Texas Tech University College of Human Sciences  
Department of Hospitality & Retail Management  
RHIM 4332.S01 Syllabus  
Spring 2018

Course Name: Customer Relations for Hospitality Enterprises  
Scheduled Course Days and Time: Monday, Wednesday & Friday 11:00 a.m. to 11:50 a.m.  
Room: Human Sciences 216

Instructor: Sheila Scott, PhD  
Office: 178 Human Sciences  
Office Hours: Tuesdays 1:30-3:00 walk in hours, appointments available  
Email: Sheila.scott@ttu.edu  
(email responses will be made within 24 hours, or the next business day, during regular business hours – Mon.-Thurs. 9:00 a.m. to 5:00 p.m., Fri. 9:00 a.m. to 12:00 p.m.)  
Office Phone: (806) 834-5194

REQUIRED TEXT & MATERIALS:  
- Readings as assigned on Blackboard or through course reserve  
- Two cases purchased from Harvard Business Review Course pack.  
- EQi 2.0 Assessment (invitation was emailed from NoReply@MHS.com)

COURSE DESCRIPTION FROM CATALOG:  
Evaluation of various facets of customer relations as they impact the hospitality industry.

EXPECTED PROGRAM LEARNING OUTCOMES (PLOs) FROM PROGRAM:  
1. Communicate effectively and appropriately (orally and in writing).  
2. Prepare, maintain, analyze and utilize financial documents and data related to hospitality management organizations.  
3. Discuss, examine, and evaluate management practices in the hospitality industry.  
4. Define, discuss, give examples of, and examine ethical issues related to hospitality management organizations.  
5. Comprehend the social, multicultural, and environmental dimensions of issues facing professionals in hospitality management.

EXPECTED COURSE LEARNING OUTCOMES:  
At the conclusion of this course, student will be able to:  
- Explain the impact of customer service on customer experience, satisfaction and loyalty in hospitality businesses (PLOs 1, 3, 5) (Case study analysis, exam)  
- Create responses to hospitality guest social networking reviews (PLOs 1, 3, 5) (Discussions)  
- Articulate the value of servant leadership in hospitality organizations (PLOs 1, 3, 4, 5) (Case study analysis, individual paper, discussions)  
- Identify strategies to effectively train hospitality employees in customer service activities (PLO 3) (Case study analysis, exam, discussions)  
- Identify strategies to conduct business to provide customer service to employees and the community through corporate social responsibility. (PLO 1, 3, 4, 5) (Case study analysis, individual paper, exam, discussions)
• Identify, articulate, and reflect critically on ethical issues in personal, professional and/or civic life from their own perspective as well as that of others. (PLO 1, 3, 4, 5) (Case study analysis, individual paper, exam, discussions)

ACTIVITIES AND GRADING STRUCTURE:

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>POINTS EACH</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intro to Course Quiz</td>
<td></td>
<td>15</td>
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<tr>
<td>Emotional Intelligence Activities</td>
<td></td>
<td>135</td>
</tr>
<tr>
<td>EQi 2.0 assessment &amp; coaching</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>EI report one</td>
<td>50</td>
<td></td>
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<tr>
<td>EI report two</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>Exams</td>
<td></td>
<td>300</td>
</tr>
<tr>
<td>Mid Term</td>
<td>150</td>
<td></td>
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<tr>
<td>Final</td>
<td>150</td>
<td></td>
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<tr>
<td>Case studies</td>
<td></td>
<td>250</td>
</tr>
<tr>
<td>Group Case (individual grade based on self/peer review %)</td>
<td>150</td>
<td></td>
</tr>
<tr>
<td>Group Case Presentation (individual grade based on self/peer review %)</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>Individual Portion of Group Presentation</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Service Learning/Community Engagement</td>
<td></td>
<td>300</td>
</tr>
<tr>
<td>Option I</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paying It Forward Activity/Participation</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Individual Paper</td>
<td>200</td>
<td></td>
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<tr>
<td>or</td>
<td></td>
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<tr>
<td>Option II</td>
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<td></td>
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<tr>
<td>Individual Paper</td>
<td>300</td>
<td></td>
</tr>
<tr>
<td>TOTAL POINTS AVAILABLE</td>
<td></td>
<td>1000</td>
</tr>
</tbody>
</table>

GRADING CRITERIA:
Final Grades will be determined by the following schedule:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points Range</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>90% - 100%</td>
<td>(900-1000 points)</td>
<td>Advanced, exceeds expectations and work has no or few errors</td>
</tr>
<tr>
<td>B:</td>
<td>80% - 89.99%</td>
<td>(800-899.9 points)</td>
<td>Minimally exceeds expectations and work has limited errors</td>
</tr>
<tr>
<td>C:</td>
<td>70% - 79.99%</td>
<td>(700-799.9 points)</td>
<td>Proficient, meets minimum expectations but demonstrates no extra effort</td>
</tr>
<tr>
<td>D:</td>
<td>60% - 70.99%</td>
<td>(600-699.9 points)</td>
<td>Less than standard and falls below expectations</td>
</tr>
<tr>
<td>F:</td>
<td>&lt; 60%</td>
<td>(0-599.9 points)</td>
<td>Lack of effort, does not meet expectations in one or more areas</td>
</tr>
</tbody>
</table>

CELLPHONE POLICIES, DISTRACTING ACTIVITIES & ATTENDANCE

Turn off all cell phones and do not take them out during class. If caught with a cell phone in use, a student will be warned one time and then asked to leave class and be counted absent for the day. Once the class begins, the instructor will close and lock the door and anyone who is not in class at that time will be considered absent for that day. Students who leave class will not be allowed to return and may be counted absent based on time spent in class. Therefore, students should make any calls or conduct other necessary activities prior to or after class. If a student will be leaving class early, the instructor must be notified at the beginning of the class period. Students who participate in any activities that distract themselves or other students (including talking, laptop use, or other distracting
activities) from the class activities will be warned once and then asked to leave the classroom and will be counted as absent for the day.

Class attendance policy
Students are allowed four (4) free absences during the course of the semester with no penalty. After that, each absence will result in a 5-point deduction on the final examination. Only Texas Tech approved absences listed in the syllabus attachment are excused absences. Interviews, Road Shows and Doctor’s notes will not be accepted as an excused absence. Use your free absences wisely. It is EACH STUDENTS responsibility to sign in each day. DO NOT sign in for someone else or let someone sign in for you. All parties involved in fraudulent signatures will lose their free absences. In addition, fraudulent signatures constitute academic dishonesty and will be reported to the college academic dean for disciplinary action.

The only excused absences are the following (see the syllabus attachment on Blackboard for complete policies):

STUDENT ABSENCE FOR OBSERVANCE OF A RELIGIOUS HOLY DAY (OP 34:19)

ABSENCE DUE TO OFFICIAL UNIVERSITY APPROVED TRIPS (OP 34.04)

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.

COMMUNICATION
Occasionally, the instructor will need to contact the class regarding course issues. Please make sure that Texas Tech has your current Texas Tech e-mail account, to retrieve these important messages. Students are responsible for oral or written announcements and other provided information about the course not listed on the syllabus.

ACTIVITIES
Course Introduction Quiz (15 points)
A course introduction quiz is due by 1/26 before class time. All information contained in the syllabus, the syllabus attachment (including links), the APA and Avoiding the F presentation, the Formatting for Assignments document, or on any other course materials topic may be on the quiz. Since the due date is the after the last day to add the class, all students will have an opportunity to submit the quiz and no make up for late enrollment will be allowed.

Emotional Intelligence Assessment, Coaching, Activities and Reports (various points - 135 total points)
Each student will complete the EQi 2.0 Assessment and will receive a detailed report of the results during a coaching session. The invitation to complete the assessment will be received via email from NoReply@mhs.com. Once completed, students will schedule to meet with Dr. Scott, individually (through a Doodle scheduler, link on the bottom of the NoReply email or on Blackboard), to review the results and create a plan for activities to enhance growth in their emotional intelligence. Following the meeting, students will choose a minimum of three EI enhancement
activities in which to participate during the semester. Students will write a minimum of 500 word report indicating their planned activities to enhance their EI. A final progress report of 700 words or more is required discussing progress made and how these skills may translate to personal success in the future. Writing style, grammar and spelling will be evaluated as part of the grade.

**Exams (2 @ 150 points each)**
Two essay exams will be required for this course. Students are expected to use clarity of thought, critical thinking and appropriate explanations to support the responses to the questions. Grammar and spelling will be evaluated as part of the grade. **Students who have earned 761 points prior to the final exam (minus and excessive absence deductions) will be exempt from the final exam and will receive an A for the course. All other students will have the final exam score calculated into their final course score.**

**Case Study Analysis and Presentation (various points - 250 total points) (based on peer reviews, individual grades will be percentage of group case analysis and presentation grade)**
One group case study analysis will be required. The case must be purchased through the website to Harvard Business Review Course pack provided by the instructor. For the group case study analysis and presentation, individual grades will be based on the peer evaluation score percentage multiplied by the specific group case study score. An additional individual presentation score will be scored based on dress, professionalism, and preparation for the presentation. Details of the expected analysis and associated activities can be found on Blackboard.

**Service Learning/Community Engagement**
*(Option 1)*

**Paying it Forward (100 points)**
Students will participate with Meals on Wheels of Lubbock serving the community and societal need. Meals on Wheels needs assistance from qualified individuals who are essential in assisting them achieve the organization’s mission through their service activities. Students are required to volunteer a minimum of 15 hours during the semester and must be completed by the last day of class. Volunteer Orientation will be held in class on 1/22. Any student who is not in class on 1/22 will be required to participate at the MoW office. Please coordinate the orientation with Barbara Bulen. Students must provide a copy of their driver’s license and auto insurance no later than 1/29 to Dr. Scott or Barbara Bulen at barbara@lubbockmealsnowheels.org. To facilitate the participation efforts, class will not be held on Fridays, so that students will have class time to volunteer. Nonetheless, Participation efforts are not required to be on Fridays only.

**Individual Paper – Community Engagement (200 points)**
At the conclusion of the volunteer effort, students will complete an individual 1000-1500 word report of their experience. Sections with headings will include: [a] the activities involved (in detail), [b] a recap of all experiences, [c] an evaluation of the organization as a whole, including suggestions to improve the service provided, [d] an overall impression of the experience, [e] issues the organization has in recruiting qualified, interested volunteer participants or donors with suggestions for improving the recruitment effort, and [e] an overview of corporate social responsibility benefits to hospitality companies, employees of participating companies, MoW, and recipients or the services. Further instructions and a rubric will be available on Blackboard. Final Papers submitted by April 16 will receive a 10% bonus and cannot be resubmitted after 4/16.
(Option 2)
Expanded Individual Paper – Community Engagement and the Hospitality Industry (300 points)
Students who are unable to participate in a community engagement activity for the required hours will have an option to write an expanded version of the Individual Paper. The paper will be a minimum of 4500 words and from research, students will discuss issues discovered in a minimum of seven peer reviewed journal articles regarding service organizations and their issues in recruiting qualified, interested volunteer participants. Corporate social responsibility in hospitality businesses will also be covered at length. Students will research and compare and contrast the corporate social responsibility activities and community engagement activities of a minimum of five hospitality companies and discuss how their involvement in the community contributes to their employees’ wellbeing, the benefit to the communities they serve, the company itself and how it aligns with the mission and vision of the organizations. A comparison should be drawn based on the hospitality segment of company, number of employees, and geographic location of the business or outlets. The final report will be due April 9.

Extra Credit Opportunities
Community Engagement -Volunteer Hours and Report (50 points extra credit)
Each student has the opportunity to participate in additional service learning/community engagement activity for a minimum of 12 hours to a non-profit organization (excluding Meals on Wheels), by the 13th week of class. Students are encouraged to identify an organization to which they have a similar philosophy and a population they strive to help. For example organizations who might focus on reducing hunger, cancer awareness and advocacy, child welfare, assisting the elderly or disabled, or preventing domestic violence. Possible organizations include the South Plains Food Bank, Susan G. Komen, Big Brothers/Big Sisters, Girl Scouts, Boy Scouts, Special Olympics, Ronald McDonald House, or others as approved by the instructor. Engagement experiences must be approved by the instructor prior to the activity and hours will not be counted until the required form is signed by all parties and submitted to the instructor. The required form is available at the end of the syllabus or as a fillable PDF on Blackboard.
In addition to the documented 12 hours of engagement activity, students will write a report on their specific experience and the value of community engagement to an individual and employing hospitality companies in providing service to employees, the community and their guests. The report will be 500-1000 words. Further instructions and a rubric are available on Blackboard.

Additional Meals on Wheels Volunteer Hours (10 points per 5 hours, maximum 30 points)
Students are eligible to participate with Meals on Wheels for additional hours to earn extra credit. For each five hours, over and above the 15 required hours, a student will earn 10 points. A students may earn a maximum of 30 extra credit points in this activity.

See the Syllabus attachment for important dates and TTU, HRM and RHIM Policies and Resources
<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Class Schedule</th>
<th>*Due Dates by 11:00 a.m. on day listed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jan 19</td>
<td>Course Overview - Welcome</td>
<td></td>
</tr>
</tbody>
</table>
| 2    | Jan 22-26   | MoW Orientation Welcome to Customer Relations Introduction and Course Project   | **Volunteer form** completed – Jan. 22  
Intro to Course Quiz – Jan. 26 - Blackboard  
EQ-i 2.0 Assessment completed - Jan. 26  
Meeting day & time set on Doodle - Jan. 26 |
| 3    | Jan 29-Feb 2| Service Learning Emotional Intelligence Customer Service – Winning over Challenging Guests | Email copy of license and ins to Barbara @ MoW no later than 1/29  
Coaching sessions with Dr. Scott |
| 4    | Feb 5-9     | Customer Service – Winning over Challenging Guests (f2f complaints)             | Coaching sessions with Dr. Scott                                                                      |
| 5    | Feb 12-16   | Reputation Management Reputation Management – Review Pro. Reputation Management- Guest Letters (print out reviews) | Coaching sessions with Dr. Scott                                                                      |
| 6    | Feb 19-23   | In class case: *When the Twit terverse Turns on You Crisis Management*         | Coaching sessions with Dr. Scott  
Meeting with Dr. Scott on EQi 2.0 complete by Feb. 23                                               |
| 7    | Feb 26-Mar 2| Diversity/Cultural/Generational Differences Corporate Social Responsibility     | Report 1 EQ-i 2.0 due Feb. 26  
MoW Mardi Gras Feb. 27 |
| 8    | Mar 5-9     | Review Mid Term *Midterm Exam – March 7 – will not meet*                       | **Exam 1 – Mid Term open March 5 - 12 p.m., closes March 9 - 12 p.m., Blackboard**                   |
| 9    | Mar 12-16   | SPRING BREAK – no class                                                        |                                                                                                        |
| 10   | Mar 19-23   | CEM- Customer Experience Management                                              |                                                                                                        |
| 11   | Mar 26-30   | CRM – Customer Relationship Marketing – Rewards Programs                        |                                                                                                        |
| 12   | Apr 2-6     | Group Case Study and Slides - April 2  
Self & Peer Review – April 2  
Group Case Presentations April 2 & 4 |                                                                                                        |
| 13   | Apr 9-13    | All extra credit hours completed by April 9  
*Service learning final paper Option 2 – April 9*  
Group Case Presentations April 9 & 11 |                                                                                                        |
| 14   | Apr 16-20   | *Service learning final paper Early Bird - April 16*  
Extra Credit Paper - April 16  
Group Case Presentations April 16 & 18 |                                                                                                        |
| 16   | Apr 30-May 4| Communications Skills                                                           | EQ-I Final paper - April 30                                                                         |
| 17   | May 7       | Review for Final Exam                                                           | Last day for MoW required hours – May 7                                                              |
| Finals | May 9-15   |                                                                                   | **Online Final Exam opens 5/9 12:01 a.m. - due 5/15 at 10 a.m.**                                      |

** This schedule serves as a general guide for the course and is subject to change. **
Final Examination Schedule

The Final Exam is scheduled on Tuesday, May 15 from 7:30-10:00am. Since this exam is online, it will be open 5/9-5/15, closing at 10:00am, no exceptions.

Extra Credit/Community Engagement Activity

Student Information

Student name: ___________________________________________________________
R# __________________________ Telephone number _______________________
TTU Email address _____________________________________________________

Non-Profit Agency Information

Agency Name __________________________________________________________
Contact Person ______________________________ Title _____________________
Street Address _________________________________________________________
City _________________________________ State_____ Zip ___________________
Telephone ___________________________

Description of the mission and vision of the organization, the population served and their needs for volunteers and items
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Community Engagement Activity

Description of activities in which student will participate
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

____________________________________________________________________________________
How will this benefit the organization?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
How will this benefit the student?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
Starting date  ________________________________
Number of hours each week  ______________
Name and phone number of onsite supervisor, if different from above
_________________________________________________________________________
How will the student’s hours be documented? _______________________________
How often will they be documented? _____________________________________

The volunteer agency agrees to provide supervision of the student, document the hours of community engagement efforts, and afford the same consideration of health, safety, and working conditions accorded to other volunteers.

_________________________________________  Date
Agency Representative Signature

_________________________________________  Date
Faculty Member Signature

The student agrees to perform all assigned duties to the best of their ability, satisfactorily meet the expectations of the volunteer agency, complete all academic requirements, and abide by all rules, regulations and policies of the agency, Texas Tech University and RHIM 4332. Failure to abide by these requirements may result in discontinuation of the community engagement opportunity, loss of points in the course, and reporting of inappropriate activities to Student Affairs at Texas Tech.

_________________________________________  Date
Student Signature
SPRING 2018 DATES TO REMEMBER

Classes begin         Jan. 18
Last day to add a course       Jan. 23
Last day to drop a course & have charges removed without academic penalty Feb. 2
Last day to drop a course with academic penalty    Mar. 28
Spring Break         Mar. 10-18
Commencement               May 18 & 19

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

   For further information regarding student policies at Texas Tech, see 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 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.

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/hs/emergency_planning/index.php
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/ (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.