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<td>C4 Your Opinion Counts Discussion due on Sept 24; 11:30 pm.</td>
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<tr>
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<td></td>
<td>EXAM 1: Sept 29-Oct 01; 11:30 pm. Covers Modules 1 &amp; 2</td>
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<tr>
<td></td>
<td></td>
<td>Read Chapters 9-11!</td>
</tr>
</tbody>
</table>
| Module 3: Weeks 5&6 | Chapter 9: The Front Office  
*Introduction to innRoad University*  
*Room Availability; use the Worksheet*  
Chapter 10: Housekeeping  
Chapter 11: Food and Beverage  
innRoad Exercise #2  
innRoad Assignment 2: Basic Reservation | Chapter 9 Quiz due Oct 01; 11:30 pm in Brightspace by D2L  
innRoad Assignment 1 due Oct 01; 11:30 pm in Brightspace by D2L.  
Chapter 10 Quiz due Oct 08; 11:30 pm in Brightspace by D2L  
Chapter 11 Quiz due Oct 08 11:30 pm in D2L  
innRoad Assignment 2 due Oct 08; 11:30 pm in Brightspace by D2L |
| --- | --- |
| Module 4: Weeks 7&8 | Chapter 6: Accounting  
innRoad Exercise #3  
innRoad Assignment 3: Intermediate Reservation Part I  
Chapter 8: Sales and Marketing  
innRoad Exercise #4  
*innRoad Assignment 4: Intermediate Reservation Part II* | Chapter 6 Quiz Oct 15; 11:30 pm in Brightspace by D2L  
innRoad Assignment 3 due Oct 15; 11:30 pm in D2L  
Chapter 8 Quiz due Oct 22; 11:30 pm in Brightspace by D2L  
innRoad Assignment 4 due Oct 22; 11:30 pm in Brightspace by D2L  
**EXAM 2**: Oct 20-22; 11:30 pm. Covers Modules 4 & 5. |
| Module 5: Weeks 9&10 | Chapter 5: Human Resources  
innRoad Exercise #5  
*innRoad Assignment 5: Advanced Reservation Part I*  
Chapter 15: Managing in the Global Hotel Industry  
*This lecture topic specifically addresses the influence of diversity within the overall focus of this course.*  
innRoad Exercise #6  
*innRoad Assignment 6: Advanced Reservation Part II* | Chapter 5 Quiz due Oct 29; 11:30 pm in Brightspace by D2L  
innRoad Assignment 5 due Oct 29; 11:30 pm in Brightspace by D2L  
Chapter 15 Quiz due Nov 05; 11:30 pm in Brightspace by D2L  
innRoad Assignment 6 due Nov 05; 11:30 pm in Brightspace by D2L |
<table>
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<th></th>
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<tbody>
<tr>
<td>Chapter 12: Property Operation and Maintenance</td>
<td>Chapter 7: Revenue Management</td>
<td>Hotel Industry Foundation and Introduction to Analytics (HIFIA)</td>
</tr>
<tr>
<td>innRoad Exercise #7</td>
<td>innRoad Assignment 9: Housekeeping</td>
<td>FINAL EXAM: Covers HIFIA Materials</td>
</tr>
<tr>
<td>innRoad Assignment 7: Group Reservation</td>
<td>Chapter 14 Quiz due Dec 03; 11:30 pm in Brightspace by D2L</td>
<td>Reflection Paper Due on Dec 10; 11:30 pm in Brightspace by D2L</td>
</tr>
<tr>
<td>Chapter 13: Personal Safety and Property Security</td>
<td>innRoad Assignment 10 due Dec 03; 11:30 pm in Brightspace by D2L</td>
<td>Application Exercises due Dec 10; 11:30 pm in Brightspace by D2L Dropbox</td>
</tr>
<tr>
<td>innRoad Assignment 8: Travel Agency Reservation</td>
<td>EXAM 3: Dec. 1-3; 11:30 pm. Covers Modules 5-7.</td>
<td>Dec. 11: 8:00 am – 11:30 pm: Final Exam – ONLINE (D2L/BRIGHTSPACE)</td>
</tr>
</tbody>
</table>

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

**innRoad Web-based Property Management System Subscription**

In order to open an innRoad account, your professor will submit your school email to innRoad Support so they can create a log-in and password for you. innRoad Support will then send you an email on how to access innRoad. The School of Human Sciences under Dr. Chay Runnels will pay for your innRoad subscription. Do not sign-up for innRoad subscription individually because you will be asked to pay for it yourself. Please wait for the instruction from Dr. Katerina Berezina or innRoad Support. This information will be posted in D2L.

**Textbook**

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

Revised August, 2023
VII. Course Evaluations:

"Near the conclusion of each semester, students in the Perkins College of Education electronically evaluate courses (the teaching itself and the content/assignments) 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 (full-time and part-time) annual evaluation processes, 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 summarized data will not be available to the instructor until after final grades are posted.

VIII. Student Ethics and Policy. Important course related policies:

**Course Grades (Including WH), Policy 5.5**

Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the coursework 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. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course to compute the grade point average. For additional information, go to https://www.sfasu.edu/policies/course-grades-5.5.pdf.

**Final Course Grade Appeals by Students, Policy 6.3**

**Academic Accommodation for Students with Disabilities, Policy 6.1**

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, 468-3004 / 468-1004 (TDD) 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 promptly may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

**Appeal Procedure Relating to the Provision of accommodations for students with Disabilities, Policy 6.6**

**Class Attendance, Policy 6.7**

**Code of Student Conduct and Academic Integrity, Policy 10.4**

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting
for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially.

***Other SFA Policy Information

IX: Resources

**Student Wellness and Well-Being**
SFA values students’ overall well-being, mental health and the role it plays in academic and overall student success. Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, emotional well-being, alcohol and other drugs, identities, finances, etc.

If you are experiencing concerns, seeking help, 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:**
**The Dean of Students Office** (Rusk Building, 3rd floor lobby)
www.sfasu.edu/deanofstudents
936.468.7249
dos@sfasu.edu

**SFA Human Services Counseling Clinic** Human Services, Room 202
www.sfasu.edu/humanservices/139.asp
936.468.1041

**The Health and Wellness Hub “The Hub”**
Location: corner of E. College and Raguet St.

To support the health and well-being of every Lumberjack, the Health and Wellness Hub offers comprehensive services that treat the whole person – mind, body and spirit. Services include:

- Health Services
- Counseling Services
- Student Outreach and Support
- Food Pantry
- Wellness Coaching
- Alcohol and Other Drug Education
Crisis Resources:
- Burke 24-hour crisis line: 1.800.392.8343
- National Suicide Crisis Prevention: 9-8-8
- Suicide Prevention Lifeline: 1.800.273.TALK (8255)
- johCrisis Text Line: Text HELLO to 741-741

X: 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.