Instructor: Jill Pruett, MS, RDN, LD
Office: 101F HMS North
Lab Course Time & Location: Online
Office Phone: (936) 468-7010
Email: pruettjs@d2l.sfasu.edu
Office Hours (CST)*: T/TH: 10am - 12pm; TH 1:00-2:00pm
Credits: 3 hours
Prerequisites: None

*Additional days/times can be scheduled with me. Please email me to set up an appointment. NOTE: Emails and phone calls will be responded to within 24-48 hours, Monday-Friday. The preferred method of communication is through email. Students are expected to respond to instructor emails within 24-48 hours as well.

All office hours will be conducted in my office and via Zoom. For information on how to join the office hours, please review the Getting Started module in Brightspace. NOTE: if you join via Zoom, you will be in a waiting room because I may be with another student. Please wait and I will admit you as soon as possible. I will get to everyone who joins the virtual waiting room during office hours.

I. Course Description:

Food Service Organization and Management is a three-credit hour course covering management and organization of running a foodservice operation. This course is taught fully online for 15 weeks with an additional comprehensive final exam in week 16. Students in this course receive extensive course content information via online modules, the textbook, and outside resource readings equivalent to 250 minutes per week for 15 weeks and at least 2 hours to prepare and take the final exam on week 16. Students will engage in a variety of assignments that can include, but are not limited to, topical class discussions, article reviews using current research, and written assignments that require critical thinking, analysis and recommendation development. For every hour a student spends engaging with the course content, they spend at least two hours preparing for and completing associated assessments.

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

The conceptual framework and the vision, mission, and goals of the James I. Perkins College of Education describes a shared vision and purpose for the SFASU College of Education. It provides coherence for our curriculum, clinical experiences, and assessments. It is linked to the university vision and values and describes how those values translate into knowledge, skills, and dispositions in the College of Education.

It is this philosophy and vision that helps to distinguish our graduates from those of other institutions. This course supports the vision, mission, and core values of the James I. Perkins College of Education whose mission is to prepare competent, successful, caring, and enthusiastic professionals dedicated to responsible service, leadership, and continued professional intellectual development.
In the College of Education at Stephen F. Austin State University, we value and are committed to:

- Academic excellence through critical, reflective, and creative thinking
- Life-long learning
- Collaborative and shared decision making
- Openness to new ideas, culturally diverse people and innovation and change
- Integrity, responsibility, diligence, and ethical behavior
- Service that enriches the community

Program Learning Outcomes:

1. **PLO 1 – Resource Development**: The Students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.
2. **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.
3. **PLO 3 – Key Ratios**: The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.
4. **PLO 4 – Service Attitude**: The student will demonstrate a positive service attitude.

**ACEND Requirements for Nutritional Sciences and Dietetics students**:  
Stephen F. Austin State University’s Didactic Program in Dietetics (DPD) is accredited by The Accreditation Council for Education in Nutrition and Dietetics (ACEND). ACEND requires that dietetics students complete competencies that will prepare them for a dietetics internship and work in the dietetics profession. The following KRDN’s as part of ACEND’s RDN Core Knowledge Assessment Domain 4, Practice Management and Use of Resources: Strategic application of principles of management and systems in the provision of services to individuals and organizations, meet these competencies and are found in this course:

**KRDN 4.1**: Apply management theories to the development of programs or services.  
**KRDN 4.2**: Evaluate a budget/financial management plan and interpret financial data.  
**KRDN 4.4**: Apply the principles of human resource management to different situations.  
**KRDN 4.5**: Apply safety and sanitation principles related to food, personnel and consumers.  
**KRDN 4.6**: Explain the processes involved in delivering quality food and nutrition services.  
**KRDN 4.7**: Evaluate data to be used in decision-making for continuous quality improvement.

**Nutritional Science and Dietetics students must earn a 70% or better on the assignments to prove mastery in the competencies.** If any student does not earn 70% on the initial assignment, the instructor will email to discuss remediation. If, upon remediation, the student still does not earn 70% or better, the student will be referred to the DPD Director for further instruction.

**All remediation must be completed within the semester the course was taken.** The original grade before remediation will be the assignment grade in the course to be fair to all students in the class, however, remediation is required for dietetics students not meeting the 70% grade on the KRDN assignments. All KRDN assignments must be submitted in Brightspace.
Student Learning Outcomes:
The course objectives provide an opportunity for learning to:

- Identify trends impacting management of food operations within .
- Identify the characteristics of the major types of foodservice systems.
- Identify management functions necessary for effective operation of food system.
- Apply the management functions necessary for effective operation of a foodservice system.
- Evaluate managerial styles appropriate for a culturally diverse workforce in foodservice operations.
- Identify the principles of equipment and facility maintenance.
- Identify current work productivity trends in foodservice facilities to assure the smooth, efficient workflow throughout the foodservice system.
- Identify the role of marketing in foodservice and nutritional care systems.
- Identify and interpret laws, standards, and regulations that govern the foodservice systems.
- Identify total quality management programs appropriate for use in foodservice and nutritional care.
- Identify the basic components of financial reporting.
- Understand the systems approach to foodservice organization.
- Identify and understand the foodservice systems model.
- Understand the ethical issues for a foodservice operation.

For additional information on meaningful and measurable learning outcomes see the assessment resource page [http://www.sfasu.edu/assessment/index.asp](http://www.sfasu.edu/assessment/index.asp).

III. Course Assignments, Activities, Instructional Strategies, use of Technology:
Brightspace learning management system will be used for this course. You can access Brightspace via [http://d2l.sfasu.edu](http://d2l.sfasu.edu). If you need help with Brightspace, please contact the Brightspace Support team at (936) 468-1919.

Please refer to “IV. Evaluations and Assessments (Grading)” section of this syllabus for a detailed description of all graded course activities and assessments.

Using technology in online courses:
This course is entirely online and will be coordinated through Brightspace. It is imperative that you check Brightspace daily to stay informed with any course updates. Additionally, you should check your grade points in Brightspace. Any discrepancies in points must be resolved within one week after the assignment grades have been posted, otherwise, the posted grade points are considered final and will not be reviewed later.

If you choose to take a quiz or an exam at a computer that is not supported by the University, you will do so at your own risk. Inability to access, finish or submit any quizzes or an exam during the designated time due to unreliable Internet connections (such as Wifi) or other technical problems on an off-campus computer will not be accepted as a valid excuse. Your quiz or exam will be graded “as is.” Using a campus computer does not guarantee that connections will not be lost, however they do guarantee a reliable way to verify interruptions of service. This alone could save your grade. It is best to take quizzes and exam between 8:00 am to 5:00 pm on the scheduled day in the event you have technical problems.
as Brightspace, IT support, and instructor resources are available during those times. NOTE: technology problems associated with course activities are not a valid excuse for missing a quiz or exam.

If you experience technical difficulties, please contact the SFA resources below:
1. Brightspace technical support (936) 468-1919 from 8:00 am to 5:00 pm. Please note the Brightspace technical support is not available on nights and weekends.
2. SFA IT computer support: (936) 468-4357, available from 8:00 am to 5:00 pm M-F.

IV. Evaluation and Assessments (Grading):
1. EXAM - There is one final comprehensive exam worth 100 pts. The final exam covers material from every textbook chapter and all module content. Please complete the final exam review to help you prepare for it. The timed exam will be open over two days during finals week and will close at the scheduled time outlined in the course calendar. You will be allowed to revisit questions during the exam as time allows. There will not be a make-up exam unless prior approval by the instructor has been given. Failure to complete the exam by the due date without prior approval will result in a zero.

The course timeline is posted at the beginning of the semester and includes the final exam due date. Please adjust your schedule accordingly with your work and other extracurricular activities to allow you to complete it, as well as all other work in this course, in a timely manner. If there are issues, please contact your instructor before any due dates to discuss your options.

Copying from someone else’s screen while taking the exam, visiting other sites while your browser is opened to the exam, using your notes or the textbook, giving or receiving an advance copy of the examination, getting an old copy of the examination, or hiring a surrogate test-taker will all be considered cheating and are flagrant violations of university policy.

NOTE: There will be no makeup exams unless prior approval by the instructor has been given to do so. This is ONLY for SPECIAL CIRCUMSTANCES AND WITH PRIOR INSTRUCTOR APPROVAL AND PROPER DOCUMENTATION. This is up to the instructor’s discretion.

2. ASSIGNMENTS – Discussion postings (6 @ 10 pts ea.); Article reviews (4 @ 20 pts ea.); Written assignments (6 @ 20 pts ea.) You will have assignments due most weeks. The due dates are posted in the course calendar and this syllabus. All assignments will be related to the chapters in the textbook and online modules. For article reviews, students will conduct research on their own time. They will search for articles in professional publications, research journals, and/or professional industry blog sites with citations of research used to write the blogs or articles. Articles not based on research will not be accepted. The article reviews must include a summary of the article, student’s opinion of the article content, and include a comment related to future outlook of this issue or topic. A direct link to the actual article must be provided for each article review. Omission of any of this information will result in point reduction or a zero for the assignment.

Because this is a senior level class, all work will be written using proper grammar and spelling, professional language, and students will demonstrate an understanding on how to find and interpret current research. APA style of writing will be followed. Resources in the Getting Started module will help explain APA style formatting and writing, including the use of double spacing, specific font size and type, paragraph indentions, and reference formatting.
FND Students: Six of the assignments MUST be submitted in Brightspace and another analysis tool TBD for ACEND assessment purposes. Failure to submit into both of these learning tools may result in a zero for the assignment. Discuss any issues or questions with the instructor.

Late submissions

Discussions and Article Reviews: There will be no make-up discussions and article reviews unless prior approval has been given by the instructor. Failure to submit your work by the due date will result in a zero. These activities are open all semester and you are given ample time to complete them; therefore, excuses are rarely accepted.

Written KRDN Assignments (this does not include discussions and article reviews) will be submitted via Dropbox in Brightspace by the due date as outlined in the course calendar. Late submission of any KRDN written assignment will be accepted with a point reduction in the score the student earns for that report. **For each day the submission is late, starting from 12:01 am the following day, there will be a 20% reduction in the student’s grade.** For example, if a written assignment is worth 20 points, each day the report is late, there will be a point reduction of 4 points from the grade the student earns. After 5 days past the due date, no points will be earned. Late submission of written assignments due to excused absences* will not receive point deductions once instructor approval has been given. **KRDN assignments must be submitted by FND students even if they are late.**

*Excused absences. There are two types of absences—excused and unexcused absences. Excused absences should be **communicated to me PRIOR to missed due date, approved by me, and with the proper documentation.** Per university policy, excused absences include illness, family death, and participation in university approved events, such as sports teams, cheer, or club competitions or other SFA sponsored events. Please note that you must provide the following:

- Documentation regarding **illnesses** includes an official note from the physician or clinic on letterhead or prescription pad of the doctor or clinic, including the day of the visit and the date that you can return to lab.
  - If you have a serious illness, please email me as soon as possible and we will discuss when you are able to participate in class.
- Family death documentation will include a copy of a prayer card or obituary announcement.
- University sanctioned events should be submitted via email by the athletics or SFA program staff. Make sure that they send it to me prior to the day of the absence.

Unexcused absences will be graded as a zero. They include all other types of absences, such as car trouble, oversleeping, forgetting about class, work, attending a wedding, and other excuses that do not fall into the excused absence category.

Summary of Points

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam</td>
<td>100 pts</td>
</tr>
<tr>
<td>Discussions</td>
<td>60 pts</td>
</tr>
<tr>
<td>Article Reviews</td>
<td>80 pts</td>
</tr>
<tr>
<td>Written Assignments</td>
<td>120 pts</td>
</tr>
<tr>
<td>Total Points</td>
<td>360 pts</td>
</tr>
</tbody>
</table>
V. Tentative Course Outline/Calendar:
The information contained in the course outline below is critical to your success in the course. It
provides the weekly topics, textbook chapters and module content readings, as well as the due dates for
assignments associated with the material. All discussions, article reviews and assignments are due by
11:59 pm on the due date listed below. It is your job to check this calendar at least weekly to ensure you
submit your work on time. Thoroughly completing assignments, submitting them by the due dates, and
taking the exams on time is critical to your success in this course. Missed work will negatively impact
your grade.

In addition, SFA requires that I report course participation of each student early in the semester.
Completing the introduction discussion by 1/28/24 proves participation in the course. Not submitting
this discussion could result in being dropped from the course and losing any financial aid received.

<table>
<thead>
<tr>
<th>Week</th>
<th>Chapter/Module</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1:</td>
<td>Getting Started module</td>
<td>• Read the course syllabus</td>
</tr>
<tr>
<td>Jan 18-28</td>
<td></td>
<td>• Introduction discussion DUE 1/28</td>
</tr>
<tr>
<td>Week 2:</td>
<td>Start reading the textbook:</td>
<td>• Trends discussion DUE 2/4</td>
</tr>
<tr>
<td>1/29-2/4</td>
<td>Ch. 1 Foodservice Industry</td>
<td>• Article review-Choose one research article on a trend in your major DUE 2/4</td>
</tr>
<tr>
<td></td>
<td>Ch. 2 The Systems Approach</td>
<td></td>
</tr>
<tr>
<td>Week 3:</td>
<td>Ch. 3 Food Safety</td>
<td>• HACCP flow diagram Assignment DUE 2/11</td>
</tr>
<tr>
<td>2/5-2/11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 4:</td>
<td>Ch. 4 Facility Sanitation and Safety</td>
<td>• National Safety Council discussion DUE 2/18</td>
</tr>
<tr>
<td>2/12-2/18</td>
<td>Ch. 5 The Menu</td>
<td>• Article Review on Menus Issues DUE 2/18</td>
</tr>
<tr>
<td>Week 5:</td>
<td>Ch. 6 Purchasing</td>
<td>• Article review on purchasing DUE 2/25</td>
</tr>
<tr>
<td>2/19-2/25</td>
<td>Ch. 7 Receiving, Storage &amp; Inventory</td>
<td>• Technology and Inventory discussion DUE 2/25</td>
</tr>
<tr>
<td>Week 6:</td>
<td>Ch. 8 Production Continuous Improvement</td>
<td></td>
</tr>
<tr>
<td>2/26-3/3</td>
<td></td>
<td>• Line Checks Assignment DUE 3/3</td>
</tr>
<tr>
<td>Week 7:</td>
<td>Ch. 9 Service</td>
<td>• Quality Food Survey Assignment DUE 3/10</td>
</tr>
<tr>
<td>3/4-3/10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 8:</td>
<td>Happy Spring Break!</td>
<td></td>
</tr>
<tr>
<td>3/11-3/17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week</td>
<td>Chapter/Module</td>
<td>Assignment</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Week 9:</td>
<td><strong>Integrating sustainability into space design and resource conservation</strong></td>
<td>• Article review: Recycled materials, conservation, and green efforts <strong>DUE 3/24</strong></td>
</tr>
<tr>
<td>3/18-3/24</td>
<td>Ch. 10 Facilities Planning &amp; Design</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ch. 12 Resource Conservation</td>
<td></td>
</tr>
<tr>
<td>Week 10:</td>
<td>Ch. 11 Equipment &amp; Furnishings</td>
<td>• Workplace Injuries discussion <strong>DUE 3/31</strong></td>
</tr>
<tr>
<td>3/25-3/31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 11:</td>
<td>Ch. 13 Organizational Design</td>
<td>• Attendance Policy/Management theories Assignment <strong>DUE 4/7</strong></td>
</tr>
<tr>
<td>4/1-4/7</td>
<td>Ch. 14 Leadership</td>
<td>• What kind of leader are you discussion <strong>DUE 4/7</strong></td>
</tr>
<tr>
<td>Week 12:</td>
<td>Ch. 15 Human Resource Management</td>
<td>• Human Resource Management Assignment <strong>DUE 4/14</strong></td>
</tr>
<tr>
<td>4/8-4/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 13:</td>
<td>Ch. 16 Performance Improvement</td>
<td>• No assignment</td>
</tr>
<tr>
<td>4/15-4/21</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 14:</td>
<td>Ch. 17 Financial Management</td>
<td>• Profit &amp; Loss Assignment <strong>DUE 4/28</strong></td>
</tr>
<tr>
<td>4/22-4/28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 15:</td>
<td>Ch. 18 Marketing</td>
<td>• No assignment</td>
</tr>
<tr>
<td>4/29-5/5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 16:</td>
<td><strong>Final Exam:</strong> Exam opens on 12:01 am on 5/7 until 11:59 pm on 5/9. Plan on about 1 hour to complete it.</td>
<td>• <strong>Complete Final Exam</strong></td>
</tr>
<tr>
<td>5/6-5/10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The instructor has the right to change this course calendar at any time. Notices of changes will be provided in writing.

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


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

**Institutional Absences (HOP 04-110)**

An Institutional Absence may be granted to a student who participates as a representative of the University in academic (including research), extra- or cocurricular, or athletic activities. Students will be excused for institutional purposes from otherwise required academic activity only when a valid Institutional Absence is approved by the appropriate administrative unit or official and the documentation of approval is provided to the faculty member at least five (5) days in advance.

Institutional absences will not be approved for keystone events, defined as: a special or unique assignment, test, project, experience, or other academic exercise identified by the Faculty member as critical for successful completion of standards of the class and unable to be missed. These events must be identified on the syllabus at the beginning of the semester and communicated to the students. Events added to the syllabus at a later date will not qualify for Keystone Event status. Keystone Events where the date/time is changed will no longer be considered a Keystone Event. Students should make themselves aware of any Keystone Events identified in the syllabus to ensure there are no conflicts.

For keystone events where the assignment dates vary, it is incumbent upon the students to work with their faculty member to not select a conflicting date.

More information on Institutional Absences, including how to apply, can be found at [https://www.sfasu.edu/deanofstudents/student-resources/institutional-absences](https://www.sfasu.edu/deanofstudents/student-resources/institutional-absences).

**Code of Student Conduct and Academic Integrity**

The Code of Student Conduct and Academic Integrity (HOP 04-106) outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

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. For additional information, go to https://www.sfasu.edu/docs/hops/04-106.pdf.

**Withheld Grades Semester Grades Policy (HOP policy 02-206)**

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/docs/hops/02-206.pdf.

**Students with Disabilities**

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/.

**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.

**Other important course-related policies:**

***Other SFA policy information is found in the Handbook of Operating Procedures (HOP)***

**IX: Resources**

**On-campus Resources:**

- **The Dean of Students Office** (Rusk Building, 3rd floor lobby)
  - [www.sfasu.edu/deanofstudents](http://www.sfasu.edu/deanofstudents)
  - 936.468.7249
  - dos@sfasu.edu

- SFASU Counseling Services • [www.sfasu.edu/counselingservices](http://www.sfasu.edu/counselingservices)
  - Health and Wellness Hub (corner of E. College and Raguet) • 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

- **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
    - [www.sfasu.edu/thehub](http://www.sfasu.edu/thehub)
    - 936.468.4008
    - thehub@sfasu.edu

- **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)
  - 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 through email, 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.

The instructor reserves the right to change this syllabus at any time during the semester. All changes will be communicated to students in writing.