

**University of North Texas
College of Merchandising, Hospitality and Tourism
Spring 2020**

**HMG 3260.002 & 004
Resort and Club Management**

Course Instructor

Name: Harold S. Lee, Ph.D.

Phone: 940.565.3182

E-mail: harold.lee@unt.edu (Email is the best way to reach out to your instructor!)

Office: Chilton 355C

Office Hours: Mon, Wed & Thu 10:00 am – 11:00 am; Tue: 3:00 pm – 4:00 pm; By Appointment

Class Meetings: 100% Online - All course interaction will occur through Canvas

Course Description

This course provides an introduction to Managing Resorts and Private Clubs, with emphasis on needs assessment, membership, planning, marketing, hiring, staff evaluation and management, legal issues, financial management, and leadership.

Textbook

There is No Required Textbook for This Course.

Course Objectives

Upon completion of this course, students will:

- Have acquired knowledge pertaining to the private club and resort components of the hospitality industry
- Be able to comprehend the unique challenges inherent to private club and resort management
- Be able to develop an understanding of the relationship between marketing, customer satisfaction, operation and financial results
- Be able to understand the job opportunities in this field, their requirements and the exciting longer term career possibilities

Information Access

Access to this class is via the Canvas Learning platform using UNT computers on campus or anywhere that offers Internet service. After entering Canvas through the UNT website, students will be asked to provide their user name (EUID) and password (Personalized password).

Before beginning the course, students should check the browser version and computer settings of the machine being used. A quick and easy way to check is by clicking the Check Browser link at the top right corner of the Canvas page when first logging into the system.

Attendance Policy

The time spent logged on to Canvas will be monitored. Students are expected to log on to the class at least twice a week as there will be frequent messages from the instructor or fellow students. In addition, the teacher reserves the right to drop students who are not contributing regularly within the online venue.

Server Failure

In the unlikely event that the Canvas server should fail and students cannot access course materials...DON'T PANIC! A failed log-in attempt will generate a pop-up message the estimates when the system will be up and running. The same information should be displayed on the UNT homepage (www.unt.edu), but this is frequently slower to occur. Downtime is usually brief, but if not, the system is monitored and students will not be penalized for system problems. **If students submit the assignment within 24 hours once Canvas is back up and running, it will be considered "on time"**. Even better, students should not wait until the last minute to submit assignments!

If a problem with Canvas software is encountered, students may email questions to helpdesk@unt.edu, or phone (940)565-2324, or visit the Sage Hall, Room 330D for personal assistance during regular business hours. Please see the following link for finding more information for UNT Help Desk. <https://it.unt.edu/helpdesk>

Syllabus Revisions

The instructor reserves the right to revise this syllabus, class schedule, and list of course requirements when he/she deems such revisions will benefit the achievement of course goals and objectives. Changes will be announced on Canvas.

Activities

- Online Lectures
- Online Group Discussions
- Assigned Readings
- Article Reviews
- Exams and Quizzes
- Case Studies

Academic Dishonesty – DO NOT BE A CHEATER!

Cheating, in any form, will result in an automatic grade of “F” for this course, the removal of the student from the course, and a full report sent to the Office of the Dean of Students. Copying of tests or assignments as well as plagiarism of material from notes, books, Internet sources, and research articles is cheating, and will not be tolerated. Anyone practicing scholastic dishonesty will receive a grade of zero for the test/assignment and will be subject to University of North Texas disciplinary procedures.

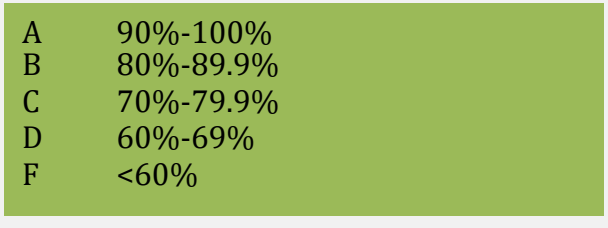
Evaluation Criteria

Course work will be evaluated on the following basis:

<u>Course Activity</u>	<u>Points</u>
Discussion: Introduce Yourself to the Class	10
Paper Assignment 1	40
Paper Assignment 2	40
Three Discussion Board Postings	60 (20 pts for each)
Graded Quizzes	100
Exam 1	50
Exam 2	100
Exam 3	150
Extra Credits	TBA
Total Points	550

The final grade for the course will be calculated on the following basis:

<u>Grade</u>	<u>Point Range</u>
A	495 – 550
B	440 – 494
C	385 – 439
D	330 – 384
F	329 and below



A	90%-100%
B	80%-89.9%
C	70%-79.9%
D	60%-69%
F	<60%

Assignments

Assignments must be submitted via Canvas. Assignments will **NOT** be accepted after the submission date, and subsequently a score of “0” points will be recorded for the missed assignment. **All assignments/discussion boards are due by 11:59 pm on the designated due date.**

Turnitin will ALWAYS give you a receipt when you have successfully submitted an assignment. This receipt is the only acceptable proof that you submitted the assignment. Save your receipt - without it you will not be allowed to submit any late work. No exceptions!

All assignments and discussion boards are available from early in the semester to allow you to work ahead of time. Please take advantage of this opportunity.

Late assignments/discussion boards will NOT be accepted, even if they are one minute late. Late is late! All assignments and discussion boards will be available early in the semester to allow you to work ahead of time. There are two exceptions to this policy on late submissions: Illness with doctor’s release, or Death of immediate family member with verification.

Assignment Guidelines:

- All papers must be submitted in MS Word only. **Word Perfect and Lotus formats cannot be graded and will not be accepted for a grade.**
- All papers should include a title page with:
 - Student's name
 - Title of the paper
 - Course name and number
 - Instructor's name
 - Date
 - Double space
 - **Written in essay format. Points will be taken off for "bulleted" or list type papers.**
 - Grammar and spelling will be considered in all papers.
- Group discussions must be completed within the scheduled time frame. Students have an obligation to their groups to not only meet deadlines but also to cooperate fully and make sure that input is of the highest quality. **Late discussion postings will not receive credit.**

Discussion Boards

There will be three Discussion Boards (except the student introduction). You will submit an initial post and then you will respond to Discussion Board postings by your classmates. You may pick any two classmates with whom to respond.

Regular, timely participation in all Discussion Board sessions is required. Your instructor will know if you waited to post until the very last minute. The stronger your posts, the better your score will be.

Submit your initial post early, so that your classmates will have sufficient time to respond. **Your initial post must be at least 300 words and is due no later than 11:59 pm on the designated due date.**

A total of at least two responses to your classmates' posts are necessary for each discussion board. Each response post must be at least 100 words in length. Final response posts are due by 11:59 pm on the designated due date. Late posts will not be accepted. Late is late!

Quizzes

There are two different types of quizzes: **Practice Self-Test** and **Graded Quiz** in this course. **The Practice Self-Tests are not included the course grades and students allow to have multiple attempt for the Practice Self-Test. Only Grade Quizzes are included the course grade and students allow only one attempt for the Grade Quizzes. There is no time limit for the graded quizzes.** Please note that the main purpose of Practice Self-Tests is the preparation for the grade quizzes and exams. Lastly, students who experience any problems while taking a quiz should immediately email the course instructor or contact UNT Helpdesk for any technical issues.

Exams

Exams may include objective and subjective questions. Examples of objective items include multiple choice, true/false, fill in the blank, and problems. Examples of subjective questions include short answer, essay, and case study analysis. **All exams are administered online.** All exams will cover all material presented in online course contents, practice self-tests, graded quizzes, paper assignments, Discussion Boards, and other indicated sources. Make-ups for exams and the final exam are given only in unforeseeable and well-documented scenarios:

- A. Sickness (confirmed by physician)
- B. Schedule conflicts, official school excuse, (and then only if the faculty member in charge of the course is notified prior to scheduled exam time).

Each exam will be timed (120 minutes) and grades made available after the deadline. Please note that all exams closes on Tuesday at 11:59 pm on the designated due dates.

Students who experience issues while taking the exam must contact the UNT helpdesk immediately to insure the issue is documented with a helpdesk ticket number. Consideration regarding exam issues will be made by the instructor on an individual basis. Once a student begins an exam, he/she cannot close it out and go back in later to finish it. Exams must be completed in one sitting. In addition, wireless connection is not recommended for test-taking, and the use of a supported web browser on a computer or laptop is preferred to using an iPad. If an iPad is used, the Chrome browser is strongly recommended.

Lastly, students who experience any problems while taking an exam should immediately email the course instructor or contact UNT Helpdesk for any technical issues.

Technical Requirements and Assistance:

The following information has been provided to assist you in preparation for the technological aspect of the course.

- UNT Help Desk: <https://it.unt.edu/helpdesk#>
- IT Services at UNT: <https://it.unt.edu/itservices>
- Canvas: <https://unt.instructure.com/login/ldap>
- Installing Microsoft Office 365: <https://it.unt.edu/installoffice365>

Assignments at a Glance: Due Dates Overview

*All assignments (Quizzes, Discussions, & Papers) are due by 11:59 pm on the designated due dates.

*All exams close on Tuesday 11:59 pm on the designated due dates.

*All initial discussion posting must be at least 300 words in length. Two response postings are required for each discussion and each response posting must be at least 100 words in length.

*Lesson A, B, C, & D will be available from Jan. 13; Module 1-9 will be available from Feb. 5; Module 10-18 will be available from March 28.

Due Dates	Assignments, Discussions, Quizzes and Exams
January 22 by 11:59 pm	a. Student Introduction (Discussion) b. Graded Quiz for Lesson B (No Graded Quiz for Lesson A)
February 2 by 11:59 pm	Graded Quizzes for Lesson C & D
February 4 by 11:59 pm	Exam 1 (Lesson B, C, & D) – Available from Jan. 13
February 10 by 11:59 pm	Initial Posting for Discussion 1
February 12 by 11:59 pm	a. Graded Quizzes for Module 1 & 2 b. Response Postings for Discussion 1
February 23 by 11:59 pm	a. Graded Quizzes for Module 3 & 4 b. Paper Assignment #1
March 8 by 11:59 pm	Graded Quizzes for Module 5, 6, & 7
Spring Break (March 9 – 13)	
March 23 by 11:59 pm	Initial Posting for Discussion 2
March 25 by 11:59 pm	a. Graded Quizzes for Module 8 & 9 b. Response Postings for Discussion 2
March 27 by 11:59 pm	Exam 2 (Module 1 – 9) – Available from March 26
April 5 by 11:59 pm	Graded Quizzes for Module 10, 11, & 12
April 15 by 11:59 pm	a. Graded Quizzes for Module 13 & 14 b. Paper Assignment #2
April 23 by 11:59 pm	Initial Posting for Discussion 3
April 26 by 11:59 pm	a. Graded Quizzes for Module 15 & 16 b. Response Postings for Discussion 3
May 3 by 11:59 pm	Graded Quiz for Module 17 (No Graded Quiz for Module 18)
May 5 by 11:59 pm	Exam 3 (Module 10 – 18) – Available from March 28

College of Merchandising, Hospitality & Tourism
Syllabus Statements
Spring, 2020

Advising and Degree Progression

Advising

ALL students are expected to meet with their Academic Advisor **each semester** to update your degree plan and to stay on track for a timely graduation.

- ***Advising Contact Information (Chilton Hall 385 – 940.565.4635)***

Prerequisites

- Ultimately, it is a student's responsibility to ensure they have met all prerequisites before enrolling in a class.
- A prerequisite is a course or other preparation that must be successfully completed (a grade of C or better) before enrollment in another course. All prerequisites are included in catalog course descriptions.
- Students that lack prerequisites for a course are not allowed to remain in the course.

Transfer Courses

Any transfer course(s) from another institution must receive *prior approval* from your CMHT Academic Advisor to ensure that the course(s) will be applicable to your degree plan at UNT.

Dropped for Non-payment

- Students will be dropped for nonpayment for enrolled courses, parking fees, schedule change fees, etc. Please check your account daily through the 12th class day to ensure you have not been dropped for non-payment of any amount. It is the student's responsibility to make all payments on time.
- ***Students cannot be reinstated for any reason after the 12th class day regardless of situation.***

Dropping a Course

- **A decision to drop a course may affect your current and future financial aid eligibility.** Talk to your academic advisor or Student Financial Aid if you are thinking about dropping a course.
- Speak with the course instructor to discuss any possible options to be successful in the course before dropping.
- Meeting deadlines for dropping a course are the student's responsibility.
- **After the 12th class day, students cannot drop a course online** through your my.UNT Student Portal. Please see the instructions for dropping a class here:
<https://registrar.unt.edu/regISTRATION/dropping-class>

Financial Aid Requirements

- A student must maintain Satisfactory Academic Progress (SAP) to continue receiving financial aid by maintaining a minimum 2.0 cumulative GPA and successfully completing the required number of credit hours based on total registered hours per semester. Students cannot exceed attempted credit hours above 150% of their required degree plan. If a student does not maintain the required standards, the student may lose financial aid eligibility. Visit <https://financialaid.unt.edu/sap> for more information about financial aid Satisfactory Academic Progress.

What if You Are In Distress?

The University has a number of resources that can be useful if you find yourself in need of help. Faculty and advisors can help direct you to resources; please note that any reports of sexual harassment, sexual assault, dating violence, or stalking must be reported to the UNT Dean of Students, per Texas law. Some resources you might consult are:

UNT Police	940-565-3000
Dean of Students	940-565-2648 or 940-565-2039
Counseling and Testing	940-565-2741
Student Health and Wellness Center	940-565-2333
Office of Disability Access	940-565-2333
Housing and Residence Life	940-565-2610
Substance Use and Resource Education Center	940-565-3177
Veterans Center	940-369-8021
Denton County Friends of the Family	940-387-5131
National Suicide Hotline	1-800-273-TALK

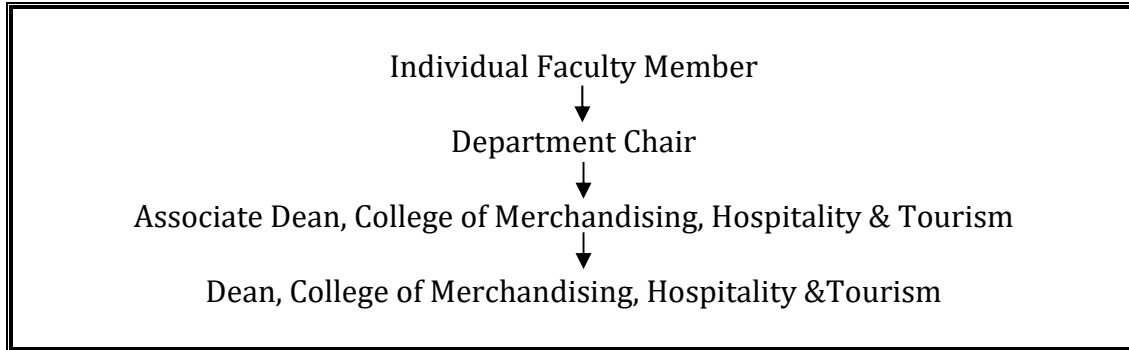
Dates and Deadlines

January 13	First day of class
January 17	Last day for change of schedule other than a drop. (Last day to add a class.)
January 20	MLK Day – No classes; University is closed
January 27	Census date –Students cannot be added to a course for any reason after this date.
March 9-13	Spring Break – No classes; University is closed
March 30	Last day for a student to drop a course and receive a W.
April 29-30	Pre-final days
April 30	Last class day
May 1	Reading day (no classes)
May 2-7	Final exams (Exams begin on Saturday)
May 7-10	Graduation ceremonies

Grade and Class Concerns

Do you know who to contact for a course-related issue?

Understanding the academic organizational structure is important when resolving class-related or advising issues. When you need problems resolved, please follow the steps outlined below:



Do you require special accommodations?

The University of North Texas and the College of Merchandising, Hospitality and Tourism make reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at 940.565.4323.

Are you aware of safety regulations?

Students are urged to use proper safety procedures and guidelines. In lab sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

Do you know the penalties of academic dishonesty?

Academic dishonesty includes, but is not limited to, the use of any unauthorized assistance in taking quizzes, tests, or exams; dependence upon the aid of sources beyond those authorized by the instructor, the acquisition of tests or other material belonging to a faculty member, dual submission of a paper or project, resubmission of a paper or project to a different class without express permission from the instructors, or any other act designed to give a student an unfair advantage. Plagiarism includes the paraphrase or direct quotation of published or unpublished works *without* full and clear acknowledgment of the author/source. Academic dishonesty will bring about disciplinary action which may include expulsion from the university. This is explained in the UNT Student Handbook.

Do you meet ALL expectations for being enrolled in a course?

- CMHT students are expected to meet all prerequisites for the courses in which they are registered.
- Students are expected to be respectful of other students, guests, and faculty. Behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT.
- Students engaging in unacceptable behavior will be directed to leave the classroom and may be referred to the Dean of Students for possible violation of the Code of Student Conduct.
- UNT's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu.

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students are accountable through disciplinary action for any intentional damages they cause in classrooms. (e.g., writing on tables). Disruptive behavior is not tolerated (e.g., arriving late, leaving early, sleeping, talking on the phone, texting or game playing, making inappropriate comments, ringing cellular phones/beepers, dressing inappropriately).

Feedback and Communications

Image Release

The College actively posts images and descriptions of class and student accomplishments. If you do not want your image posted on the CMHT website and/or social media sites, (1) you should avoid being in group photographs or in photographs taken by your teachers or the IT staff and (2) send an email to TKinley@unt.edu and request that your name and image not be shared. Dr. Kinley will share this information with the IT staff and the faculty who post to social media. Faculty and staff are asked to honor your wishes without question.

What is SPOT?

The Student Perceptions of Teaching (SPOT) is a requirement for all organized classes at UNT. This short survey at the end of the semester gives students the opportunity to comment on the course. Student feedback is important and is essential as we strive for excellence.

Do you know the date/time of the final exam in this course?

Final exams or other appropriate end of semester evaluations are administered at the designated times during the final week of each long semester and during the specified day of each summer term. *Please check the calendar early in the semester to avoid any schedule conflicts.*

Do you know what you may be missing?

Your access point for ALL business and academic services at UNT occurs within the <https://my.unt.edu> site, and EagleConnect is the official method of communication for UNT. If you do not regularly check EagleConnect or forward it to your favorite e-mail account, please do so to learn about job and internship opportunities, CMHT events, scholarships, and other important information. The website that explains EagleConnect and how to forward your email is: <https://it.unt.edu/eagleconnect>.

Do you know what to do in an emergency or UNT closure?

- UNT uses a system called Eagle Alert to quickly notify you with critical information in an event of emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all active faculty staff, and students. Please make certain to update your phone numbers at <https://my.unt.edu>.
- Some helpful emergency preparedness actions include: 1) ensuring you know the evacuation routes and severe weather shelter areas, determining how you will contact family and friends if phones are temporarily unavailable, and identifying where you will go if you need to evacuate the Denton area suddenly.
- In the event of a university closure, your instructor will communicate with you through Canvas regarding assignments, exams, field trips, and other items that may be impacted by the closure.

Career Resources

Resume Help

For one-on-one help with your resume or other job-search skills, Ms. Janice Lader will have office hours in Chilton 388 on Tuesday and Wednesday afternoons from 2:00 to 4:00. Additional appointments are available in the Career Center if your schedule does not allow you to meet with her during these times.

Career Center

The Career Center is currently located in Chestnut Hall (just across the street from Chilton), and will be moving to Sage Hall sometime this year. They provide *free* help with resumes, interview skills, business cards, professional portraits, etc. They also host several recruiters throughout the year and host job fairs.

Internship / Career Industry Contact Opportunities

- In the fall semester, watch for information about the **Executive in Residence (EIR) Lecture**. This is an opportunity to hear about innovative industry and network with CMHT Board members and speakers.
- Also in fall, look for the **MDR Career Expo**, which provides opportunities to talk with recruiters and maybe interview on the spot! There may also be an opportunity to have lunch with recruiters.
- In the spring semester, watch for information about the **Consumer Experience Symposium**. The format will be similar to the EIR in that it affords you an opportunity to hear directly from industry and network with Board members and speakers.
- Spring semester also brings the **HTM Career Expo**, where our industry recruiters come to campus to visit with you!
- **CMHT Student organizations** bring industry opportunities to campus in their monthly or bi-monthly meetings. Join them and participate!
- We sometimes have an **Industry Partner of the Day** set up in the hallway near the advising offices. These may be publicized in your classes and are posted on the bulletin board in that Chilton hallway.

Online Job Board and Social Media Sites

- <https://cmht.unt.edu/jobs>
- Facebook CMHT Careers Group - <https://www.facebook.com/groups/CMHTCareers/>
- LinkedIn - <https://www.linkedin.com/in/unt-cmht-2023b8173/>
- Twitter - @UNTCMHT
- Facebook Social Site - @UNTCMHT and @UNTHTM
- Instagram - @untcmht

IT Resources

CMHT-IT Services Student Laptop Checkout Information

The CMHT-IT Services desk located on the 3rd floor of Chilton Hall outside room **386** will have Dell laptops available for checkout for all UNT students. These laptops and the CMHT-IT Services desk will be available during the following hours:

Monday:	7:30AM – 9:30PM
Tuesday:	7:30AM – 9:30PM
Wednesday:	7:30AM – 9:30PM
Thursday:	7:30AM – 9:30PM
Friday:	7:30AM – 9:30PM

These Dell laptops can be checked out at any point during the above hours and must be returned on the same business day to the CMHT-IT Services personnel. These laptops must remain on campus and will **not** save your data. So be sure to use a USB or email yourself to save your work!

For more information, please stop by the CMHT-IT Services desk or visit us at <https://cmht.unt.edu/cmht-it-services> or give us a call at (940) 565-4227.

CMHT Student Computer Lab

Located on the 3rd floor of Chilton Hall, technology classroom **388** will be open for students as a computer lab Monday, Tuesday, Thursday and Friday between the hours of 1:00 PM – 5:00 PM and on Wednesdays from 8:00 AM to 12:00 PM (noon).

In this computer lab, please take advantage of the space for your study time, group projects, tutoring or printing needs.

CMHT Virtual Lab

UNT Students currently enrolled in a CMHT course have access to the CMHT Virtual Lab provided by VMware Horizon View virtual desktop system. This is useful if your course requires specific software and you need access to the software on your personal machine. You can find more information and installation steps here: <https://cmht.unt.edu/vmware-virtual-lab>. The CMHT-IT Services desk can assist you with installing the VMware client on your personal machine. Please see above hours of operation for our IT services desk.

Additional Information

Are You An F-1 Visa Holder?

- To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component must be approved in advance by the instructor and can include activities such as taking an on-campus exam, participating in multiple on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.
- If such an on-campus activity is required, it is the student's responsibility to do the following:
 - (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
 - (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose.
- Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, students should contact the UNT International Advising Office (telephone 940-565-2195 or email international@unt.edu) to get clarification before the one-week deadline.