Collin College
Business and Computer Systems
COURSE SYLLABUS – FALL 2013

COURSE INFORMATION

Course Number: HAMG 1319.WW1

Course Title: Computers in Hospitality

Course Description: An introduction to computers and their relationship as an information system to the hospitality industry. The course includes an overview of industry-specific software. Lab required.

Course Credit Hours: 3
  Lecture Hours: 3
  Lab Hours: 1

Student Learning Outcomes: Upon successful completion of this course, students should be able to do the following:

1. Identify how the computer system is integrated as an information source throughout the hospitality operation. (Scans: F1, F8, F10, F11, C7, C8, C11, C12, C13, C14, C15, C16)

2. Evaluate the cost of implementing a computer system within a hospitality operation. (Scans: F1, F6, f8, F10, F11, C7, c11, C13, C15, C18, C19, C20)

3. Use Internet search browsers to identify specific hospitality sources. (Scans: F1, F3, F6, F7, F8, F10, F11, C1, C2, C3, C4, C7, C11, C14, C15, C18, C20)

Secretary’s Commission on the Acquisition of Necessary Skills (SCANS)- SCANS skills are a group of foundational skills and workplace competencies that the Secretary’s Commission on the Acquisition of Necessary Skills established as vitally important for workplace success in the 21st century. In Collin’s workforce programs, the SCANS skills are developed and reinforced throughout the curriculum to provide students with an opportunity to hone these skills/competencies in the context of their education. Over the course of an entire degree program, the successful student is expected to demonstrate all of the SCANS skills and competencies as part of their education. The SCANS Foundation Skills and Workplace Competencies are described at: http://www.collin.edu/academics/programs/Workforce_SCANS_Skills_Syllabi_Code_Key.pdf
Withdrawal Policy: See the current Collin Registration Guide for the last day to withdraw.

Collin College Academic Policies: See the current Collin Student Handbook.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.

INSTRUCTOR INFORMATION

Instructor’s name: W. Sue Furnas
Office Number: H119C Preston Ridge Campus
Office Hours: Tuesday: 10:00 am – 11:30 am (PRC in H119C)
               Thursday: 10:00 am – 11:30 am (PRC in H119C)
Online Office Hours:
                Wednesday 10:00 am – 12:00 pm
                Thursday 5:00 pm – 6:00 pm
Phone Number: 469-365-1802 (office), BCS Office: 972-377-1731
Email: sfurnas@collin.edu (e-mail is best method of contact)

Class Information:
Section Number: WW1
Meeting Times: Online - Blackboard
Meeting Location: Online - Blackboard
Minimum Technology Requirement:

  • Computer capable of running Windows XP or higher or other comparable modern Operating System that is compatible with Blackboard Learn 9.x and Microsoft Excel 2010.
  • Stable Internet connection required. High-speed connection is recommended.
  • Internet Browser that is compatible with Blackboard Learn 9.x. More information available on browser setup available through Blackboard Help.
  • Browser Plug-ins or add-ons for Adobe Acrobat, Flash, and Java.
  • Access to computer system and browser permissions to disable all pop-up blockers.
  • Working Collin College e-mail account (Cougarmail)
Minimum Student Skills:
- Use web browser to locate specific URL
- Use search engine to locate web resources
- Use computer or web-based e-mail program to receive and send e-mail
- Download or upload a file.
- Zip and unzip a file.

Netiquette Expectations: In addition to the rules and policies necessary to create a framework of academic integrity and excellence, there are also recommended guidelines of behavior that cultivate an environment of academic dialogue and goodwill. In addition to the material in the Collin Student Handbook regarding academic ethics, I also request that you read Section 6.1 in the handbook titled Academic Etiquette and the College Experience. I will expect you to be mindful of these guidelines during the semester.

- Online communication in this course is expected to be courteous and professional.
- Please do not use ALL CAPS (this indicates yelling), all lower case (difficult to read), or texting abbreviations when posting or e-mailing.
- No flames or personal attacks will be tolerated in either discussion or mail messages. Instigating or participating in disruptive behavior in the course will be reported to the Dean of Students. If you have a problem with a fellow student’s posts or e-mails, please contact your instructor.

Course Resources: There are two textbooks required for this course. They are available at our bookstore if you would like to purchase them. I know some of my students are not in the college area so you will need to purchase the books on the internet. Please get your books as soon as possible so you will not get behind in the course. You will use the textbooks to complete the assignments. Double check the ISBN numbers on the books that you purchase to make sure you have the correct book.

Often if you choose to order the books online you may not receive it in time to complete the first assignments. I do not accept assignments after the deadline has passed even if it is due to not having a book. The library at Preston Ridge will have a copy of the books on reserve. The library will not allow you to check it out, so you will need to make plans to use it while you are there.

REQUIRED: Managing Technology in the Hospitality Industry (6th Ed)
Michael L. Kasavana
ISBN 13: 978-0-86612-357-0
Supplies: Microsoft Excel 2010. This class is PC based, if you are using a Mac, Office 2008 & 2011 will work for most labs EXCEPT MS Access and you may be missing some features in the MS PowerPoint lab. The textbook is written for a PC so you could possibly encounter problems if you are working with a Mac. Once again this course is designed for using a PC. If you are using a Mac you are responsible for making arrangements to use a Windows based computer for the Access lab. In addition, if you do not have Microsoft Office 2010 you may use the computers at any of the Collin College’s campuses.

Attendance Policy: Attendance will count as 10% of your final grade. Roll will be taken at each class meeting.

Method of Evaluation:

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<tr>
<th>Grade Weight</th>
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<tr>
<td>Quizzes</td>
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<td>Assignments</td>
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<td>Attendance</td>
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<td>Term Project</td>
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<td>Final Exams</td>
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<td>Total</td>
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Grade Scale

<table>
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<tr>
<th>Grade</th>
<th>Percentage</th>
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<tr>
<td>A</td>
<td>90-100%</td>
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<tr>
<td>B</td>
<td>80-89%</td>
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<tr>
<td>C</td>
<td>70-79%</td>
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<tr>
<td>D</td>
<td>60-69%</td>
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<tr>
<td>F</td>
<td>59% or less</td>
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Rounding used on total. If greater or equal to .5, rounded up, if less than .5 then rounded down.
**Course Requirements:** This course is a totally online class. In addition, Blackboard will be used as our virtual classroom and all assignments, activities and exams are completed and turned in online.

- **Assignments:** All labs and projects have a set due date and are expected on that date. Labs and projects will be accepted one week past the due date with a 25 point penalty.
- **Quizzes:** Quizzes will be available for a set period of time and once begun must be completed within a set time-limit. All quizzes and exams must be completed online in Blackboard. **No makeup exams will be given.**
- **Exams:** There are three exams; Midterm (Chapters 1-6), Final Exam (Chapters 7-12) and Final Lab Exam. **No makeup exams will be given.** The three exams will be averaged together which will count as 20% of your grade.

**Instructor Feedback and Response Times:** Blackboard will be used as our virtual classroom and all assignments, activities and exams are completed and submitted online.

- Assignment feedback and grades are posted in Blackboard. Activity and assignment feedback and grades will normally be available within 1 – 2 days of submission.
- Attendance is setup for automatic grading and will be graded on submission.
- Exams that are setup for automatic grading will be graded on submission.
- E-mail or mail message response should be within 24 hours during the week (Monday-Friday) during the semesters. Longer response time may occur over the weekends.
- You must use the Mail function inside the Blackboard course site to correspond with me for course-related matters. If a problem with blackboard prevents you from using Blackboard or the Blackboard Mail function, the email address shown with my contact information can be used. If I should need to contact you under similar conditions, I will use your Cougar Mail address provided by the college.

**Withdrawal Policy:**

Students are advised to withdraw from the course if they have not completed the required work by the “Last Day to Withdraw.” Students who do not complete all of the required work by the end of the course will receive a letter grade based on the work completed. Note that the professor cannot withdraw you from class. You must complete a drop form with Admissions and Records to formally withdraw. **The last day to withdraw from the Fall 2013 semester is October 18, 2013. All students officially enrolled after March 18th will receive a letter grade based on the grading scale above.**
ACADEMIC ETHICS:

If I suspect that a student has violated any of the ethical policies regarding coursework, as described in the section titled Course Requirements earlier in this Syllabus, your name will be turned over to the office of the Dean of Students for adjudication. In addition to any disciplinary actions you might face from the Dean of Students (see Section 75.1 Authorized Disciplinary Penalties in the Collin Student Handbook for a list), I will assess my own penalties for confirmed violations. These penalties may range from a score of 0 on the assignment to a summary grade of F in the course.

Every member of the Collin College community is expected to maintain the highest standards of academic integrity. Collin College may initiate disciplinary proceedings against a student accused of scholastic dishonesty. Scholastic dishonesty includes, but is not limited to, statements, acts, or omissions related to applications for enrollment or the award of a degree, and/or the submission of one’s own work material that is not one’s own.

Scholastic dishonesty may involve, but is not limited to, one or more of the following acts: cheating, plagiarism, collusion, use of annotated texts or teacher’s editions, use of information about exams posted on the Internet or electronic medium, and/or falsifying academic records. While specific examples are listed below, this is not an exhaustive list and scholastic dishonesty may encompass other conduct, including any conduct through electronic or computerized means:

**Plagiarism** is the use of an author’s words or ideas as if they were one’s own without giving credit to the source, including, but not limited to, failure to acknowledge a direct quotation.

**Cheating** is the willful giving or receiving of information in an unauthorized manner during an examination; collaborating with another student during an examination without authority; using, buying, selling, soliciting, stealing, or otherwise obtaining examination questions in advance, copying computer or Internet files, using someone else’s work for assignments as if it were one’s own; or any other dishonest means of attempting to fulfill the requirements of a course.

**Collusion** is intentionally or unintentionally aiding or attempting to aid another in an act of scholastic dishonesty, including but not limited to, failing to secure academic work; providing a paper or project to another student; providing an inappropriate level of assistance; communicating answers to a classmate during an examination or any other course assignment; removing tests or answer sheets from a test site, and allowing a classmate to copy answers.

In cases where an incident report has been filed for alleged violation of scholastic dishonesty, faculty are required to delay posting a grade for the academic work in question until the Dean of Student’s Office renders an administrative decision of the case. Students found responsible for scholastic dishonesty offenses will receive an authorized disciplinary penalty from the Dean of Student’s Office. The student may also receive an academic
penalty in the course where the scholastic dishonesty took place. The professor will determine the appropriate academic penalty.

See the current Collin Student Handbook for additional information.

ALL WORK MUST BE YOUR OWN. The assignments must not be completed as a group project. Each student is responsible for doing their own work. You must not work with or obtain assistance from any other student, past or present – whether a friend, a spouse, a sibling, or a stranger – regarding assignments for this course. Whether through sharing, splitting up the work or through any other means of communication. Doing so will be grounds for a significant penalty as described below.

If scholastic dishonesty is detected on any of the lab assignments, quizzes or projects all parties involved will be denied points for that lab and the student(s) will only receive half of their earned lab points for all of the lab assignments. The incident will be reported to the Dean of Students for any further action as may be deemed appropriate.

You are responsible for knowing, understanding, and adhering to the policies regarding academic ethics and scholastic dishonesty described in the above passages from your Student Handbook.
**Tentative Course Calendar:** May be subject to change! See Blackboard virtual classroom for most current schedule.

Week 1  
Orientation

Week 2  
Chapter 1 – Hospitality Technology Systems  
Chapter 1 Quiz  
Word Chapter 1 Lab Assignment

Week 3  
Chapter 2 – Hospitality Technology Components  
Chapter 2 Quiz  
Word Chapter 2 Lab Assignment

Week 4  
Chapter 3 – Reservation Systems  
Chapter 3 Quiz  
Word Tutorial 4 Lab Assignment

Week 5  
Chapter 4 – Rooms Management and Guest Accounting Applications  
Chapter 4 Quiz  
Word Final Lab Assignment

Week 6  
Chapter 5 – Property Management System Interfaces  
Chapter 5 Quiz  
Excel Chapter 1 Lab Assignment

Week 7  
Chapter 6 – Point-of-Sale Technology  
Chapter 6 Quiz  
Excel Chapter 2 Lab Assignment

Week 8  
Midterm Exam (Chapters 1-6)  
Excel Final Lab Assignment

Week 9  
Chapter 7 – Food and Beverage Management Applications  
Chapter 7 Quiz  
Access Chapter 1 Lab Assignment

Week 10  
Chapter 8 – Sales and Catering Applications  
Chapter 8 Quiz  
Access Final Lab Assignment
Week 11  Chapter 9 – Accounting Applications
          Chapter 9 Quiz
          PowerPoint Chapter 1 Lab Assignment

Week 12  Chapter 10 – Information Management
          Chapter 10 Quiz
          PowerPoint Chapter 2 Lab Assignment

Week 13  Chapter 11 – System Selection
          Chapter 11 Quiz
          PowerPoint Chapter 3 Lab Assignment

Week 14  Chapter 12 – System and Security Maintenance
          Chapter 12 Quiz
          PowerPoint Final Lab Assignment

Week 15  Term Project

Week 16  Final Comprehensive Lab Exam (Word, Access, Excel and PowerPoint)
          Final Theory Exam (Chapters 7, 8, 9, 10, 11, 12)