INSTRUCTOR: Dr. Sheila Scott  
Office/office phone: HS 178 (806) 834-5194  
Office Hours: Virtual Office Hours Mondays & Fridays 11am – 12pm (or by appointment)  
Email: sheila.scott@ttu.edu (preferred contact method)  
Class Dates: August 28 – December 13, 2017

Mission of HRM:  
The Mission of the Department of Hospitality and Retail Management is to provide quality education, research, and service focused on the knowledge and skills intrinsic in the disciplines of Hospitality Management and Retail Management.

Course Description:  
The purpose of this course is to provide students with an overview of food and beverage management in various hospitality environments. Emphasis is placed on cost controls, procurement, marketing and sales.

Please Note: This course is intended for non-majors, and is required for the online minor in RHIM.

Program Outcomes:  
Communicate effectively and appropriately (orally and in writing).  
- Prepare, maintain, analyze, and utilize financial documents and data related to hospitality management organizations.  
- Discuss, examine, and evaluate management practices in the hospitality industry.  
- Define, discuss, give examples of, and examine ethical issues related to hospitality management organizations.  
- Comprehend the social, multicultural, and environmental dimensions of issues facing professionals in hospitality management.

Course Outcomes:  
This course is designed to provide students with an understanding of food and beverage operations from a strategic management perspective. Upon completion of this course, students should be able to:  
- Describe food and beverage management tasks in a variety of hospitality environments.  
- Show the importance of sanitation and safety to a foodservice operation.  
- Apply management styles at differing levels of service in foodservice operations.  
- Assess customer service and service recovery techniques.  
- Analyze and evaluate a foodservice business using standard foodservice management forms.
TEXT AND MATERIALS

Required Text:
Principles of Food and Beverage Management with Online Test Voucher (2nd ed)

* Before students purchase the textbook, check to ensure that the correct ISBN is selected. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools.

Required Technology:
This course will be delivered through the university’s Learning Management System (LMS), Blackboard. Each student is required to have access to a computer with internet access in order to access the course. Each student is also required to have a working, university (ttu.edu) email account.

As a student of Texas Tech University, students have free access to this course’s Blackboard site. Students will need to access the course regularly throughout the semester. Assignments for this course will be submitted electronically through Blackboard, unless otherwise instructed. All submitted files must be in Word format.

Communication:
Communication with the instructor must occur through the Texas Tech email system. Students can send the instructor, or other classmates, emails through Blackboard under the Course Communication heading on the left side of the course pages. The course number must be included in the subject line. Students who email from a non-ttu.edu email account will NOT receive a response from the instructor. This is protection for student privacy and is a policy of Texas Tech University

COURSEWORK:
All assignments, quizzes and exams are due on Mondays at 5 pm CST, excluding the extra credit opportunities in week one and the Comprehensive Final Exam which is due by 11:59 pm CST on the last day of final exams, December 13. NO LATE WORK IS ACCEPTED.

Field Trip Reports:
Field Trips will be outside specific modules throughout the course. Students will be required to prepare for and reflect on each field trip, with evidence submitted as a graded assignment. Specific requirements and required forms will be found in the assignment. The forms are fillable PDFs. Students must type in the forms, save them to their computer and upload them into Blackboard. Do not wait until the last minute to determine there are problems. No late submissions due to uploading issues will be allowed. The field trip reports will be due at a specified time during the semester. The field trip report due dates are listed in the course schedule. The field trip reports, and any necessary associated evidence of the associated activity, will only be accepted by the due date. Field trip reports are an extension of the field trips, and each student is responsible for turning in his/ her own report. The reports’ written portions in the comment sections should total no less than 400 words and no more than 1000 words. Spelling, punctuation and grammar will be graded. Field reports that are not submitted correctly, typed using the fillable PDF forms, will not be accepted. Students who submit work that is found to be plagiarized will receive a zero for the assignment, and depending on the severity, possibly a zero for the course and will be reported to the Office of Student Conduct for possible further repercussions.
Assignments:
Assignments will appear in the quiz, test tool. They are based on Food and Beverage math. There is no time limit, however only one attempt is allowed. Students can save answers and return to the assignment to complete it. MAKE SURE TO HIT THE SUBMIT BUTTON WHEN FINISHED. Students will need the text book to complete the assignments.

TABC Certification:
Students will take a TABC approved course for certification. There are several websites that offer the certification. The cost is approximately $10.99 to receive the certification. If students have a current TABC certification, documentation of the certification can be submitted for credit. The site to find an approved course is [http://www.tabc.state.tx.us/training_and_certification/approved_seller_training_schools.asp](http://www.tabc.state.tx.us/training_and_certification/approved_seller_training_schools.asp)

Quizzes:
Students will take four quizzes worth 25 points each. Quizzes are module specific. The quizzes will cover the content in the text, module lectures, and any additional information provided in the module. Quizzes are designed to be taken individually, without the assistance of notes or textbooks. Students can make two attempts at each quiz and the highest of the two attempt scores will move into the gradebook. To hinder students working together, the questions will be randomized, will questions delivered one at a time, and the answer must be saved to enable moving to the next question. Students will be unable to backtrack. The quizzes have a time limit.

Course Exams:
Students will take two course exams that cover the content in the text and module lectures. The exams consist of true/false, multiple choice, and short answer questions, and are designed so that students can apply what was learned. The exam dates are listed in the schedule for this course. Exams are open for the entire week and have a time limit. To hinder students working together, the questions will be randomized, will questions delivered one at a time, and the answer must be saved to enable moving to the next question. Students will be unable to backtrack.

<table>
<thead>
<tr>
<th>Assessment Device</th>
<th>Points each</th>
<th>Total points</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Quizzes (lowest score dropped)</td>
<td>6 points each</td>
<td>54 points</td>
</tr>
<tr>
<td>2 Course Module Exams</td>
<td>100 points each</td>
<td>200 points</td>
</tr>
<tr>
<td>1 Comprehensive Final Exam</td>
<td>150 points</td>
<td>150 points</td>
</tr>
<tr>
<td>2 Field Trip Reports (based on field trips)</td>
<td>50 points each</td>
<td>100 points</td>
</tr>
<tr>
<td>3 Assignments</td>
<td>25 points</td>
<td>75 points</td>
</tr>
<tr>
<td>1 TABC Certification</td>
<td>25 points</td>
<td>25 points</td>
</tr>
</tbody>
</table>

TOTAL COURSE POINTS 604 POINTS

*Assignments will be graded, & grades posted on Blackboard, within 7 days of the due date & time.*
GRADING SCALE

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage Range</th>
<th>Points Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>89.5% - 100%</td>
<td>540-600 points</td>
</tr>
<tr>
<td>B</td>
<td>79.5% - 89.49%</td>
<td>480-539 points</td>
</tr>
<tr>
<td>C</td>
<td>69.5% - 79.49%</td>
<td>420-479 points</td>
</tr>
<tr>
<td>D</td>
<td>59.5% - 69.49%</td>
<td>360-419 points</td>
</tr>
<tr>
<td>F</td>
<td>below 59.5%</td>
<td>Less than 360 points</td>
</tr>
</tbody>
</table>

STUDENTS WITH DISABILITIES ADA STATEMENT:
Any student who, because of a disability, may require special arrangements in order to meet the course requirements should contact the instructor as soon as possible to make necessary accommodations. Students must present appropriate verification from Student Disability Services during the instructor’s office hours. Please note that instructors are not allowed to provide classroom accommodation to a student until appropriate verification from Student Disability Services has been provided. For additional information, please contact the Student Disability Services office in West Hall or call 806-742-2405.

STUDENT ABSENCES:
Attendance and participation in all modules and project components is strongly encouraged. This course is structured so that regular participation will be reflected in better grades.

Absences - There are NO excuses for missing a module, other than that which are listed below. Since the modules are open for eight day periods, the absence is required to be for all days within the open period for the missed modules. If students have extenuating circumstances (other than those listed below), that may require them to miss a module, they will need to get a letter from the Associate Dean of Academic Affairs (located in the College of Human Sciences Dean’s office) that is addressed directly to the course instructor.

<table>
<thead>
<tr>
<th>Excused Absences – that incorporate the entire open period for the modules.</th>
<th>Make-Up Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>University-related event with letter of proof (road show, etc.)</td>
<td>Assessments complete within 48 hours from end of absence.</td>
</tr>
<tr>
<td>Observance of Religious Holy Day (see below)</td>
<td>Assessments complete within 48 hours from end of absence.</td>
</tr>
</tbody>
</table>

Absence due to University-related Event
1. A University-related event may include any event or activity which is organized, sponsored and/or funded by Texas Tech University or TTUHSC.
2. Department chairpersons, directors, or others responsible for a student representing the university on officially approved trips or at events must notify the student's instructors of the departure and return schedules at least seven (7) days prior to the trip or event. A student who is absent from classes due to a University-related trip or event shall be allowed to take an examination or complete an assignment scheduled for that day within 48 hours after the absence.
3. A student who is excused under section 2 may not be penalized for the absence; however, the instructor may respond appropriately if the student fails to complete the assignment satisfactorily within the time allowed.
Absence due to Observance of a Religious Holy Day:
1. "Religious holy day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Texas Tax Code §11.20.
2. A student who intends to observe a religious holy day should make that intention known in writing to the instructor seven (7) days prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within 48 hours after the absence.
3. A student who is excused under section 2 may not be penalized for the absence; however, the instructor may respond appropriately if the student fails to complete the assignment satisfactorily within the time allowed.

ACADEMIC INTEGRITY
Student Conduct:
Responsible citizenship among college students includes honesty and integrity in course work, regard for the rights of others, and respect for local, state, and federal laws as well as campus standards. Specific standards concerning the rights and responsibilities of students and registered student organizations at Texas Tech University are contained in the Code of Student Conduct and Student Handbook. Students are expected to become familiar with and abide by these standards. The Code of Student Conduct and Student Handbook may be obtained from the Office of Student Judicial Programs, Student Union, or by calling 806-742-1714.

ACADEMIC MISCONDUCT
Academic Dishonesty:
Texas Tech University is committed to a high standard of integrity and therefore, academic honesty is expected.

“’Academic dishonesty’ includes, but is not limited to, cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, and any act deigned to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor) or the attempt to commit such an act.”

Since dishonesty harms the individual, fellow students and the integrity of the University, policies on scholastic dishonesty will be strictly enforced.

It is the aim of the faculty of Texas Tech University to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work that they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offenders liable to serious consequences, possibly suspension at the university level.

Anti-plagiarism software may be utilized to determine plagiarism issues with any work submitted electronically. The academics and profession of the Restaurant, Hotel, and Institutional Management program, and the Department of Hospitality and Retail Management (HRM), require the highest academic integrity and ethical standards. As such, HRM has a zero tolerance policy relating to any instance of academic dishonesty listed above. Students are expected to know and understand the definitions of cheating, plagiarism, and collusion found in the Texas Tech University Catalog: (p.50).
Plagiarism:
Plagiarism occurs when a student submits work that is not his or her own. This includes copying from printed materials, websites, or from other people. Any assignment containing plagiarized material will automatically be graded as zero. Plagiarism may also result in failing the entire course or dismissal from the HRM program as outlined above. Students who do not thoroughly understand methods of proper documentation should request assistance from the instructor. The TTU Library has a resource on avoiding plagiarism.

RESOLVING STUDENT ISSUES:
Should a student encounter an issue in the course, the following chain of authority should be followed and not circumvented:

1. Students should first discuss the issue with the instructor of the course in an attempt to resolve the issue;
2. If the issue is not resolved, or the issue is of a matter that the student is not comfortable discussing with the instructor, the student should contact the Associate Department Chair of Hospitality and Retail Management.
3. If the issue is not resolved, or the issue is of a matter that the student is not comfortable discussing with the instructor, the student should contact the Department Chair of Hospitality and Retail Management.
4. Only after discussion has been exhausted with the above authorities should the student contact the Associate Dean for Students in the College of Human Sciences.

The Ombudsman for Students is available to assist students with any conflict or problem that has to do with being a student at Texas Tech University. Should the student be dissatisfied with the outcome of discussions with the above authorities, the student may visit the Ombudsman in room 237 of the Student Union Building, or call 742-4791.

STUDENT GUIDANCE FOR EMERGENCY SITUATIONS
In the unlikely event of an emergency, the university has provided the following guidance for individual students:

Evacuation:
1. Calmly and quietly walk to the nearest exit.
2. Do not use elevators.
3. Follow instructions of emergency personnel, i.e. policemen or firemen.

Fire:
1. If it is safe to do so, activate the closest fire alarm.
2. Evacuate to the designated evacuation area.
3. Call 9-911 and report the location and nature of the fire.

Flood:
1. Do not enter any flooded area. i.e., basement, first floor, vaulted area, etc.
2. Minor Flooding: Call the Physical Plant and report the location and nature of the leak.

Medical Emergencies:
1. Dial 9-911 and report the nature of the illness or injury and the location of the emergency.
2. Stay with the victim until help arrives if there is no immediate danger to yourself.
Tornado or Other Weather Threat Alarms:
1. Take cover at the lowest level of the building. If an underground shelter is not available, move to an interior room or hallway on the lowest floor and get under a sturdy piece of furniture. Avoid places with wide-span roofs such as auditoriums, cafeterias or large hallways.
2. Stay away from windows.
3. If outdoors take cover, if possible, inside a building. If shelter is not available or there is no time to get indoors, lie in a ditch or low lying area or crouch near a strong building.
4. After the tornado passes, remain alert for signs of additional tornados and or flash/flooding.

Violence on Campus
1. Report any suspicious behavior or threats of any sort to your supervisor or instructor as soon as possible.
2. Do not attempt to resolve violent outbursts or outrageous acts of behavior yourself. Report such incidents to your supervisor or instructor as soon as possible. If violent activities are occurring immediately call 9-911 and report them to emergency personnel.
3. At the scene of any violent incident, attempt to move to a secure area as soon as possible and follow the instructions of the emergency personnel who respond to the incident.

STUDENT RESOURCES FOR DISCRIMINATION, HARASSMENT, AND SEXUAL VIOLENCE
Texas Tech University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from gender and/or sex discrimination of any kind. Sexual assault, discrimination, harassment, and other Title IX violations are not tolerated by the University. Report any incidents to the Office for Student Rights & Resolution, (806)-742-SAFE (7233) or file a report online at titleix.ttu.edu/students. Faculty and staff members at TTU are committed to connecting you to resources on campus. Some of these available resources are: TTU

Student Counseling Center, 806-742-3674, https://www.depts.ttu.edu/scc/ (Provides confidential support on campus.) TTU Student Counseling Center

24-hour Helpline, 806-742-5555, (Assists students who are experiencing a mental health or interpersonal violence crisis. If you call the helpline, you will speak with a mental health counselor.)

Voice of Hope Lubbock Rape Crisis Center, 806-763-7273, voiceofhopelubbock.org (24-hour hotline that provides support for survivors of sexual violence.) The Risk, Intervention, Safety and

Education (RISE) Office, 806-742-2110, rise.ttu.edu (Provides a range of resources and support options focused on prevention education and student wellness.)

Texas Tech Police Department, 806-742-3931, http://www.depts.ttu.edu/tpd/ (To report criminal activity that occurs on or near Texas Tech campus.)
See the course schedule on Blackboard for all important dates and deadlines.
<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Module</th>
<th>Due 5:00 p.m. CST on last day of week*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>August 28 – September 5*</td>
<td>Intro to Course – See Welcome to RHIM 2202 on Blackboard</td>
<td>*Extra Credit Quiz</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Module 1 – It All Starts with the Menu</td>
<td>*Extra Credit Introduction Discussion</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>September 1, 5:00 pm CST</td>
</tr>
<tr>
<td>2</td>
<td>September 4 – September 11</td>
<td>Module 1 – The Menu</td>
<td>Quiz Module 1</td>
</tr>
<tr>
<td>3</td>
<td>September 11 – September 18</td>
<td>Module 2 – Standardized Recipes</td>
<td>Field trip report one</td>
</tr>
<tr>
<td>4</td>
<td>September 18 – September 25</td>
<td>Module 2 – Standardized Recipes</td>
<td>Assignment one – Ch. 1 &amp; 2 Quiz Module 2</td>
</tr>
<tr>
<td>5</td>
<td>September 25 – October 2</td>
<td>Module 3 – Product Purchasing</td>
<td>Quiz Module 3</td>
</tr>
<tr>
<td>6</td>
<td>October 2 – October 9</td>
<td>Module 4 – Product Receiving, Storing, &amp; Issuing</td>
<td>Quiz Module 4 Exam one</td>
</tr>
<tr>
<td>7</td>
<td>October 9 – October 16</td>
<td>Module 5 – Quality Food-Production Standards</td>
<td>No assessments due</td>
</tr>
<tr>
<td>8</td>
<td>October 16 – October 23</td>
<td>Module 5 – Quality Food-Production Standards</td>
<td>Quiz Module 5 Assignment two – Ch. 3, 4 &amp; 5</td>
</tr>
<tr>
<td>9</td>
<td>October 23 – October 30</td>
<td>Module 6 – Quality Beverage Management</td>
<td>Quiz Module 6 TABC Certification</td>
</tr>
<tr>
<td>10</td>
<td>October 30 – November 6</td>
<td>Module 7 – Staff Performance</td>
<td>Quiz Module 7 Assignment three – Ch. 6 &amp; 7</td>
</tr>
<tr>
<td>11</td>
<td>November 6 – November 13</td>
<td>Module 8 – Customer Relations</td>
<td>Quiz Module 8 Exam two</td>
</tr>
<tr>
<td>12</td>
<td>November 13 – November 20</td>
<td>Module 9 – Banquets &amp; Catering</td>
<td>Quiz Module 9 Field trip report two</td>
</tr>
<tr>
<td>13</td>
<td>November 20 – November 27</td>
<td>Module 10 – Food &amp; Beverage Management: Analysis &amp; Decision Making</td>
<td>Quiz Module 10</td>
</tr>
<tr>
<td>14</td>
<td>November 27 – December 6</td>
<td>Study Week</td>
<td>No assessments due</td>
</tr>
<tr>
<td>15.5</td>
<td>December 7 – December 13</td>
<td>Dead Day/Final Exams Week</td>
<td>*Final Comprehensive Exam December 13 - 11:55pm</td>
</tr>
</tbody>
</table>

*exception to due date policy
SPRING 2017 DATES TO REMEMBER

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes begin</td>
<td>Jan. 19</td>
</tr>
<tr>
<td>Last day to add a course</td>
<td>Jan. 24</td>
</tr>
<tr>
<td>Last day to drop a course &amp; have charges removed</td>
<td>Feb. 3</td>
</tr>
<tr>
<td>Last day to drop a course with academic penalty</td>
<td>Mar. 29</td>
</tr>
<tr>
<td>Commencement</td>
<td>May 19-20</td>
</tr>
</tbody>
</table>

OPERATING POLICIES PERTAINING TO ALL COURSES

1. CLASSROOM CIVILITY
   Attendance and class participation is expected at all class sessions. Higher grades cannot be expected unless the student has actively participated in class. It is your responsibility to attend each class session on time. Class starts promptly. If you must leave class earlier for any reason, you must inform the instructor at the beginning of the class for permission. Lack of attendance and participation may negatively affect the grade you receive in the class.

   Students are expected to assist in maintaining a classroom environment which is conducive to learning. In order to assure that all students have the opportunity to gain from time spent in class, unless otherwise approved by the instructor, students are prohibited from engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, minimally, in a request to leave class.

2. ACADEMIC INTEGRITY (OP 34:12):
   Academic integrity is taking responsibility for one’s own work, being individually accountable, and demonstrating intellectual honesty and ethical behavior. Academic integrity is a personal choice to abide by the standards of intellectual honesty and responsibility. Because education is a shared effort to achieve learning through the exchange of ideas, students, faculty, and staff have the collective responsibility to build mutual trust and respect. Ethical behavior and independent thought are essential for the highest level of academic achievement, which then must be measured. Academic achievement includes scholarship, teaching and learning, all of which are shared endeavors. Grades are a device used to quantify the successful accumulation of knowledge through learning. Adhering to the standards of academic integrity ensures that grades are earned honestly and gives added value to the entire educational process. Academic integrity is the foundation upon which students, faculty, and staff build their educational and professional careers. For detailed information regarding these policies, see [http://www.depts.ttu.edu/studentjudicialprograms/academicinteg.php](http://www.depts.ttu.edu/studentjudicialprograms/academicinteg.php)

For further information regarding student policies at Texas Tech, see [http://www.depts.ttu.edu/dos/handbook/](http://www.depts.ttu.edu/dos/handbook/)
3. STUDENTS WITH DISABILITIES (OP 34.22)
Any student who, because of a disability, may require special arrangements in order to meet the course requirements should contact the instructor as possible to make necessary arrangements. Students must present appropriate verification from Student Disability Services during the instructor’s office hours. Please note that instructors are not allowed to provide classroom accommodation to a student until appropriate verification from Student Disability Services has been provided. For additional information, please contact Student Disability Services office in 335 West Hall or call 806-742-2405.

For detailed information regarding Texas Tech’s Student Disability Services, see http://www.depts.ttu.edu/students/sds/

4. STUDENT ABSENCE FOR OBSERVANCE OF A RELIGIOUS HOLY DAY (OP 34:19)
1. "Religious holy day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Texas Tax Code §11.20.
2. A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

A student who is excused under section 2 may not be penalized for the absence; however, the instructor may respond appropriately if the student fails to complete the assignment satisfactorily.

5. ABSENCE DUE TO OFFICIAL UNIVERSITY APPROVED TRIPS (OP 34.04)
Department chairpersons, directors, or others responsible for a student representing the university on officially approved trips must notify the student's instructors of the departure and return schedules. The instructor so notified must not penalize the student, although the student is responsible for material missed. Any student absent because of university business must be allowed to make up missed work within a reasonable span of time or have alternate grades substituted for work due to an excused absence. Students absent because of university business must be given the same privileges as other students; e.g., if other students are given the choice of dropping one of four tests, then students with excused absences must be given the same privilege.

Note: Optional activities, including travel activities, are excluded from the above policy if participation is optional and not a requirement of the university sponsored activity. This would include road shows, interviews, event participation, or specific extra credit course or program related activities.

6. CLASS COMPLETION
Please note that unsatisfactory completion of this class or course completion of at least 60% of the semester, may result in repayment of all or part of your student financial aid. For further information, please contact Student Financial Aid, 806-742-3681, or finaid.advisor@ttu.edu.
7. **RESOLVING STUDENT ISSUES**
   If you encounter an issue in this course you should follow the following chain of authority:
   1. First discuss it with the instructor of the course in an attempt to resolve the issue.
   2. If the issue is not resolved, or is something you do not feel comfortable discussing with the instructor, you should contact the Department Associate Chairperson.
   3. Only after discussing the issue with the Associate Chairperson should you contact the Hospitality and Retail Management Department Chairperson.

   **Under no circumstances should you begin this process with the Chairperson or the Dean’s Office without first consulting the Associate Chairperson.**

8. **STATEMENT OF NONDISCRIMINATION**
   Neither the instructor nor any student in this class will discriminate or tolerate discrimination on the basis of age, color, disability, ethnicity, gender, national origin, race, religion, sexual orientation, or veteran status. This policy extends to in class discussions, student essays, and all other forms of communication associated with this course, to include informal conversations within the classroom but outside the parameters of this course.

9. **STATEMENT OF DIVERSITY**
   By its very design, this course engages texts that some students might find difficult and/or controversial. In this class, the instructor will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world, and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

10. **EMERGENCY PROCEDURES**
    In the unlikely event of an emergency, students and faculty should follow the guidance provided at the website below. There is a possibility that this may include evacuation of the building or seeking shelter within the building.

    [http://www.depts.ttu.edu/communications/emergency/](http://www.depts.ttu.edu/communications/emergency/)

11. **TTU RESOURCES FOR DISCRIMINATION, HARASSMENT, AND SEXUAL VIOLENCE**
    Texas Tech University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from gender and/or sex discrimination of any kind. Sexual assault, discrimination, harassment, and other Title IX violations are not tolerated by the University. Report any incidents to the Office for Student Rights & Resolution, (806)-742-SAFE (7233) or file a report online at titleix.ttu.edu/students. Faculty and staff members at TTU are committed to connecting you to resources on campus. Some of these available resources are: TTU Student Counseling Center, 806-742-3674, https://www.depts.ttu.edu/scc/ (Provides confidential support on campus.) TTU Student Counseling Center 24-hour Helpline, 806-742-5555, (Assists students who are experiencing a mental health or interpersonal violence crisis. If you call the helpline, you will speak with a mental health counselor.) Voice of Hope Lubbock Rape Crisis Center, 806-763-7273, voiceofhopelubbock.org (24-hour hotline that provides support for survivors of sexual violence.) The Risk, Intervention, Safety and Education (RISE) Office, 806-742-2110, rise.ttu.edu (Provides a range of resources and support options focused on prevention education and student wellness.) Texas Tech Police Department, 806-742-3931, [http://www.depts.ttu.edu/tpd/](http://www.depts.ttu.edu/tpd/) (To report criminal activity that occurs on or near Texas Tech campus.)
12. **GRADE OF INCOMPLETE (I)***
   - The grade of Incomplete (I) is given *only* when a student’s work is satisfactory in quality but, due to reasons beyond his or her control, has not been completed. It is not given in lieu of an “F” or “W.”
   - The instructor assigning the grade will stipulate in writing, at the time the grade is given, the conditions under which the “I” may be removed.
   - The grade of “I” will remain on the record until the faculty member submits a new grade.
   - After one calendar year, “I” grades will change to a grade of “F.”
   - A form must be submitted prior to the end of the semester for each grade of “I.”
   - If a student repeats the course, the appropriate grade will be given for the second registration and the Office of the Registrar will replace the “I” with an “R.”

13. **OMBUDSMAN FOR STUDENTS***
    The Ombudsman for Students is available to assist students with any conflict or problem that has to do with being a student at Texas Tech University. You may visit the Ombudsman in 232E of the Student Union Building or call (806) 742-SAFE.