INTRODUCTION TO HOSPITALITY
RHIM 2210 (ONLINE)
Syllabus

Instructor: Sheila Scott-Halsell
Office Hours: 1:30 p.m. – 3:00 p.m. (or by appointment) Tuesdays
E-mail: sheila.scott@ttu.edu
Class Hours: online

COURSE OVERVIEW
The course is designed to acquaint students with the various aspects of the hospitality industry and to serve as a long-term reference on the numerous career opportunities available. The course supports the RHIM program by developing individuals who have chosen the hospitality industry as their career path.

REQUIRED TEXT

STUDENT LEARNING OBJECTIVES
At the conclusion of this course, students will be able to:
1. Describe the social, economic, and environmental context within which the hospitality industry operates. (PLO 3, 4, 5) Exams, discussions, final report (understand)

2. Differentiate the structure, nature, and operating characteristics of the individual sectors of the hospitality industry: food service, lodging, and tourism. (PLO 3, 4, 5) Exams, quizzes, final report (analyze)

3. Compare the roles and principal responsibilities of managers in the hospitality industry segments. (PLO 3, 4, 5) Exam, quizzes (analyze)

4. Assess the hospitality profession as a suitable career based on your abilities, tastes, and interests (PLO 3, 4, 5) Discussions, final report (evaluate)
COURSE WEBSITE

This course will be managed through Blackboard 9 (accessible at: http://blackboard.ttu.edu). All course materials and assignments will be made available within Blackboard. The course website within Blackboard is available only to students who have officially registered for this course.

To reach the course website, students should enter the following URL into an internet browser (Firefox is recommended) http://blackboard.ttu.edu. This will take students to the Blackboard log-in page where students will enter their E-raider username and password each time they enter the site.

If students do not have E-raider account, they can request one at https://eraider.ttu.edu. If students have forgotten their password or need assistance logging in, they may call the TTU technology hotline at (806) 742-HELP.

All tasks that require submission through Blackboard have an availability period. It is the student’s responsibility to ensure that all tasks are completed AND submitted before the end of the availability period.

If a task is started before the deadline, but is not successfully submitted before the end of the availability period, the submission will not be accepted. All work must be submitted within Blackboard.

Having computer problems does not constitute a legitimate reason for not completing tasks in the course, so students should plan accordingly to allow any time necessary to work out and technical/computer problems they may encounter. The IT Department (742-HELP) should be contacted for technical difficulties, not the instructor. Having access to reliable Internet connections and a working computer is the student’s responsibility.

INSTRUCTOR COMMUNICATION

The instructor will be the primary point of contact for this course. You can expect your instructor to respond to your email within 24 hours (Monday through Friday). If you email your instructor on the weekend, it will be responded to on the next business day. Depending on your request, the instructor may need longer than 24 hours to fully address the situation, but any delay will be communicated during the initial response.

For all graded learning opportunity assignments, the instructor will provide feedback (through a grading rubric or comments, etc) within 7 days following the end of the availability period.

You should not expect any feedback other than a score on evaluation items (exams) within the course. Evaluations are designed to determine the level of learning – not as an opportunity for learning.
GRADING

Overall student evaluation will be based on the following:

<table>
<thead>
<tr>
<th>Learning Opportunities</th>
<th>Number this Semester</th>
<th>Points Per</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Report</td>
<td>1</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>Discussions</td>
<td>4</td>
<td>50</td>
<td>200</td>
</tr>
<tr>
<td><strong>Evaluations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quizzes</td>
<td>8</td>
<td>25</td>
<td>200</td>
</tr>
<tr>
<td>Exams</td>
<td>3</td>
<td>100</td>
<td>300</td>
</tr>
<tr>
<td>Final Exam</td>
<td>1</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td>1,000</td>
</tr>
</tbody>
</table>

The course grade will be determined from the total accumulation of points:

<table>
<thead>
<tr>
<th>Grades</th>
<th>Available Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>900-1,000</td>
</tr>
<tr>
<td>B</td>
<td>800-899</td>
</tr>
<tr>
<td>C</td>
<td>700-799</td>
</tr>
<tr>
<td>D</td>
<td>600-699</td>
</tr>
<tr>
<td>F</td>
<td>599 and below</td>
</tr>
</tbody>
</table>

**Please note that unsuccessful 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.

Grade Disputes:

If you have an issue with a grade, please email the instructor within ONE WEEK (7 days). In your email, clearly describe the specific issue and your outcome expectation (make sure you consult the syllabus before ensure your proposal is within the policies of the course). If the situation is not resolved, follow the steps in the “Resolving Student Issues” section of this syllabus.

IMPORTANT COURSE INFORMATION

1) **Make-up exams and assignments**: There will be no make-up discussions, exams or assignments.

2) **Assignments**:

All word for submission (e.g., assignments, graded discussions, etc) should be created either in Microsoft Word and uploaded to Blackboard, or created in the text box of Blackboard. Do not email your work to your instructor at their TTU email address. Blackboard keeps a record of all submissions.
a. Any files that cannot be opened will not be graded. *Mac (Apple) users beware: Very few .docx formatted files do not always upload successfully. You may want to use the Windows-based PC computers available at the library to ensure proper submission.*

b. All written assignments will be checked through the plagiarism software, Turnitin. This software will compare the current semester’s papers with past semesters and online sources. Copying work from existing sources or past semesters is considered academic dishonesty.

Consequences of academic dishonesty will result in, at the discretion of the instructor, an automatic F (zero credit) on the assignment, quiz, or exam OR a failing grade in the course for the semester will be assigned.

c. If you fail to complete and successfully submit a task in this course, there will be NO opportunity for makeup or late acceptance. NO EXCEPTIONS.

3) Graded Discussions:

Graded discussions will be held on Blackboard on information from class. The instructor will post a topic to begin the discussion and may post subsequent threads throughout the week of the discussion to lead the discussion to thoroughly examine the topic.

Students must create a thread to respond to the instructor’s initial post and then respond two additional times during the availability period to a fellow student or any additional posts by the instructor.

Posts must be made on three different days: the initial post and two responses.

While there is no required length requirement, each student post must contribute to the conversation, and facts or opinions must be supported by the text or other materials.

Posts should be free of grammatical or spelling issues.

While good discussions mean the students will often times disagree about a topic, students are expected to be respectful of others’ opinions. If a student is disrespectful to another student or the instructor through a discussion post, the student will lose the points for that specific week’s discussion.

ACADEMIC INTEGRITY (OP 34:12):

It is the aim of the faculty of Texas Tech University to foster a spirit of complete honesty and high standard of integrity. The attempt of students to present as their own any work not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offenders liable to serious consequences, possibly suspension. “Scholastic dishonesty” includes, but it not limited to, cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, and any act designed 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. The Texas Tech policies on academic integrity, including cheating and plagiarism, will be strictly upheld in this class. For detailed information regarding these policies, see http://www.depts.ttu.edu/studentjudicialprograms/academicinteg.php

4) **Online learning environment**: Each week this course will cover the same amount of material that would be covered in a face-to-face version of the course. Students are expected to assist in maintaining an online environment that is conducive to learning. This class is self-paced, to an extent. Students are encouraged to work ahead. The due dates are firm and working until the last minute is highly discouraged.

5) **Communication**: Students must check the course regularly for important deadline revisions, homework assignments, important announcements, etc. Invariably, necessary adjustments related to course material and due dates occur throughout the semester.

**RESOLVING STUDENT ISSUES**:

If you encounter an issue in this course you should follow the following chain of authority:

- First discuss it with the instructor of the course in an attempt to resolve the issue.
- 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.
- 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.

**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, Student Union Building or call (806)742-SAFE. For further information, see http://www.depts.ttu.edu/studentresolutioncenter/

**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 soon as possible to make any necessary arrangements. Students should present appropriate verification from Student Disability Services during the instructor’s office hours. Please note: instructors are not allowed to provide classroom accommodations to a student until appropriate verification from Student Disability Services has been provided. For additional information, please contact Student Disability Services in 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/
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.

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.

LAST DATE OF ATTENDANCE

Please note that unsuccessful 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.

OTHER RESOURCES

For assistance with writing, including tutoring, see http://english.ttu.edu/uwc01/default.asp
For assistance with citing APA format, see http://www.apastyle.org/ or Purdue’s Online Writing Lab (OWL).
For assistance with learning and study skills, see http://www.depts.ttu.edu/passcntr/PLC/index.php

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/_/(To report criminal activity that occurs on or near Texas Tech campus.)
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/hs/emergency_planning/index.php
http://www.depts.ttu.edu/communications/emergency/

***The syllabus is a working document and is subject to change. Students should assume that all of the information on the syllabus is correct and accurate. If at any point changes to the syllabus are made, students will be notified on the course website.***