

UNIVERSITY OF NORTH TEXAS
COLLEGE OF MERCHANDISING, HOSPITALITY & TOURISM
Spring 2026

EDEM 2700.001 Event Sales Strategy

CLASS MEETING:

Course: EDEM 2700

Section: 001

Day: Tuesday and Thursday

Time: 3:30 – 4:50 p.m.

Location: Chilton Hall 388

INSTRUCTOR CONTACT INFORMATION:

Instructor: M.T. Hickman

Office Location: Chilton Hall 342

Email: M.T.Hickman@unt.edu

Phone: 972-668-3729

Office Hours: Denton

Tuesday 8:30 – 10:30 a.m.

By appointment

Required Texts and Materials

Required Textbook and Materials

Fenich, G. G.; Beck, M.; 2020; Professional Sales and Selling for Meetings, Expositions, Events, Conventions and Groups; Kendall Hunt Publishing.

Supplemental readings, case studies and handouts will be provided on Canvas.

Vision of the Hospitality, Event & Tourism Management Program

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

Mission of the Hospitality, Event & Tourism Management Program

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

Description

No prerequisites are needed to take this course.

This course explores the professional sales process within the hospitality and event industries; students learn to identify client needs, build relationships, develop proposals, and apply pricing strategies that include service charges, taxes, and gratuities; emphasis is placed on communication, ethical practices, and alignment of client expectations with business goals.

H.E.T.M. Program Learning Outcomes

PLO 1: Students will plan career goals and appropriate strategies for succeeding in the event and experience industries.

PLO 2: Students will develop analytical and quantitative skills using information technology to support business decisions in the event and experience industries.

PLO 3: Students will integrate event and experience management business principles to lead in diverse, collaborative, and global environments.

PLO 4: Students will apply innovative and imaginative methods in operating event and experience management businesses utilizing ethical and sustainable practices.

PLO 5: Students will demonstrate effective and efficient communication skills in all settings.

Learning Objectives/Course Objectives:

1. Discuss career opportunities in hospitality and event sales (P.L.O. 1)
2. Explain basic pricing concepts, including service charges, taxes, and proposal costs, using industry tools to support event sales decisions. (P.L.O. 2)
3. Identify key hospitality and event sales principles including prospecting, needs assessment, negotiation, contracts, and client relationship management (P.L.O. 3)
4. Discuss and apply ethical, and sustainable event sales proposals that align client needs with organizational objectives. (P.L.O. 4)
5. Demonstrate and deliver effective professional communication through written sales proposals, persuasive oral presentations, and interpersonal interactions across multiple event sales contexts. (P.L.O. 5)

Objectives will be measured through quizzes, exams, and individual and group student assignments.

Methods of Instruction

This course will utilize several methods to maximize students' learning potential, including class lectures, readings, projects, and observations.

Assignment	Quantity	Points		Total
Class Attendance & Participation	15	20		300
Student Interest Survey	1	25		25
Personality Test	1	25		25
Midterm Sale pitch and Paper	1	100		100
Midterm Exam	1	50		50
Sale Interview Assignment	1	100		100
Event Sales Pitch	1	150		150
Final Exam	1	100		100
Elevator Pitch Assignment	1	50		50
Unannounced In Class textbook reading quizzes	5	20		100
Total Points				1000

Students may monitor individual progress on Canvas. Notify the instructor of any discrepancies in grades within one week of posting.

Important: Students will be notified by Eagle Alert if there is a campus closing that will impact a class. Emergency Notifications and Procedures Policy (<https://policy.unt.edu/policy/06-049>).

Attendance and Participation

Participation is more than attending the class. To earn full credit, students must physically participate in the class and actively engage in discussions and activities.

Students begin the semester with 300 points, 20 per week /10 points per class. Points will be deducted for the following reasons:

- 1) Late to class by more than 5 minutes. I start class on time, and if you are late, you must get notes from a classmate.
- 2) If students miss a class without sending the Professor an email. Things happen, and I get it, but it is important that you communicate with the instructor before the absence to get an excuse for absence. Students may earn a maximum of 3 excused absences per semester. -5 points will be for the first three excused absences; 10 points will be deducted after the third excused absence.
- 3) Not participating in class. This means focusing on your computer or phone instead of the lecture.
- 4) Unprofessional behavior to guest speakers, site visits, and off-campus activities. This means looking at your phone or computer while the speaker is talking and have conversation with another student while the speaker is presenting.
- 5) Unprofessional attire – students are expected to dress professional for speakers, presentations and off-site class activities.
- 6) For full participation in off-campus activities, students must arrive 10 minutes before the start time.
- 7) Incorrect submission – All work must be submitted in Canvas using Word, Excel, Power Point, Canvas and Pdf. Assignments sent to me via email only will not count as a submitted document.

Late Work Policy

Assignments are expected to be submitted by the deadline posted in Canvas. Due dates are published in advance to support effective time management and fairness for all students. Assignments submitted after the deadline will receive a score of zero 0. All deadlines are based on the Canvas timestamp. Technical issues, internet outages, or incorrect file uploads do not excuse late submissions.

Exceptions

Late assignments may be accepted **only** in documented circumstances such as:

- Serious illness or hospitalization
- Family emergencies
- University-approved absences
- Approval by the instructor in writing

Documentation in writing via email must be provided as soon as reasonably possible. Extensions are not guaranteed and are granted at the instructor's discretion.

Summary of assignments

Details for each assignment will be discussed in class

Event Sales Pitch Team Project

In this team project, students will work collaboratively to create a sales pitch for a conference. The pitch will include all key elements discussed in class and support documents including a sales proposal, contract, banquet event orders (BEOs), and banquet check

Midterm Sales Pitch and Paper

Students will deliver a sale pitch to the SMERF market and include a sales proposal

Elevator Pitch

Students will deliver a 1-minute elevator pitch.

Student Interest Survey and Personality Assignments

In class activities to provide students with a better understanding of self and strengths in selling.

Un-announced Quizzes

Five(5 quizzes are included in the course. They will be unannounced and compete during class time and based on course reading assignments.

Exams

There will be two exams of midterm 50 points and final 100 points. The format of the exams, including the number of questions, will be discussed closer to the exams; however, students should expect multiple choice, True and False, and matching. Exam questions will come from bonus quizzes, any other materials assigned, and lectures.

Exams will be given in canvas; once started, the exam must be completed in one sitting in the classroom.

Avoid using a wireless connection for exams unless they know its reliability. Take their exams using a supported web browser on a computer or laptop rather than using an iPad. If using an iPad, we recommend the Chrome browser.

Contact the U.I.T. Helpdesk at 940-565-2324 for assistance should they encounter technical problems affecting their ability to access or complete a test. The U.I.T. Helpdesk is open the following hours:

* Monday-Thursday 8 am-midnight

* Friday 8 am-8 pm

* Saturday 9 am-5 pm

* Sunday 8 am-midnight

If the U.I.T. Helpdesk cannot resolve the problem, it will document the problem and provide a ticket number to the student. Once the student contacts you with that ticket number, you can get the U.I.T. Helpdesk or CLEAR Faculty Helpdesk for additional information. We hope these tips are helpful to you. If you have any questions, please contact CLEAR Helpdesk at 940-369-7394.

Extra Credit

Students may earn up to 50 extra credit points in the following ways.

1. Attend an industry or college event (not included in the course) and write a one-page reflection to present to the class. (10 points each).
2. Join the Hospitality Student Club, attend at least three meetings, and write a one-page reflection to present to the class. (10 points).

All extra credit MUST be submitted no later than 11:59 pm Sunday, April 26, 2026.

Assessing Your Work

This course is based on points (not weighted totals)

A = 900 – 1,000

B = 899 – 800

C = 799 – 700

D = 699 – 600

F = 599 - 0

Every student in my class can improve by doing their own work and trying their hardest to access appropriate resources. Students who use other people's work without citations will violate U.N.T.'s Academic Integrity Policy. Please read and follow this important set of guidelines for your academic success (<https://policy.unt.edu/policy/06-003>). If you have questions about this or any U.N.T. policy, please email or discuss this with me during my office hours.

Failure to acknowledge other people's work without proper citation will result in a significant point deduction.

Academic Integrity and AI

Artificial intelligence (A.I.) is used in multiple ways in the hospitality and events industry. Professor Hickman considers A.I. a tool that can be used effectively.

This course incorporates A.I. in several projects, and students will use the A.I. to complete some assignments.

Students taking this class may be asked to demonstrate their understanding of assignments submitted via oral presentation or in-class writing sample. A.I. should never be used to replace students' work. A.I. must be cited using A.P.A. Style.

Note that each Professor has an opinion on what is and is not acceptable when using A.I. Students should not assume that all instructors approve or support using A.I. When in doubt, ask.

Academic Dishonesty:

There is no reason to cheat in this class or any other class. I will provide you with everything you need to be successful. Examples of academic dishonesty include using someone else's work as your own, sharing, consulting, or posting exam, quiz, or discussion answers or questions on web-based help sites, and/or sharing questions or answers with other students. Doing any of these activities is grounds for earning an F in this class. In addition, students who do so will be referred to student affairs, where your academic file may be noted.

Revisions:

The instructor reserves the right to revise this syllabus and list of requirements when, in his judgment, such revision will benefit the advancement of the course goals and objectives.

Your success is very important to me; if I cannot help, please check out <https://success.unt.edu/>

TEACHING PHILOSOPHY

My teaching philosophy is simple: "Students come first. I want you to succeed.

My teaching philosophy centers around the belief that learning should be a fun and enjoyable experience. To do this, I create an inclusive and collaborative classroom environment where every student's voice is valued and respected. I believe that learning is two-way and that I gain as much knowledge as I give.

Success starts with students taking ownership of their learning journey and actively participating in class discussions, group activities, and hands-on experiences. Ask questions, seek clarification, and be open to new ideas and perspectives. Complete all the course assignments. I encourage students to approach their education with enthusiasm, curiosity, and a growth mindset. Success is not measured solely by grades or accolades but by a student's personal and professional growth.

Students come first is my teaching philosophy, and I am committed to providing the knowledge, skills, and support needed to thrive in the meetings and events industry. I am here to guide, mentor, and inspire students along their educational journey.

Classroom rules and COURSE ETIQUETTE:

- Take full advantage of the class you are paying for it
- Respect everyone's opinion.
- Instructional methods may include, but are not limited to, lectures, videos, PowerPoint presentations, group discussions, projects (individual and/or group), discussion boards, guest speakers, and others. You are expected to participate in all class activities and discussions.

Electronic Technology – **Cell phones must be turned off when taking exams; this includes watches. NO TECHNOLOGY IS ALLOWED DURING GUEST SPEAKERS' PRESENTATIONS AND SITE VISITS.**

- Exams and quizzes 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 answers, essays, and case study analysis.
5. Any class information or schedule changes will be expressed at the beginning of class, and all major changes will be posted on Canvas under Announcements.

Business Attire for Presentations

Professional business attire is required for all presentations, including the Midterm Sales Pitch and Final Sales Proposal Presentation. Students are expected to dress in accordance with hospitality and event industry standards.

Acceptable Attire Includes:

- **For Women:** Business suit, dress slacks with blouse or blazer, knee-length dress, or skirt suit. Closed-toe dress shoes are required.
- **For Men:** Business suit or dress slacks with collared shirt and tie, or blazer. Dress shoes are required.

Unacceptable Attire Includes:

Casual or informal clothing such as jeans, shorts, T-shirts, leggings, athletic wear, flip-flops, or any attire deemed inappropriate for a professional sales setting.

Failure to adhere to the dress code may result in a grade deduction for the presentation. Professional appearance reflects both the student's commitment and the standards of the hospitality industry.

COMMUNICATION PARAMETERS

The best way to reach me is via UNT. email. I check messages throughout the day (1 – 6 p.m.) and weekends (Typically 1 – 4 p.m.) during the semester.

SP 26 EDEM 2700 Event Sales Strategies Class Schedule

Week	Date	Topic/Textbook Chapter	Task	Points
1	1/13 (Tues) 1/15 (Thurs)	Introduction to the course; overview of the professional sales environment; personal introductions; Briggs Personality Style Assessment TextB Ch. 1 Introduction to MEEC	Participation Course Survey Personality Assessment	20 25 25
2	1/20 (Tues) - 1/21 (Thurs)	Marketing and Sales Relationship Hotel sales structure and departmental breakdown; sales flow across departments Discuss Sales Interview Assignment TextB Ch. 2 The Road Map to Sales: Marketing TextB Ch. 3 Sales for MEECE and Hospitality	Participation	20
3	1/27 (Tues) 1/29 (Thurs)-	Prospecting and client qualification; role play exercise Discuss Elevator Pitch Assignment TextB Ch. 8 Gaining Access to the prospect TextB Ch. 15 Management of the Sale Force and Practical Application (Part 2)	Participation	20
4	2/3 (Tues) - 2/5 (Thurs)	Conducting needs assessments; communication skills; effective questioning and listening Elevator Pitch Presentation TextB Ch. 9 Presenting the Hospitality Product	Participation Class Presentation	20 50
5	2/10 (Tues)- 2/12 (Thurs)	Sales strategies and handling objections TextB Ch. 11 Getting the Customer to say Yes TextB Ch. 9 Asking for the Sale	Participation	20
6	2/17 (Tues) -2/19 (Thurs)	Contracts and legal considerations; force majeure, attrition, cancellation,	Participation	20

		and indemnification; clause comparison activity Guest Speaker		
	2/18 (Wed)	CMHT Career Fair	Extra Credit	
7	2/24 (Tues) - 2/26 (Thurs)	Proposals and client presentations; writing tailored to client needs Midterm sales Pitch Workshop TextB Ch. 4 Professional Development in Hospitality Sales TextB Ch. 5 Communication Skills for Sales	Participation	20
8	3/3 (Tues) - 3/5 (Thurs)	Midterm sales pitch presentations (individual delivery in class); submit written sales pitch paper Midterm Exam In Class	Participation Sales Pitch and paper Exam	20 100 50
9	3/9 – 3/13	Spring Break	No Class	0
10	3/17 (Tues - 3/19 (Thurs))	Negotiation, persuasion, and communicating value TextB Ch. 11 Getting the Customer to say Yes	Participation	20
11	3/24 (Tues) - 3/26 (Thurs)	Pricing and proposal management; cost vs. pricing; 24% service charge and applicable taxes; hands-on pricing exercise Guest Speaker	Participation	20
12	3/31 (Tues) 4/2 (Thurs)	Client relationship management; retention strategies; post-event follow-up Discuss Final Project Presentation TextB Ch. 13 Service after the Sale	Participation	20
13	4/7 (Tues) - 4/9 (Thurs)	Technology in event sales; CRM systems; analytics and STAR reports	Participation	20

		Guest Speaker		
14	4/14 (Tues) - 4/16 (Thurs)	Interview Presentations Sustainability and ethics in event sales; contract workshop	Participation Interview presentation and paper	20 100
15	4/21 (Tues) 4/23 (Thurs)	Final project workshop; peer review	Participation	20
16	4/28 (Tues)	Final presentations: sales proposal, contract, banquet event orders (BEOs), and banquet check Final Presentation	Participation Presentation and paper	10 150
17	5/5(Tues) - 5/7 (Thurs)	Final Exam Unannounced Quiz	Exam Participation Quiz	100 20 50
17	5/9 (Fri.)	Last Day of the Semester		

Syllabus Statements Fall 2025 (All Sessions)

Advising and Degree Progression

Undergraduate 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 the catalog course descriptions.
- Students that lack prerequisites for a course are not allowed to remain on 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 the 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 is 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>

Graduate Advising

- Graduate students should work on their degree plan and discuss their progress with their assigned academic advisor. If you do not know who your academic advisor is, contact your graduate program coordinator

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?

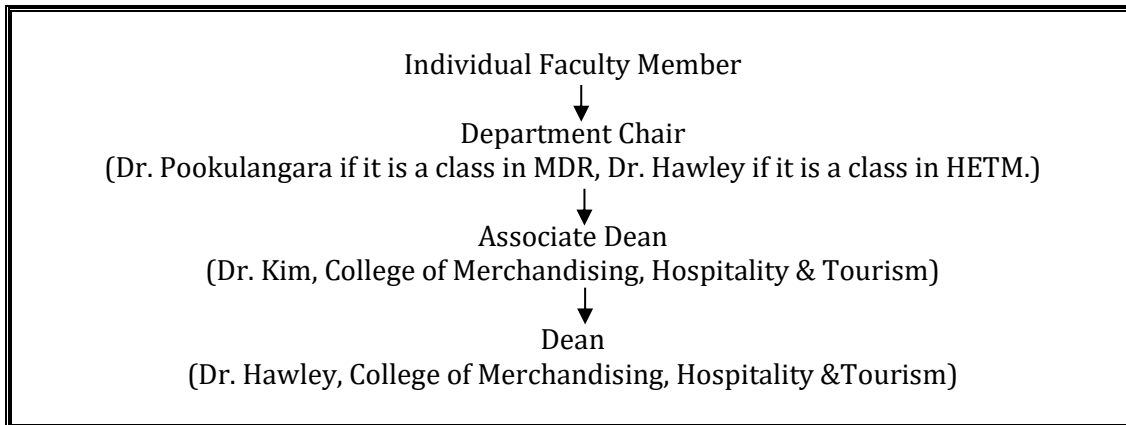
The University has a number of resources that can be useful if you find yourself in need of help. Faculty and advisors can help direct you to resources; please note that any reports of sexual harassment, sexual assault, dating violence, or stalking must be reported to the UNT Dean of Students, per Texas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

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 Access (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 Access 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 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 damage 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: <https://careercenter.unt.edu/>.

Online Job Board and Social Media Sites

- CMHT Careers Group page on LinkedIn.
<https://www.linkedin.com/groups/14137002/>. This is a private group that current CMHT students and alumni can request to join.
- Facebook CMHT Careers Group - <https://www.facebook.com/groups/CMHTCareers/>

- Twitter - @UNTCMHT
- Facebook Social Sites - @UNTCMHT and @UNTHTM
- Instagram - @untcmht

CMHT Career Expo

The next CMHT Career Expo will be Wednesday, September 24, 2025, 10am-1pm in Union 314. You can find all information here:

https://app.joinhandshake.com/career_fairs/0453e14d-9c45-48da-8a62-89ab1ccaec24/student_preview.

If you need to borrow professional clothing to wear, please go to the Diamond Eagle Clothing Closet on the first floor of Crumley Hall. The closet is available by appointment at

<https://studentaffairs.unt.edu/desresources/programs/clothing-closet.html> under the “Using the Closet” tab. For any questions, please contact the Diamond Eagle Student Resource Center at DESresources@unt.edu.

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: 7:30AM – 9:00PM
 Tuesday: 7:30AM – 9:00PM
 Wednesday: 7:30AM – 9:00PM
 Thursday: 7:30AM – 9:00PM
 Friday: 7:30AM – 5:00PM

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 give us a call at (940) 565-4227.

UNT Citrix Virtual Lab

UNT Students currently enrolled in a CMHT course have access to the UNT Citrix Virtual Lab. 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://academictechnologies.unt.edu/services/computer-labs/request/remotely-connect-virtual-computer-lab#connect-options>.

The CMHT-IT Services desk can assist you with installing the Citrix Workspace client on your personal machine. Please see above hours of operation for our IT services desk.

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 330

Walk-In Availability: 8am-5pm

Telephone Availability:

- Saturday-Sunday: 11am-3pm

- Monday-Thursday: 8am-9pm
- Friday: 8am-5pm

UNT Libraries Laptop Checkout: <https://library.unt.edu/services/laptop-checkout/>

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.

Student Code of Conduct

According to the [Code of Student Conduct](#), "The University of North Texas is deeply committed to advancing educational excellence and preparing students to become thoughtful, engaged citizens of a diverse, global community. The University has established the Code of Student Conduct to promote the well-being, honor and dignity of all who live, learn and work in our educational community. The Code of Student Conduct is intended to foster a safe environment conducive to learning and development, as well as to hold students accountable through an educational process that balances the interests of individual students with the interests of the University. Students and student groups are expected to conduct themselves in a manner that demonstrates respect for the rights and property of others and upholds the integrity and values of the University community."

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 jiyoung.kim@unt.edu and request that your name and image not be shared. Dr. Kim 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.