

HMGT 4600 – Information Technology in Hospitality & Tourism
University of North Texas – College of Merchandising, Hospitality, and Tourism
Course Outline/Syllabus
Fall 2016, Section 001

Instructor: Dr. Xi Leung

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Office Hours: MW 2:30 – 3:30 PM or By Appointment

Class Meetings: MW 3:30 – 4:50 PM

Class Location: Chilton 388

1. COURSE DESCRIPTION:

HMGT 4600, Information Technology in Hospitality & Tourism (3 credit hours) is designed to familiarize students with the strategic use of information technology (IT) in the hospitality and tourism fields. Topics include the unique needs for and characteristics of IT in the aforementioned industries, as well as management, operations, and impacts of IT on organizations and the industry as a whole.

Prerequisite(s): Junior Standing

2. REQUIRED COURSE MATERIALS:

This is a case-based course. Students are required to purchase case studies on Harvard Business Publishing Website, at <http://cb.hbsp.harvard.edu/cbmp/access/52381716>. Please purchase the case package for this course (HMGT 4600–001).

Any other required readings (journal articles, industry websites, etc) will be posted on Blackboard.

3. LEARNING OBJECTIVES:

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

- Gain a broad understanding of how technology is used in the hospitality industry (**Knowledge & Comprehension**);
- Understand the strategic roles of information systems in hospitality and tourism (**Knowledge & Comprehension**);
- Understand and identify the different varieties of hospitality specific information technology and systems (**Knowledge & Application**);
- Analyze IT enabled marketing, promotion, and distribution practices in the industry (**Knowledge & Analysis**);
- Evaluate IT systems from customer and employer perspectives (**Analysis & Evaluation**);
- Evaluate and compare website design of different hospitality companies (**Analysis & Evaluation**);
- Understand the importance of social media presence and marketing for hospitality/tourism businesses (**Knowledge & Comprehension**);
- Understand the use of mobile technology in the hospitality/tourism/gaming industry (**Knowledge & Comprehension**);
- Design and maintain a Facebook page for hospitality/tourism company to understand social media marketing (**Analysis & Synthesis**);
- Make decisions on IT-related issues for hospitality/tourism operations (**Analysis & Synthesis**);
- Use Excel software to do professional Industry analysis (**Application & Analysis**).

4. CLASSROOM POLICIES

1) Course Requirements / Student Responsibilities

- Students are responsible for all materials presented in lecture, guest speakers, all handouts, reading assignments, and all material posted to Blackboard.
- Students are responsible for completing all quizzes and exams, for submitting all assignments in a timely fashion, and for being up to date on any changes that may occur in the class schedule.
- Students are responsible for attending every class, arriving to class on time, paying attention in class, and not disturbing others while in class. Disruptive students will be asked to leave. Tardy students will be counted absent.
- Students are responsible for working together as a team for the group project, holding each other accountable, turning in all portions of the project in a timely manner, and producing quality, professional work.
- Students are responsible for making up missed exams on their own. The instructor will not reach out to students who missed exams; it is up to the student to schedule make-up exams.

2) Class Policies

- Late submission will result in a **deduction of 10 percent of the grade per day**, including weekends (one letter grade down per day). All hard copy assignments are due **at the beginning of class**. Assignments turned in electronically are to be submitted to Blackboard **by 11:59pm** on the due date.
- Attendance is mandatory; **roll is taken every class and is a part of your participation grade**. Check Participation/Attendance for more details of grading.
- The syllabus and class schedule are subject to change by the Instructor's discretion. These changes may be announced in class or on Blackboard.
- Extra credit opportunities will be given throughout the semester, at the Instructor's discretion. Do not beg for a grade bump at the end of the semester if you did not take advantage of these opportunities! Check Extra credits for more details.
- All assignments must be typed in a **standard, 12 point Times New Roman font, double spaced, in APA style**. Reference the Purdue Online Writing Lab on the UNT library homepage for help with APA. (<http://www.library.unt.edu/help/tutorials/apa-style-sciences>)
- In class assignments and quizzes will must be taken when assigned. Students will not be able to make up in class activities. This includes scheduled and pop-assignments.
- **All electronic devices (Smartphones, laptops, tablets) must be turned off during class time** unless the instructor allows it. Students do not comply with this policy will be requested to leave the classroom and given one absence.
- The Instructor reserves the right to remove disruptive, unruly, or rude students from the class.
- The Instructor reserves the right to revise this syllabus, class schedule, and list of course requirements. Any major revisions will be distributed during the lecture period. Requirements may be amended during the semester, which could affect the total number of possible points and/or their distribution. Final grade points would then change accordingly.
- Students are using Blackboard to download course materials, eg., assignments, instructions, additional readings, and to submit assignments. Students must check the Blackboard at least every week for important announcements. Invariably, necessary adjustments related to course material and due dates occur throughout the semester.

***IMPORTANT:** Students are highly encouraged to read this syllabus and Blackboard Announcement before asking questions to the instructor regarding course schedule and grading.

5. TECHNICAL ASSISTANCE & SUPPORT:

For assistance with any Blackboard issues call the UIT Help Desk at 940-565-2324 or visit <http://it.unt.edu/helpdesk> for support. You can also stop by in person or submit a request through the web.

Important: Please do not contact me for technical assistance since I have no control over the technical aspects of the new learning platform.

6. COURSE GRADING:

Measurements	Points
(1) Exams (Mid-term and Final)	33% (200 points)
(2) Case quizzes	6.7% (40 points)
(3) Group case presentation	8.3% (50 points)
(4) Group case summary report	4.2% (25 points)
(5) Group assignments	20.8% (125 points)
- Website comparison project	50 points
- Entrepreneurship idea presentation	25 points
- Facebook project	50 points
(6) Individual assignments (5 Excel assignments)	20% (120 points)
(7) Participation/Attendance	6.7% (40 points)
Total	100% (600 points)
Extra Credits:	Cap credit 4.7% (28 points)
- Group leader extra credits	(10 points)
- Entrepreneurship idea winner extra credits	(5 points)
- Facebook competition winner extra credits	(8 points)
- Teaching evaluation extra credits	(5 points)

- **Grading Scale:**

A = 90 - 100%
B = 80– 89.9%
C = 70 – 79.9%
D = 60 – 69.9%
F = 0 -- 59.9%

- 1) **Exams:** (33% of your total grade) There are **two exams during the semester: Mid-term and Final Exam**. Exams are **not cumulative**. Both exams are closed-book, but one-page study aid will be allowed. Exam questions will consist of multiple choice, fill in blank, true/false questions, and/or short essay questions.

The final exam will follow the university given final exam schedule. For this class, the final examination date is **December 14th, 2016 (Wednesday) 1:30 pm - 3:30 pm**, in the regularly scheduled classroom. The final exam **MUST** be taken on the scheduled day and time. **NO LATE ADMITTANCE WILL BE ALLOWED ON THE EXAM DAYS**. The instructor will **NOT** make any accommodations due to your work schedule or other classes (The exception might be given if you have three or more final examinations scheduled on the same calendar day). You will have two hours to complete your final exam.

- **Exam Supplies:** For the exams students must bring the following: **Scantron, #2 Pencil, and one page of study aid**. You are not allowed to use smart devices (phones and tablets). The instructor will not

provide supplies for students. Then instructor will not grade exams that do not follow instructions including the failure to use a scantron.

- **Make-Up Exam: There will be NO MAKE-UP EXAM.** A schedule of exam dates is given on the first day of class, so that students can be sure to be present on those dates. **Only in excused absence circumstance (such as observance of a religious holiday, University related activities, illness, and family matters), a make-up exam will be given.**
 - Providing official documentation of the emergency to the instructor will be required **prior to** request for the make-up exam. Student Athletes must contact the instructor prior to exam schedule if he/she has an exam scheduling conflict and present proper documentation. **The instructor will NOT make accommodation for students on exam due to work schedules, other class schedules, or other obligations.**
 - **IMPORTANT:** The instructor will not respond to a student's email which asks for make-up exam unless the student presented the official documents in advance. **The instructor also will not respond to students' requests for giving extra credits after posting final grades.**

2) **Case quizzes: (6.7% of your total grade)** This is a case-based class. Students' learning from this class will highly depend on how well students have prepared for the class. Students are expected to **READ THE REQUIRED CASE** before class for full participation of this class. **Case quiz will be given in the beginning of each class** to make sure everybody has read the cases before coming to class. **All case quiz questions are directly from the case** that will be discussed in that day's class. Case quizzes are **closed-book and closed-notes**. Each question is worth **one point**. Answers for questions in case quizzes will be given right after the quizzes. Quizzes will be given through Kahoot! **Students need smart phones to complete quizzes.** If you don't have a smart phone, please talk to the instructor in the first class to find an alternative solution. **There will be NO MAKEUP case quizzes.**

3) **Case presentation: (8.3% of your total grade)** Most of the cases will be presented by student groups (with an exception of Case 1). Students will work in a group of 3 members to present a case in class. Each group will be assigned to one case in the first class by random drawing. The presenting group will read and analyze the case and prepare a PowerPoint presentation in class for about 30 minutes (including discussion time). **Please refer to the separate Case presentation grading rubric for more detailed requirements.**

The PowerPoint presentation MUST include:

- **Slide 1: Title** - With the case name, group number, and all group members' names listed. All members MUST present (**If any member is absent, his/her presentation grade would be 0**).
- **Slide 2-3: Overview/History of the company** - Introduce the company and company history.
- **Slide 4-5: Background of discussion question 1** - What was going on in this company? How did it lead to the first discussion question?
- **Slide 6: Discussion question 1** - Lead the discussion of question 1. Use board for any notes.
- **Slide 7-8: Background of discussion question 2** - What happened then in the case? How did it lead to the second discussion question?
- **Slide 9: Discussion question 2** - Lead the discussion of question 2. Use board for any notes.
- **Slide 10: Additional information of the case** - What else was mentioned in the case?
- **Slide 11: Summary** - Summarize the case. Include any additional comments you would like to say regarding the company or the case.

(Please notice that you can have more slides than the suggested slides. For example, you can use 3 slides to explain the background of question1 instead of 2 slides.)

The presentation slides will be **due on Blackboard by 11:59pm on the day before presentation**. **Each group need talk to instructor after the class in the week before presentation to get important information on questions of the case**. This presentation is a team work and only those who contribute to the presentation will receive credit. If the majority of the group members vote out a group member who may have been unreliable and may not have contributed to the presentation, the person needs to find another group or get a grade of 0 on presentation. Students need to keep the instructor informed of any team work changes.

- 4) **Case summary report:** (4.2% of your total grade) The group who present the case **need take notes during presentation** on all the class discussions and write a case summary on the presenting case. This is a group assignment and each group only finishes **one case summary**. **Please refer to the separate Case summary grading rubric for more detailed requirements**. The case summary **MUST** include:

- **Title page** - include the case name, group number, and all group members' names and NSHE #s.
- **Case synopsis** – a brief summary of the case. What is this case all about?
- **Question 1 and discussion** – What is the first question? What background in the case related to this question? How did the class answer this question? Was there different opinions? What were the arguments supporting the different opinions?
- **Question 2 and discussion** – What is the second question? What background in the case related to this question? How did the class discuss this question? Was there different opinions? What were the arguments supporting the different opinions?
- **Conclusion/Suggestion/Action plan** - What are your close comments and conclusions regarding this case? What are your suggestions to the business regarding the problems it faces? How to justify and support your suggestions? What is the action plan for resolving the case problems? Any additional comments?

The case summary should be a **Word document** with a length of **5 - 6 pages** (excluding the title page and any references). **MUST use Times New Roman Font, Size 12, and double spaced**. The case summary will be **due in the next class after presentation**. **Only hard copy will be accepted**. Late submission will result in **a deduction of 10 percent of the grade per day**, including weekends (one letter grade down per day).

- 5) **Group assignments:** (20.8% of your total grade) There will be three group assignments based on in-class practices. All assignments are group assignments so one group only submit one assignment. **Please refer to separate assignment grading rubrics for more detailed requirements**. Assignment due dates are on the tentative schedule. Hard copy assignments are due **at the beginning of class**. Electronic copy assignments are to be submitted to Blackboard **by 11:59pm** on the due date. Late submission will result in **a deduction of 10 percent of the grade per day**, including weekends (one letter grade down per day).

- Group Assignment 1: Evaluate and compare website designs of two hospitality companies (must be direct competitors), record scores for all the evaluation metrics (Excel worksheet), write a summary of the comparison (Word, 5-6 pages, double spaced). (50 points)
- Group Assignment 2: Each student group will generate one business startup idea that will utilize information technology in the hospitality industry, eg. Uber, Airbnb, Tripit, Priceline. The group will create a PowerPoint presentation to convince the potential market and profitability of this idea. (25 points)
- Group Assignment 3: Each student group will create and maintain a hospitality company Facebook page. Present your Facebook page at the end of the semester. (50 points)

- 6) **Individual Assignments:** (20% of your total grade) There will be five individual assignments based primarily on Excel lecture and in-class practices. Include your student number, full name, and submit them on the due dates (see the tentative schedule; assignments are submitted to Blackboard by **11:59pm** on the due date; **Only electronic copy will be accepted**).
- 7) **Participation/Absence:** (6.7% of your total grade) Successful completion of this course requires regular attendance of classes and active participation in class activities (discussions and practices).
- **Attendance:** **Roll is taken in each class.** Students are expected to attend all classes and to arrive on time. You will lose **2 points** per unexcused absence until a maximum of 20 points are deducted. With full attendance, you will receive 20 points. **Anyone late for more than 10 minutes will be counted as absent.** If you miss a class, you are responsible for the pool of material and the assignment. **The instructor will NOT give individual lectures to students who miss a class**, no matter the absence is excused or not.
 - **Excused Absence Policy**
An absence may be excused for the following reasons: a religious holy day, including travel for that purpose; active military service, including travel for that purpose; participation in an official university function; illness or other extenuating circumstances; pregnancy and parenting under Title IX; and when the University is officially closed by the President.

A student is responsible for requesting an excused absence in writing, providing satisfactory evidence to the instructor to substantiate excused absence and delivering the request personally to the instructor. Students must notify the instructor of anticipated absences and official document **in advance** to be assured of this opportunity. **If a student has to leave early with any of the reasons listed above, the student should INFORM THE INSTRUCTOR BEFORE THE CLASS STARTS and sit close to the door.**
 - **Participation:** Students are expected to actively participate in case discussions by answering or asking questions and/or providing feedback. Class participation is **graded based on tickets** students get from class. Students can get a ticket for answering questions in case discussions, asking **valuable** questions to guest speakers/instructor, or giving comments in class. Each ticket is worth one point. Students can earn **a maximum of 20 points** through participation. Students also have a chance to earn **one participation point per case** if they finish **reflection index card** (choose from the following questions to answer: What was/were the most important thing(s) you learned in class? What question(s) remain unanswered? How could we improve class experience?) and submit to instructor before leaving class. Please use your own language in writing reflection index card. **DO NOT copy the case presentation/board work word for word.**
- 8) **Extra credits:** (capped at **4.7%** of your total grade) Students have three opportunities to receive extra credits:
- **Group leader extra credits (10 points):** This extra credit opportunity is **only available for group leaders**. In the beginning of the semester, each group will select a group leader. Group leader will put extra efforts in all the group assignments. He/She will organize group meetings, host group discussions, assign tasks to each member, and review the group assignments. At the end of the semester, all the group members (except group leader) will evaluate the group leader's performance. If the group leader

receives a score of 3 or better out of 5, he/she will receive extra credits. The extra credit points will depend on the performance score he/she receives.

- **Entrepreneurship idea winner extra credits (5 points):** All the groups will vote for the best hospitality business startup idea (The group CANNOT vote for itself!). The instructor will also have one vote. The group that receives the most votes will get an extra credit of 5 on top of its normal grade. The group that receives the second most votes will an extra credit of 3 on top.
- **Facebook competition winner extra credits (8 points):** All the groups will vote for the best hospitality company Facebook page each group creates (The group CANNOT vote for itself!). The instructor will also have one vote. The group that receives the most votes will get an extra credit of 8 on top of its normal grade. The group that receives the second most votes will an extra credit of 4 on top.
- **Teaching evaluation extra credits (5 points):** At the end of the semester, all students will be able to receive a 5-point extra credit if you finish UNLV course teaching evaluation. The instructor is trying to get an unbiased and comprehensive understanding of how this course can be improved in the future.

7. TENTATIVE COURSE SCHEDULE (Subject to change per class progress)

Week Date	Topic	Activities in class	Assignments: To be completed <i>before class</i>
Week 1 8/29	Introduction	Find your group ☺	Read Syllabus
Week 1 8/31	Hospitality technology strategy	<i>Case 1:</i> Foxwoods: Turning Data into Insights in the Hospitality Industry (Instructor teach)	Submit Syllabus agreement
Week 2 9/5	Labor Day – NO CLASS		
Week 2 9/7	Customer relationship management (CRM)	<i>Case 2:</i> Hilton Hotels: Brand Differentiation through Customer Relationship Management	
Week 3 9/12	Excel Lesson 1	Format, Filter, Sort	Excel Assignment 1
Week 3 9/14	Restaurant reservation management	<i>Case 3:</i> Blackshop Restaurant	
Week 4 9/19	Excel Lesson 2	Charts	<i>Excel Assignment 1 due</i> Excel Assignment 2
Week 4 9/21	Internet Marketing and Search Engineer Marketing	<i>Case 4:</i> Air France Internet Marketing: Optimizing Google, Yahoo!, MSN, and Kayak Sponsored Search	
Week 5 9/26	Hospitality website design	Evaluate and compare two hospitality websites	<i>Excel Assignment 2 due</i> Website comparison Assignment
Week 5 9/28	Social media (Facebook)	<i>Case 5:</i> Coca-Cola on Facebook	
Week 6 10/3	Facebook project	Create your own hospitality Facebook page	<i>Website comparison Assignment due</i> (Submit your Excel worksheet and Word summary.) Facebook project

Week 6 10/5	Social media (Twitter)	Case 6: McDonald's Twitter Campaign: Hype Versus Reality	
Week 7 10/10	Guest Speaker – Social Media		
Week 7 10/12	User generated content (UGC)	Case 7: TripAdvisor	
Week 8 10/17	Mid-term Review		
Week 8 10/19	Mid-Term Exam		<i>Be on time and Good Luck ☺</i>
Week 9 10/24	Excel Lesson 3	Basic Functions	Excel Assignment 3
Week 9 10/26	Online Travel Agent	Case 8: Tripit: The Traveler's Agent	
Week 10 10/31	Guest Speaker - Expedia		<i>Excel Assignment 3 due</i>
Week 10 11/2	Global distribution system and channels	Case 9: Accor: Strengthening the Brand with Digital Marketing	
Week 11 11/7	Excel Lesson 4	Basic Functions	Excel Assignment 4
Week 11 11/9	Sharing economy	Case 10: Airbnb	
Week 12 11/14	Excel Lesson 5	Pivot Table	<i>Excel Assignment 4 due</i> Excel Assignment 5
Week 12 11/16	Mobile App	Case 11: Uber: Changing the Way the World Moves	
Week 13 11/21	Online and mobile gaming	Case 12: Royal Reels: Enhancing the Customer Experience for Slot Machines and Beyond	<i>Excel Assignment 5 due</i>
Week 13 11/23	Prepare Entrepreneurship Ideas Presentation		<i>Work in groups on your own</i>
Week 14 11/28	Entrepreneurship Ideas Presentation		
Week 14 11/30	Facebook Competition		
Week 15 12/5	Facebook Competition		
Week 15 12/7	Final Exam Review		
Week 16 12/14	Final Exam 1:30 pm - 3:30 pm		<i>Be on time and Good Luck ☺</i>

***Note:** Syllabus dates and topics are tentative and subject to change. Although the instructor has every intention of following this course outline, the first priority is to provide the best possible learning experience. If necessary, the instructor will alter the material/course/course requirements to that end. **Test dates will NOT be changed.** Updated copies will be posted on Blackboard.

8. DEPARTMENT OF HOSPITALITY AND TOURISM MANAGEMENT

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 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 2.5 on all courses completed at UNT.
- A grade of C or above must be earned in each merchandising, digital retailing, and 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 2.0 grade point average in all courses completed at UNT.
- A minimum of 2.0 grade point average in all work attempted, including transfer, correspondence, extension and residence work.

For additional information regarding requirements and policies, refer to the 2016-2017 UNT Undergraduate Catalog.

Tutoring Services

UNT offers tutoring services through the Learning Center. Please go to the Learning Center website to sign up (<http://learningcenter.unt.edu/tutoring>). Your instructor and her student assistant will be happy to provide individualized instruction to students who are willing to spend the extra time – please call for an appointment.

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://financialaid.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

All pre-majors are required to meet with their Academic Advisor and receive an advising code to register for classes *each semester*. 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 #385 – 940.565.4635):

Director, and Home Furnishings & Digital Retailing
 Hospitality Management A-L
 Hospitality Management M-Z
 Merchandising and Retailing A-L
 Merchandising and Retailing M-Z

Kelly Ayers, M.Ed
 Jaymi Wenzel
 Philip Aguinaga, M.Ed.
 Amanda Johnson
 Brittany Barrett, M.S.I.S.

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.

Payment Deadline

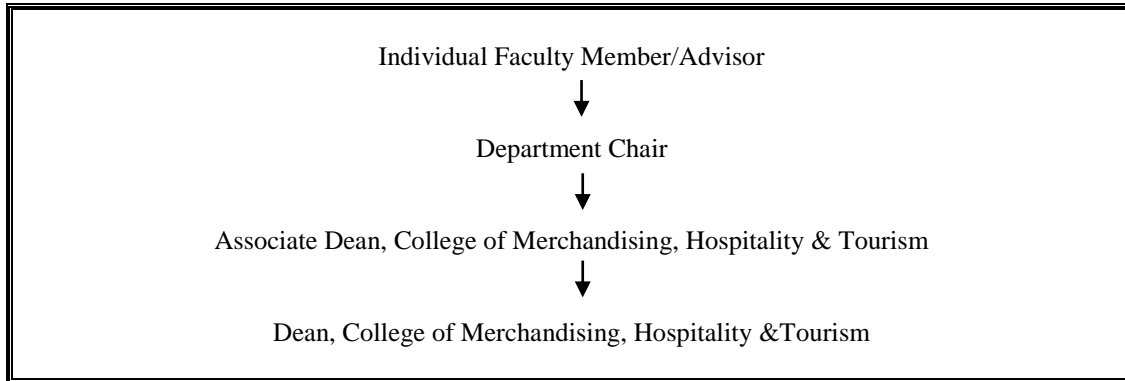
It is imperative that students have paid for all enrolled classes. **Please check your online schedule daily through the census date (September 12, 2016) to ensure you have not been dropped for non-payment of any amount.** Students unknowingly have been dropped from classes for various reasons such as financial aid, schedule change fees, parking fees, etc. CMHT will not be able to reinstate students for any reason after the census date regardless of situation. It is the student's responsibility to ensure all payments have been made.

IMPORTANT Fall 2016 DATES

August 29, 2016	First Class Day (Monday)
September 2, 2016	Last day to add a class
September 5, 2016	<i>Labor Day (no classes; university closed)</i>
September 13, 2016	Last day to drop without a W/WF on transcript (must have drop slip signed)
October 7, 2016	Last day to drop with an automatic W
November 7, 2016	Last day to drop a course with either a W or WF (Instructor Discretion)
November 14, 2016	Last day to request incomplete through instructors
November 23, 2016	Last day to drop
November 24-27, 2016	<i>Thanksgiving Break (no classes; university closed)</i>
December 7-8, 2016	Pre-finals Days
December 8, 2016	Last Class Day
December 9, 2016	Reading Day (no classes)
December 10-16, 2016	Finals
December 16-17, 2016	Graduation Ceremonies

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, please follow the step outlined below:



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.

Expected Student Behavior

Student behavior is expected to be respectful of both other students and faculty. 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 <http://deanofstudents.unt.edu>

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).

SPOT (Student Perceptions of Teaching)

An opportunity will be provided for students to evaluate their faculty (SPOT). 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. SPOT should be available November 21 to December 8, 2016.

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 EagleConnect 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 EagleConnect and how to forward your email: <http://eagleconnect.unt.edu/>

Courses in a Box

Any CMHT equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all CMHT 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.

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 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 multiple on-campus lectures, 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 then 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
- 2) determining how you will contact family and friends if phones are temporarily unavailable, and
- 3) identifying where you will go if you need to evacuate the Denton area suddenly.

In the event of a university closure this class will continue according to schedule during the closure period. If UNT is officially closed for emergency reasons during the times scheduled for the final exam, new procedures, times and/or locations will be communicated to you through Blackboard Announcements and/or Messages.

- **Please submit this agreement to Dr. Leung once you have read the syllabus, schedule, the academic conduct policy and other university links provided.**

SYLLABUS AGREEMENT

HMGT 4600, Section: 001

Dr. Xi Leung

I, _____ (print your name) have read and understand the syllabus and the information it contains. I plan to follow and fulfill the requirements listed in the syllabus for HMGT 4600 (Section 001) in the Fall Semester of 2016.

I further understand that it is my responsibility to adhere to the requirements of this course in order to earn a passing grade. I understand that my grade is my responsibility, and that the requirements of the course have been outlined in advance of my agreeing to take the course. I further understand the expectations regarding to academic integrity, and hereby agree to conduct myself in an appropriate manner which does not violate the Student Academic Misconduct Policy. I acknowledge that any violations of the Student Academic Misconduct Policy will result in severe sanctions, up to and including expulsion from the University.

Signature: _____

Date: _____

Note: Submit your acknowledgement of reading this contract to Dr. Leung before class on Wednesday, 8/31/16. If you do not submit it by the due date, it will result in a deduction of 5 points from your attendance/participation score.