

HMGT 4490.001 (3 credits)
Revenue Management
Course Syllabus

Instructor: Jihye Min, Ph.D.
Chilton Hall #359B

Office Hours: Monday 12pm-2pm, Wednesday 12pm-2pm
Or by appointment

Class Schedule: Wednesdays 5:30 – 8:20 pm
Chilton 349

Contact: Jihye.min@unt.edu (Preferred method of communication)
Please copy the teaching assistant on all messages

CATALOG DESCRIPTION: This course will examine theories and strategies of revenue management that directly affect operations in the hospitality industry, such as strategic pricing, demand forecasting, data analysis, inventory management, and distribution channel management. The course will provide students with revenue management techniques and hands-on skills with the data analysis and programs used by current revenue management professionals to maximize the hospitality firm's profitability.

PREREQUISITES: HMGT 2280 Hospitality Industry Financial Accounting and HMGT 3700 Hotel Operations

REQUIRED MATERIALS:

1. **REVSIM - Hotel Computer Simulation:** <http://unt.revsim.com> (The simulation will be provided to you by the instructor)
2. **CHIA (Certification in Hotel Industry Analytics) Exam:** The cost of the exam is \$75 per student and does include one free retake should a student fail to achieve the required 70% passing score. Students will need to submit the \$75 exam registration fee directly to the AHLEI portal (American Hotel & Lodging Educational Institute).

Go to the AHLEI website (<https://www.ahlei.org/>) and click the Login icon on the top right portion of your screen. If you have an existing account with AHLEI, please choose the reset password option.

If you do not have an existing account, click anywhere outside the "Reset Password" box to remove it.

Click Create Account and complete the required fields. You will then receive an email with a link requiring you to verify your email address. Click on the link in this email, and you will be redirected to the sign-in page. Sign in using the email address and password you entered.

Purchase the exam at <https://www.ahlei.org/product/chia-exam-fee-academic/>.

You will receive a confirmation email once the purchase is completed.

Later, your instructor will provide you with the URL needed to enroll in the exam session.

INSTRUCTIONAL METHODS: This class uses a combination of lectures and online discussions. In addition, assignments and quizzes will be required to enhance the student's application and retention of the material. Also, Internet applications will be used to enhance student learning.

HTM PROGRAM LEARNING OUTCOMES

PLO1: Students will develop appropriate strategies for reaching their career goals in the global hospitality and tourism fields.

PLO2: Students will develop analytical and quantitative skills enhanced by information technology to support smart business decisions in the Hospitality and Tourism Industry.

PLO3: Students will integrate hospitality and tourism business principles and current trends to lead in diverse, collaborative, and global environments.

PLO4: Students will apply innovative and imaginative methods to Hospitality and Tourism businesses utilizing ethical and sustainable practices.

PLO5: Students will demonstrate effective and efficient communication skills in all settings.

COURSE OBJECTIVES AND LEARNING OUTCOMES:

Upon completion of this course, the students will be able to:

- Describe the importance of revenue management in the Hospitality and Tourism industry and explore the career path in revenue management. (PLO1)
- Utilize terms, formulas, and measurements in developing and evaluating a business's revenue strategy. Perform demand forecasts, cost analysis, or market analysis using Excel to construct revenue management techniques for the hospitality industry. (PLO2)
- Understand current trends and economics and develop strategies for the success of the hospitality and tourism business. (PLO3)
- Determine how external and internal factors influence the pricing strategy, market positioning, and allocation decisions and make sustainable judgments. (PLO4)
- Evaluate industry performance using revenue management techniques and principles and present findings professionally. (PLO5)

INSTRUCTIONAL METHODS: This class uses a combination of Zoom lectures and class discussions. Students can download course materials through Canvas here: unt.instructure.com/login/ldap. In addition, assignments and take-home problems will be required to enhance the student's application and retain the materials.

COURSE ZOOM ETIQUETTE:

- Be aware of your surroundings. Your professor and classmates can also see behind you.
- Do your best to attend class in a quiet, undistracted environment, turning off external background noise such as TV or being in an open shared space with people interrupting you.
- Take full advantage of the class you are paying for just as you would in person.
- Position your camera correctly so we can see your face, not the ceiling or a blank wall
- Use the Chat feature to ask questions, comment, be supportive and friendly

COURSE COMMUNICATION: The preferred method of course communication is through email. If students have any questions or issues, please use the instructor's UNT e-mail. The instructor will respond within 48 hours to messages received Monday through Thursday. E-mails received on Friday and during weekends will be answered by Monday.

CLASSROOM PROCEDURES: Students need to turn off all cell phones and do not take them out during class. If the students are caught with their cell phones out, they will lose attendance points. Occasionally, the instructor will need to contact the entire class regarding course issues. Please ensure that all students have access to UNT e-mail accounts to retrieve these important messages. The students are responsible for announcements and course information not listed on the syllabus.

ACADEMIC DISHONESTY: All assignments will be checked through the plagiarism detection software, Turnitin.com. Any student paper/assignment/exam with a match will be thoroughly scrutinized for plagiarism/cheating and can result in a class failure at the instructor's discretion. The University of North Texas promotes the integrity of learning and embraces the core values of trust and honesty. Academic integrity is based on educational principles and procedures that protect the rights of all participants in the educational process and validate the legitimacy of degrees awarded by the University. In the investigation and resolution of allegations of student academic dishonesty, the University's actions are intended to be corrective, educationally sound, fundamentally fair, and based on reliable evidence (UNT Policy 06.003).

DIVERSITY AND INCLUSION: It is our intent that students from all diverse backgrounds and perspectives are well served by the course, that students' learning needs be addressed both in and out of class, and that diversity that students bring to the class be viewed as a resource, strength, and benefit. To create a learning environment for students that supports a diversity of thoughts, perspectives, and experiences and honors your identities (including race, gender, sexuality, religion, disability, socioeconomic status, culture, etc.), please let the instructor know if students have any concerns or suggestions to improve the quality of the course materials and their experiences in class.

COURSE SCHEDULE (Subject to change):

Dates	Class Schedule	Assignment
Jan 19	Course Introduction	
Jan 26	Hotel Industry Analytical Foundations RevSim – Simulation Orientation (Practice Round 0)	
Feb 2	Hotel Industry Analytical Foundations RevSim – Simulation (Practice Round 1)	Quiz 1 Due
Feb 9	Hotel Math Fundamentals, the metrics used by the Hotel Industry RevSim – Simulation (Practice Round 2)	Quiz 2 Due
Feb 16	Hotel Math Fundamentals, the metrics used by the Hotel Industry RevSim – Simulation (Practice Round 3)	Quiz 3 Due
Feb 23	Exam 1	Quiz 4 Due
Mar 2	Career Expo	
Mar 9	Property Level Benchmarking (STAR Reports) RevSim – Simulation (Round 1)	
Mar 16	Spring break (No class)	
Mar 23	Property Level Benchmarking (STAR Reports) RevSim – Simulation (Round 2)	Quiz 5 Due
Mar 30	Hotel Industry Performance Reports (Trends, Pipeline, P&L and Destination Reports) RevSim – Simulation (Round 3)	Quiz 6 Due
Apr 6	Hotel Industry Performance Reports (Trends, Pipeline, P&L and Destination Reports) RevSim – Simulation (Round 4)	Quiz 7 Due
Apr 13	Exam 2	Quiz 8 Due
Apr 20	CHIA Exam	
Apr 27	Project Presentation	Project due Wed, April 27, 11:59pm
May 4	Project Presentation	

☛☛ Final Examination Schedule (CHIA only) ☛☛

Wednesday, May 11 – 5:30 – 8:20pm

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

OUTCOMES ASSESSMENT:

Attendance	5% (Grade out of 100%)
Quizzes/Assignments	10% (Grade out of 100%)
RevSim Simulation	15% (Grade out of 100%)
CHIA Certificate Exam	10% (Grade out of 100%)
2 Exams	40% (Grade out of 100%)
Final Project	<u>20% (Grade out of 100%)</u>
Total	100%

An Example of Grade Calculation:

Assessment	Raw Score	Grade	Weight	Calculation	Weighted Average
Attendance	11/12		5%	$11/12 * 100 * 5\%$	4.58
Quizzes/Assignments	100/100	100	10%	$100 * 10\% =$	10.00
RevSim Simulation	90/100	90	15%	$90 * 15\% =$	13.50
CHIA Certificate Exam	Pass	100	10%	$100 * 10\% =$	10.00
2 Exams	170/200	87	40%	$87 * 40\% =$	34.00
Final Project	180/200	90	20%	$90 * 20\% =$	<u>18.00</u>
Total					<u>90.08</u>

Evaluation: A: 90% and above
 B: 80% and above
 C: 70% and above
 D: 60% and above
 F: 59.9% and below

Attendance: It is always the student's responsibility for missed class assignments and/or course work during their absence. Students who have unexcused absences will not receive any points for any in-class activity even though they participate in the work ahead of time or remotely.

The following describes excused absences:

Absence due to religious holy day - UNT policy 06.039 states that a student may be excused from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused for this purpose may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused. A student is responsible for requesting an excused absence in writing, providing satisfactory evidence to the faculty member to substantiate excused absence, and delivering the request personally to the faculty member assigned to the course for which the student will be absent.

Absence due to officially approved trips – UNT policy 06.039 states that the person responsible for a student missing class due to a trip should notify the instructor of the departure and return schedule in advance of the trip. The student may not be penalized and is responsible for the material missed. Student absences due to participation in an official university function or

activity must be approved in advance by the department chair and the academic dean. Athletic team member absences will be approved by the athletic director or designee.

Illness and Death Notification - In case of an illness that will require an absence from class for more than one (1) week, the student should notify their faculty member immediately regarding the absences and provide verification afterward.

If you are experiencing any [symptoms of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>), please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Team at COVID@unt.edu for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure.

Quizzes: There will be multiple quizzes; however, students will have unlimited re-take attempts. Only the highest quiz grades will count. The quizzes will close on the dates and times indicated in the schedule. Once the due dates pass, scores will not be recorded.

Assignments: Assignments will be given randomly throughout the semester to help assess your progress. The assignments are expected to be submitted at the following class period unless otherwise stated. Any assignments, including projects submitted late, will receive a 10% penalty per calendar day, including weekends.

REVSIM Simulation: Throughout the semester, individuals or teams operate as members of the hotel's executive committee, focusing on revenue optimization. Students compete with their fellow classmates. Hotels compete in real-time and within the realistic market dynamics of a competitive set of hotels. As in a real market, the competitive strategies and decisions of each hotel affect both its results and the results of all the other hotels in the competitive set. A hotel's market share, revenue share, and financial results depend on its ability to construct, promote, and deliver a competitive price/value proposition to the market. There will be two competitions: the first is for practice only (3 rounds). The second competition will account for 20% of the final grade (4 rounds). After each round, the hotels will be ranked based on their performance. The grade will be assigned based on the ranking in the competition. The quarterly simulation cycle will be run every Monday morning.

CHIA Certificate Exam: Students need to achieve the required 70% passing score. One free retake will be allowed to a student who fails to achieve the score. Students can take the exam online anytime between April 1 and April 7, and the instructor will provide an exam link to each student. Students will see the exam score upon completing the CHIA exam. Please take the screenshot of the test score for your record and send it to the instructor. Contact the instructor if any student needs to retake the test during the final exam week.

Exams: There will be two exams. The second exam will be a cumulative exam for the CHIA certification. Exams will consist of objective (multiple choices, true-false, short answer) questions. All exams have time limits and may only be taken one time. If, for any reason,

students are late for an exam, 5 points will be deducted from the exam grade for every minute that students are late. NO makeup examinations will be given.

Final Project: Based on the REVSIM simulation work, each student will need to do a PowerPoint presentation at the end of the semester. The presentation should include their strategy and results. The work will be graded by the instructor and other students in class. Detailed project guidelines will be provided through Canvas.

REVISIONS: The instructor reserves the right to revise this syllabus and list of requirements when, in her judgment, such revision will advance the course goals and objectives.

College of Merchandising, Hospitality & Tourism
Syllabus Statements
Spring, 2022

COVID-19

Official Information: As the situation with the virus continues to evolve, students are required to keep abreast of guidelines via official communication (usually via email) from UNT official announcements.

Face Coverings: UNT encourages everyone to wear a face-covering when indoors, regardless of vaccination status, as recommended by current CDC guidelines.

Vaccinations: UNT strongly encourages all students, faculty, and staff to get vaccinated. Free on-campus COVID testing will be available through [Curative located in the Union](#) and the [Student Health and Wellness Center](#).

Testing: As of Jan. 1, 2022, all students, faculty, and staff reporting their own positive COVID-19 status to UNT's Contact Tracing team at COVID@unt.edu and will need to [upload their results](#) unless they tested on campus in order to have an excused absence (on-campus testing results are automatically shared with UNT). UNT will continue random COVID testing during the spring semester. Testing programs will be announced through official UNT communications.

Attendance: Students are expected to attend class meetings regularly and to abide by the attendance policy established for the course. It is important that you communicate with the professor prior to being absent, so you, the professor can discuss and mitigate the impact of the absence on your attainment of course learning goals. Please inform the professor if you are unable to attend class meetings because you are ill, in mindfulness of the health and safety of everyone in our community.

If you are experiencing any [symptoms of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Team at COVID@unt.edu for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure.

Course Materials for Remote Instruction: Remote instruction may be necessary if community health conditions change or you need to self-isolate or quarantine due to COVID-19. Students will need access to a webcam and microphone, and any other materials deemed essential by your faculty for specific courses, to participate in fully remote portions of the class. Information on how to be successful in a remote learning environment can be found at <https://online.unt.edu/learn>

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)**
- **SCHEDULE APPOINTMENTS HERE: appointments.unt.edu**
- **Email: cmhtadvising@unt.edu**

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.
- **There are different procedures for dropping a class depending on the time of semester.** 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

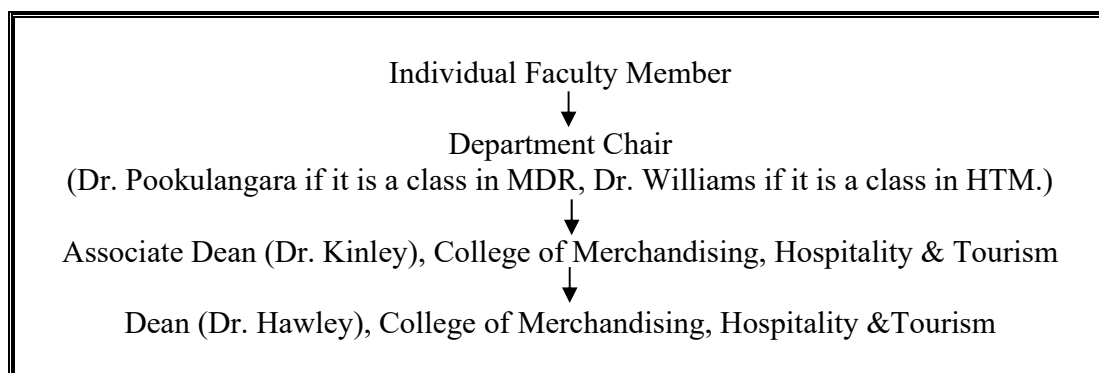
Dates and Deadlines

January 18	First day of class
January 21	Last day to add a class.
	Census date –Students cannot be added to a course for any reason after this date.
March 14-18	Spring Break – No Classes
April 8	Last day for a student to drop a course and receive a W. Also last day to withdraw from the semester.
May 4-5	Pre-final days
May 5	Last regular class day
May 6	Reading day (no classes)
May 7-13	Final exams (Exams begin on Saturday) For your specific final exams, see this website: https://registrar.unt.edu/exams/final-exam-schedule

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 <https://studentaffairs.unt.edu/office-disability-access>. 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 Academic Integrity Policy?

Academic Integrity Standards and Consequences, UNT Policy 06.003.

Academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

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. Your teacher should have a syllabus policy describing penalties for academic dishonesty.

Your instructor may decide to record lectures and/or class content for students enrolled in this class section to refer to throughout the semester. **Class recordings are the intellectual property of the university or instructor and are reserved for use only by students in this class and only for educational purposes. Students may not post or otherwise share the recordings outside the class, or outside the Canvas Learning Management System, in any form. Failing to follow this restriction is a violation of the UNT Code of Student Conduct and could lead to disciplinary action.**

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 <https://studentaffairs.unt.edu/dean-of-students>.

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).

Career Resources

CMHT Career Coach

For one-on-one help with your resume, cover letter, LinkedIn profile, interview tips/practice or other internship and job-search skills, Mrs. Dee Wilson (Dee.Wilson@unt.edu) is our Career Center Coach. Contact her for an appointment through navigate.unt.edu or drop by her office in Chilton 333.

Career Center

The Career Center is currently located in Sage Hall. They provide *free* business cards, professional portraits, etc. They also host several recruiters throughout the year in various events/information sessions and career fairs. Learn more about their services here:

<http://careercenter.unt.edu/>.

Internship / Career Industry Contact Opportunities

- Watch for information about the **Executive in Residence (EIR) Lecture**. This is an opportunity to hear about innovative industries and network with CMHT Board members and speakers.
- The **CMHT Career Expo (March 2 & 3)**, which provides opportunities to talk with recruiters and maybe schedule an interview on the spot! **Register on Handshake to attend.**
- **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 when we are on campus, and available via Zoom when we are not. These events may be publicized in your classes and on the CMHT social media sites.

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 Sites - @UNTCMHT and @UNTHTM
- Instagram - @untcmht

CMHT-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 CMHT students. These laptops and the CMHT-IT Services desk will be available during the following hours:

Monday: 8:00AM – 9:00PM
 Tuesday: 8:00AM – 9:00PM
 Wednesday: 8:00AM – 9:00PM
 Thursday: 8:00AM – 9:00PM

Friday: 8:00AM – 1:00PM

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 in Chilton Hall 386 or visit us on Zoom helpdesk at unt.zoom.us/j/268838628 or give us a call at (940) 565-4227.

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.

UNT IT Resources

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

UIT Help Desk: [UIT Student Help Desk site](http://www.unt.edu/helpdesk/index.htm) (<http://www.unt.edu/helpdesk/index.htm>)

Email: helpdesk@unt.edu

Phone: 940-565-2324

In Person: Sage Hall, Room 130

Walk-In Availability: 8am-9pm

Telephone Availability:

- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

Laptop Checkout: 8am-7pm

For additional support, visit [Canvas Technical Help](https://community.canvaslms.com/docs/DOC-10554-4212710328) (<https://community.canvaslms.com/docs/DOC-10554-4212710328>)

Additional Information

Are You An F-1 Visa Holder?

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the [Electronic Code of Federal Regulations website](http://www.ecfr.gov/) (<http://www.ecfr.gov/>). The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

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 (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an 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 Student and Scholar Services Office. ISSS 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, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

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.

If your instructor employs lecture capture technology to record class sessions, students may occasionally appear on video. The recording may be used in future course offerings.

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.* You can find the Final Exam Schedule here: <https://registrar.unt.edu/exams/final-exam-schedule>

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.

Sexual Assault Prevention

UNT is committed to providing a safe learning environment free of all forms of sexual misconduct, including sexual harassment sexual assault, domestic violence, dating violence, and stalking. Federal laws (Title IX and the Violence Against Women Act) and UNT policies

prohibit discrimination on the basis of sex, and therefore prohibit sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking, and/or sexual assault, there are campus resources available to provide support and assistance. UNT's Survivor Advocates can assist a student who has been impacted by violence by filing protective orders, completing crime victim's compensation applications, contacting professors for absences related to an assault, working with housing to facilitate a room change where appropriate, and connecting students to other resources available both on and off campus. The Survivor Advocates can be reached at SurvivorAdvocate@unt.edu or by calling the Dean of Students Office at 940-565- 2648. Additionally, alleged sexual misconduct can be non-confidentially reported to the Title IX Coordinator at oeo@unt.edu or at (940) 565 2759.

Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)

The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.

Retention of Student Records

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.