

UNIVERSITY OF NORTH TEXAS
COLLEGE OF MERCHANDISING, HOSPITALITY, & TOURISM
Summer 2016
HMG 3260 - Resort and Club Management

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Class Room: N/A as this class is 100% online
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Office Hours: TBD
Email:

Greetings from Dr. Joe O'Donnell

Welcome to Summer 2016 and HMG 3260. I cannot describe how delighted and honored I am to have been given the opportunity to serve as your online instructor for this class! As an individual who worked in the private club industry for over two decades with all of that time with ClubCorp I believe I can provide you with the same style of experience based instruction as Mr. Dickenson does during the traditional school year. Please do not hesitate to contact me at any time that you may have concerns or questions. Your success is my success!

COURSE DESCRIPTION

This course was designed to provide students with an introduction to managing resorts and private clubs. Emphasis is placed on needs assessment, planning and development, marketing, hiring, staff evaluation and management, legal issues, and financial management. The materials for this course have been prepared by Mr. Jerry Dickenson, retired President of ClubCorp in Dallas. ClubCorp is the largest owner of private country clubs in the world.

This class is taught 100% online in the summer semester and to that end; there are no required class meetings. Please note that the accelerated five week delivery of this course will require frequent log in and significant effort to ensure student success.

The class is designed as an online textbook so a book does not have to be purchased.

THERE IS NO REQUIRED TEXTBOOK FOR THIS COURSE

This class regularly has majors from Kinesiology, Recreation & Leisure, Business, Visual Arts and Journalism. This class gives a great overview on how to manage a business and some non-majors show it on their resume.

Before beginning the course, you might find it helpful to check your browser version and computer settings. You can also find a quick and easy automatic way to check this by using the **Check Browser** link at the top right corner of the page when you first log into Blackboard Learn.

Tentative Class Schedule* *(subject to change as needed)*

<p>Schedule for Five Week I Each week begins on Monday at 12:01 am and closes on Sunday at 11:59 pm</p>	<p>Outline of Weekly Activities and Assignments Lecture Topics will be detailed on Black Board</p>
<p>Week 1 5 Week #1 term June 6 - 12</p>	<p>Online Class Orientation Identify groups and introduce yourself to groups Student Information Sheet (Link on Homepage) Quizzes (Lessons B,C,& D due) Front-9 Lessons available</p>
<p>Week 2 5 Week #1 term June 13 - 19</p>	<p>Exam-1 Private Clubs paper Initial Posting for Group Discussion Topic-1 Response Posting for Group Discussion Topic -1</p>
<p>Week 3 5 Week #1 term June 20 - 26</p>	<p>Front-9 Quizzes due Back-9 lessons available Accidents do Happen Paper</p>
<p>Week 4 5 Week #1 term June 27- July 3</p>	<p>Exam-2 Initial Posting for Group Discussion topic -2 Response Posting for Group Discussion topic -2</p>
<p>Week 5 5 Week #1 term July 4 -July 9</p>	<p>Initial posting for Group Discussion topic -3 Response Posting for Group Discussion topic -3 Back -9 Quizzes due Final Exam-3</p>

COURSE OBJECTIVES

- Gain knowledge about the private club and resort component of the hospitality industry
- Comprehend the unique challenges inherent to private club and resort management
- Develop an understanding of the relationship between marketing, customer/member satisfaction, operations and financial results
- Understand the job opportunities in this field, their requirements and the exciting longer term career possibilities

ATTENDANCE POLICY

- As this class is 100% online and accelerated the time spent logged on to Blackboard will be monitored. Students are expected to log on to the class at least five times a week as there will be frequent messages from the instructor or fellow students. Time spent online is taken into consideration for borderline grade cases. Also, the instructor reserves the right to drop those students who are excessively absent as measured by missing required online time.

SERVER FAILURE

- In the unlikely event that the Learn Blackboard server should fail and you cannot access your course materials...DON'T PANIC! When you attempt to log into the course, a message should automatically pop up telling you when things should be back up and running. You should also be able to get the same information from the UNT homepage (www.unt.edu), but this is frequently slower to appear. Downtime is usually brief, but if you have something due and cannot submit it, just realize that we know when these problems occur and will not punish you for system server problems. If you submit the assignment within 24 hours once Blackboard Learn is back up and running, it will be considered "on time". Even better however: don't wait until the last minute to submit your assignments!

Should you encounter any problems with the Blackboard software, you may send email questions to blackboardvista@unt.edu, or phone (940)565-2324 or visit the ISB room 119 for personal assistance during regular business hours.

ACTIVITIES

- Online Lectures & Guest Speaker videos
- Online Group Discussions
- Assigned Readings
- Article Reviews
- Exams and Quizzes
- Case Studies

COMPLETION OF ASSIGNMENTS

- All assignments should be turned in by the date that they are due. The Course Calendar lists all pertinent dates for the class and should be used in conjunction with the Assignments listings. The calendar and assignments can be accessed by selecting the appropriate icons found on the Home Page of the course.
- Late assignments will be subjected to a 10% per day reduction in the overall grade. All papers must be submitted in MS Word or .txt format only. Word Perfect and Lotus formats cannot be graded and will not be accepted for a grade. All papers should include your name and a title, be double spaced and written as a paper. 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 timeframe. You have an obligation to your group to not only meet deadlines but also to cooperate fully and make sure that your input is of the highest quality. Late discussion postings will not receive credit.

Vision of the Hospitality & Tourism Management Program

To be a global leader in advancing education, creating knowledge, and shaping the hospitality and tourism professionals of the future.

Mission of the Hospitality & Tourism Management Program

Educating students for leadership in the global hospitality and tourism industries and advancing the profession through excellence in teaching, research, and service.

Program Learning Outcomes

Upon graduating with a Bachelor of Science in Hospitality and Tourism Management, students will be able to:

1. Demonstrate basic knowledge of theoretical constructs pertaining to the hospitality and industries.
2. Apply the basic principles of critical thinking and problem solving when examining hospitality and tourism management issues.
3. Apply technical aspects of the hospitality and tourism industry.
4. Demonstrate professional demeanor, attitude, and leadership needed for managerial positions in the hospitality industry.

ACADEMIC REQUIREMENTS

Beginning Fall 2013, students entering UNT who wish to pursue the Bachelor of Science with a major in Hospitality and Tourism Management enter as pre-majors. To declare a major in hospitality management, a student must have completed at least 45 hours of college course work, including HMGT 1420, HMGT 1470, HMGT 1500, HMGT 2280, HMGT 2480, HMGT 2790 and HMGT 2860, have a cumulative UNT GPA of at least 2.5, and have completed at least 100 documented work hours in the hospitality industry. A grade of C or above must be earned in each merchandising and hospitality management course completed in residence or transferred to UNT. This includes all courses with prefixes CMHT, MDSE, HFMD, DRTL and HMGT.

Pre-majors who have completed these requirements and who have a cumulative GPA of at least 2.5 may file a formal application for major status. Approved majors may then enroll in those advanced courses designated “hospitality majors/minors only.”

- Continuing students majoring in Hospitality and Tourism Management are required to have a minimum grade point average of at least 2.35 on all courses completed at UNT.
- A grade of C or above must be earned in each merchandising, digital retailing, hospitality and tourism management course completed in residence or transferred to UNT.

Academic requirements for graduation with a BS from the College of Merchandising, Hospitality and Tourism include:

- A minimum of 2.5 grade point average in the professional field, with minimum grades of C required in all CMHT, MDSE, HFMD, DRTL and HMGT courses.
- A minimum of 2.5 grade point average in all courses completed at UNT.
- A minimum of 2.5 grade point average in all work attempted, including transfer, correspondence, extension and residence work.

Important for Timely Graduation

A prerequisite is a course or other preparation that must be completed before enrollment in another course. All prerequisites are included in catalog course descriptions. It is very important that you work with your advisor to be sure you are sequencing courses correctly (rather than taking courses scheduled at a convenient time) to avoid delayed graduation. Ultimately, it is a student’s responsibility to ensure they have met all prerequisites before enrolling in a class. Students who have not met prerequisites will not be allowed to remain in a course. Once classes begin, students often have few, if any, options for adding a different course, which can be an issue for financial aid.

For additional information regarding requirements and policies, refer to the Undergraduate Catalog.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS **(SAP) UNDERGRADUATES**

A student must maintain Satisfactory Academic Progress (SAP) to continue to receive financial aid. Students must maintain a minimum 2.0 cumulative GPA in addition to successfully completing a 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.

If at any point you consider dropping this or any other course, please be advised that the decision to do so has the potential to affect your current and future financial aid eligibility. Please visit *<http://financial.aid.unt.edu/satisfactory-academic-progress-requirements>* for more information about financial aid Satisfactory Academic Progress. It may be wise for you to schedule a meeting with your CMHT academic advisor or visit the Student Financial Aid and Scholarships office to discuss dropping a course before doing so.

ACADEMIC ADVISING

- Beginning in Fall 2012, all first-time-in-college students at UNT are required to schedule an appointment with their Academic Advisor and receive an advising code to register for classes. ALL students should meet with their Academic Advisor at least one time per long semester (Fall & Spring). It is important to update your degree plan on a regular basis to ensure that you are on track for a timely graduation.

- **Advising Contact Information (Chilton Hall 385):**

To make an appointment, call 940.565.4635

CMHT Advising Director

Kelly Ayers

kelly.ayers@unt.edu

Jaymi Wenzel

Philip Aguinaga, M.Ed.

Hospitality Management A-K

Hospitality Management L-Z

- It is imperative that students have paid for all enrolled classes. **Please check your online schedule daily through the 5th class day to ensure you have not been dropped for non-payment.** Students unknowingly have been dropped from classes for various reasons such as financial aid, schedule change fees, etc. CMHT will not be able to reinstate students for any reason after the 12th class day regardless of situation. It is the student's responsibility to ensure all payments have been made.

ACADEMIC ORGANIZATIONAL STRUCTURE

Understanding the academic organizational structure and appropriate Chain of Command is important when resolving class-related or advising issues. When you need problems resolved, you should start with your **individual faculty member and/or advisor** who will then help you navigate the Chain of Command shown below:

University of North Texas

CMHT Academic Chain of Command

Individual Faculty Member/Advisor

Department Chair

Associate Dean, College of Merchandising, Hospitality & Tourism

Dean, College of Merchandising, Hospitality & Tourism

OFFICE OF DISABILITY 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. You may request accommodations at any time, however, 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.

COURSE SAFETY STATEMENTS

Students in the College of Merchandising, Hospitality and Tourism are urged to use proper safety procedures and guidelines. While working in laboratory 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.

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.

ACCEPTABLE STUDENT BEHAVIOR

Student 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 the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university'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

CLASSROOM POLICIES

Student 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 the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including university and electronic classrooms, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at http://www.unt.edu/csrr/student_conduct/index.html.

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students will be held 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).

TUTORING SERVICES

UNT offers free tutoring services through the Learning Center <http://learningcenter.unt.edu/tutoring>. Please go to the Learning Center website to sign up.

- Departmental Tutoring Service is not available during the summer semester

STUDENT EVALUATION OF TEACHING EFFECTIVENESS (SETE)

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available at the end of the semester to provide students a chance to comment on how this class is taught. Student feedback is important and an essential part of participation in this course.

FINAL EXAM POLICY

Final exams will be 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 course calendar early in the semester to avoid any schedule conflicts.

ACCESS TO INFORMATION

As you know, your access point for business and academic services at UNT occurs within the my.unt.edu site www.my.unt.edu. If you do not regularly check Eagle Connect or link it to your favorite e-mail account, please so do, as this is where you learn about job and internship opportunities, CMHT events, scholarships, and other important information. The website that explains Eagle Connect and how to forward your email: <http://eagleconnect.unt.edu/>

COURSES IN A BOX

Any Hospitality and Tourism Management equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all UNT Hospitality and Tourism Management degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence must have prior advisor approval. This includes “courses in a box” from other educational institutions (HMG 4250, HMG 4820, etc.). “Courses in a box” do not meet the UNT Hospitality and Tourism Management degree plan requirements and will not be approved.

IMPORTANT NOTICE FOR F-1 STUDENTS TAKING DISTANCE EDUCATION COURSES

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in multiple on-campus experiential components 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 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.

Dropping an Online Course

A student needing to drop an online course should send their instructor an email with their name, student ID#, reason for dropping a course, and date you are sending the email. This *must be done prior to the UNT deadline to drop a course.*

If approved, the instructor will contact the Director of CMHT Advising in Chilton 385 where you may obtain a signed drop form. **It is your responsibility to turn in the completed drop slip to the UNT Registrar's office before the deadline to make sure you have been dropped from the course with a "W".** If you are taking only online courses and your instructor approves the drop, please contact the CMHT Director of Advising for instructions.

EMERGENCY NOTIFICATION & PROCEDURES

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 www.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, this class is online and assignments' due dates will be as scheduled and will be the same as if campus had not closed. If this closure occurs on a class meet day, please check for communication and announcements on the course homepage banner and class will not meet.

FINAL EXAM POLICY

Final exams will be 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 course calendar early in the semester to avoid any schedule conflicts.

GRADING SCALE

ACTIVITY	POINTS
Student Information Survey	10
Discussions: Introduce Yourself	15
Email: Identify Your Group	15
Private Clubs Paper	40
Article Review/Accidents	40
Group Postings	60
Content Quizzes	100
Online Orientation Participation	15
Exam 1	50
Exam 2	100
Exam 3	150
TOTAL POINTS	595

POINT RANGE	GRADE
595-536	A
535-476	B
475-417	C
416-357	D
356 and below	F

Note: This syllabus is not a contract and can be changed at any time for any reason by the faculty member.