1 COURSE TITLE

1.1 Course Title

Course: HTI404 Hospitality Information Systems

Semester/Year: Winter 2016

Prerequisite &/or Exclusions: ITM102

2 INSTRUCTOR INFORMATION

2.1 Name: Norman Shaw

2.2 Contact Information

• Phone: 416-893-1980
• E-mail address: norman.shaw@ryerson.ca
• Faculty/course web site(s): D2L accessible via http://my.ryerson.ca
• Office Location & Consultation hours: TRS 3-040
  ➢ Tuesdays: 1pm to 3pm
  ➢ Fridays: 1pm to 2pm
  ➢ Other times by appointment.

2.3 Methods of Posting Grades:

• Because there are other consideration in the determination of final grades, students will receive their official final grade for the course only from the Registrar.
• Grades will be posted on RAMSS which is accessible via http://my.ryerson.ca/. This is a secure site and a student’s grades are only accessible by that student and the instructor.
• The final official course grade will not be made available by the instructor.
• All grades for assignments and tests will be posted on D2L.
• Students who wish not to have their grades posted in hard copy must inform the instructor in writing prior to the due date of the first assignment.

2.4 E-mail Usage & Limits:

2.4.1 Student use of e-mail

• Students must use their Ryerson e-mail accounts.
• Students should e-mail the instructor with any comments, concerns or questions.
• The subject line must contain the course number and the topic. If a student fails to include this information in the subject line, the e-mail will be returned unread.

2.4.2 Communication from the instructor

• All communication from the instructor to the students will be to the student’s Ryerson e-mail account.
• Students are expected to check their Ryerson e-mail accounts at least once per week for any additional information from the instructor.
• At the discretion of the instructor, students may not be credited with marks for a course evaluation if they fail to follow instructions sent to them via e-mail for that evaluation.

3 CALENDAR COURSE DESCRIPTION
The Hospitality Industry employs technology and computerized management systems in many different areas, to manage the customer experience and the administration of the organization. In this course, students will gain an understanding of this technology and these management systems and how they are selected and deployed. Students will be guided to use the Internet to evaluate vendors of Hospitality systems.

4 COURSE OVERVIEW
Most organizations are dependent upon Information Technology (IT) to reduce costs, increase productivity and keep in touch with customers. The Hospitality Industry is no exception and companies will be at a competitive disadvantage if they do not select and implement the right systems.

Business systems must be aligned with the strategic direction of the company. They can be used: to deliver products, such as reservations over the Internet; to improve productivity, for example when guests are checked in; and to enhance the guest’s experience with in-room entertainment.

The skills of an IT professional include an understanding of the functions that are performed within a company and the knowledge of how the company can benefit from technology. Processes must be understood in detail and databases constructed with all the necessary data. The technology infrastructure must be in place to deliver information accurately and reliably.

Students will learn about the different types of information systems, how an IT department is organized and how systems are selected and implemented so that companies can use IT for their competitive advantage. In addition, students will enhance their knowledge of Excel and database software to analyze data and solve problems.

5 COURSE OBJECTIVES AND LEARNING GOALS

5.1 Course Objectives
Upon completion of the course students will be able to:
• List the functionality of the most common systems used in the Hospitality Industry
• Describe the different areas of a business and how they work together
• Explain the role of IT in business
• Explain the differences between transactional systems and decision support systems
• Describe how IT systems link the various components of the supply chain to optimize performance
• Define how companies use databases and data warehouses
• Describe the steps that companies must take to select and implement IT systems
• Understand the various functions performed by an IT department
• Differentiate between the products of multiple software vendors
• Use Excel to problem solve and make decisions
• Use database software to show the relationships between tables, input data via forms, problem solve and print reports

Note: the above objectives will have a special focus on the Hospitality and Tourism Industry

• Prepare written reports that summarize all findings, conclusions, and recommendations bearing on a researched issue.
• Work together as a group, developing listening skills, giving feedback and evaluating advice.
• Understand the benefit of collaborating in groups in order to gain a wider perspective.
• Develop individual ideas by sharing with others.
• Learn by actively participating in small groups.
• Research topics via the Internet using common tools to search academic and trade journals.
• Enhance their learning skills by reflecting on how they learned over the duration of the course.

5.2 Learning Goals

<table>
<thead>
<tr>
<th>Learning Goals</th>
<th>Learning Objectives ‘Students will be able to…’</th>
<th>Assurances of Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Learning Goals</strong></td>
<td><strong>Performance to be demonstrated in specific terms</strong></td>
<td><strong>Assessment (s) that correspond to the learning objective.</strong></td>
</tr>
</tbody>
</table>
| **Communications**           | • Prepare written reports that summarize all findings, conclusions, and recommendations bearing on a researched organizational issue.  
                                | • Present orally an analysis of the functioning of departments.                                               | • Class participation  
                                |                                                                             | • Class presentation  
                                |                                                                             | • Class discussions  
                                |                                                                             | • Project  
                                |                                                                             | • Written assignments                                                                 |
| **Ethical understanding and reasoning** | • Explore the ethical considerations involved with managing different human resource issues and other business situations.  
                                        | • Explore, articulate and defend choices in making ethical judgments related to a business situation. | • Class discussions  
<pre><code>                            |                                                                             | • Tests                                                                                       |
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<table>
<thead>
<tr>
<th>Learning Goals</th>
<th>Learning Objectives ‘Students will be able to…’</th>
<th>Assurances of Learning</th>
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<tbody>
<tr>
<td><strong>Critical thinking</strong></td>
<td>• Forecast the impact of demographic, economic, organizational and competitive change on the management of the business</td>
<td>• Class discussions</td>
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<td>• Develop guiding management principles for resolving business issues</td>
<td>• Project</td>
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<td>• Understand how process design transforms inputs into outputs</td>
<td>• Written assignments</td>
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<td>• Describe the importance of quality within process</td>
<td>• Tests</td>
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<td><strong>Group and individual dynamics</strong></td>
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<td>• Develop an effective team process for allocating tasks</td>
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<td>• Develop conflict resolution strategies and tactics so that the team works smoothly</td>
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<td><strong>Management Specific Goals</strong></td>
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<td><strong>Business functions</strong></td>
<td>• Discuss and analyse how the technology in a hospitality company improves processes and increases profitability</td>
<td>• Class discussions</td>
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<td>• Recognize how successful companies align their IT strategy with their operational strategy</td>
<td>• Written assignments</td>
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<td><strong>Performance to be demonstrated in specific terms</strong></td>
<td>• Tests</td>
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<td><strong>Assessment(s) that correspond to the learning objective</strong></td>
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<td>Learning Goals</td>
<td>Learning Objectives ‘Students will be able to…’</td>
<td>Assurances of Learning</td>
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| **Role of IT in business**  
- Demonstrate the effective use of communications and information technology (IT) for business applications and decision-making related to the advancement of strategic business goals. | • Discuss and analyse how IT transforms data into information for management decisions  
• Investigate the strategic implications of using the Internet for access to data within the hospitality company and with business partners.  
• Explore how IT enables process improvement | • Class discussions  
• Project  
• Written assignments  
• Tests |
| **Finance theories and analysis**  
- Apply basic accounting and financial concepts and forms of analysis to interpret business situations and decisions. | • Solve business problems with different decision making tools  
• Apply analytical tools to IT issues, such as in-house development versus outsourcing. | • Written assignments  
• Tests |

<table>
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<tr>
<th>Program Learning Goals</th>
<th>Performance to be demonstrated in specific terms</th>
<th>Assessment(s) that correspond to the learning objective</th>
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</table>
| **Supply Chain**  
- Understand the links in the supply chain to optimize inventory levels. | • Discuss and analyze the advantage of supply chain integration.  
• Define the value chain for a business  
• Explore how IT enables collaboration along the supply chain, enabling the optimization of inventory.  
• Understand the different channels for distributing product in the hotel industry and the role that IT plays. | • Class discussions  
• Written assignments  
• Tests |
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<tr>
<th>Learning Goals</th>
<th>Learning Objectives</th>
<th>Assurances of Learning</th>
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</thead>
<tbody>
<tr>
<td><strong>Hotel Operations</strong></td>
<td>• Discuss and analyze how IT links</td>
<td>• Class discussions</td>
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<tr>
<td>• Analyze the different roles of</td>
<td>departments within a hotel company</td>
<td>• Written assignments</td>
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<tr>
<td>each department.</td>
<td>• Analyze how IT systems support</td>
<td>• Tests</td>
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<td></td>
<td>each department</td>
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<td></td>
<td>• Understand how the IT infrastructure of a hotel company binds all departments together</td>
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6 EVALUATION

The grade for this course is composed of the mark received for each of the following:

<table>
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<tr>
<th>#</th>
<th>Description</th>
<th>Mark</th>
<th>Assigned</th>
<th>Due</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Clickers and online quizzes</td>
<td>10</td>
<td>Any time from Week 2</td>
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<tr>
<td>2</td>
<td>Class Activities</td>
<td>10</td>
<td>Any time from Week 2</td>
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<tr>
<td>3</td>
<td>Excel Test</td>
<td>6</td>
<td>Week 5</td>
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<td>4</td>
<td>Database Test</td>
<td>6</td>
<td>Week 9</td>
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<td>5</td>
<td>Current Topics</td>
<td>6</td>
<td>Any time from Week 2</td>
<td></td>
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<tr>
<td>6</td>
<td>Project</td>
<td>20</td>
<td>Week 4</td>
<td>Week 11</td>
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<tr>
<td>7</td>
<td>Mid Term Test</td>
<td>20</td>
<td>Week 6</td>
<td></td>
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<tr>
<td>8</td>
<td>Final Examination</td>
<td>22</td>
<td>During Exam Period</td>
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<td></td>
<td>TOTAL COURSE MARK</td>
<td>100</td>
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</tbody>
</table>

• Students will receive their marks-to-date prior to the final deadline for dropping the course without academic penalty.
• In order to pass this course, students must achieve a total cumulative mark of 50% or more.
• Details on each component are provided in this Course Outline.
• More details on each component will be provided during class and via D2L.

6.1 Excel

Students are expected to have a basic proficiency in Excel from ITM102 (which is a prerequisite). Students will be guided to enhance their skills making use of self-paced tutorials and other resources available via the Internet.

There will be an assessed Test. Knowledge of Excel is also required as part of the Project.

6.2 Database software

Students will be guided to database software that is free to use. They will be expected to learn basic functionality, including creating tables and linking the fields from one table with the fields in another table.

There will be an assessed Test. Knowledge of this database software is also required as part of the Project.

6.3 Clickers

6.3.1 Clicker Assessment

• Points: There will be approximately 50 clicker questions throughout the course asked at random by the instructor. Some questions will only be marked for participation where students will earn 1 point for each question. Other questions will be marked for correct
answers, where students will earn 1 point for participation and an additional 2 points if their answer is correct. Students will commence earning points for clicker questions from Week 2.

- **Clicker questions** may include true/false, word answers and multiple-choice questions. They will test the student’s comprehension of the course material. Grades will not be standardized or normalized. In order to be evaluated, students must be present in class with a device that will record their answers to clicker questions.

- **Missed clicker questions.** Students who do not attend class or who do not bring a device that will record answers to the clicker questions will not be permitted to make up the clicker questions for that class.

- **Misrepresentation of identity.** Any misrepresentation of identity will be subject to the university’s policy on Academic Integrity. Penalty for any such misrepresentation can be the zeroing of all clicker marks from the start of the course up to and including the lecture in which the infraction takes place.

- **Marks.** In order to allow for missed questions, due to absence or non-functioning devices, students will be scored out of a maximum of 85% of the total points possible. This score will then become part of the grade by being converted to a mark where the maximum is 10%.

  **Example 1:**
  You earn 70 points out of a maximum of 80 points.
  Your score is based on a reduced maximum of 85% of 80 = 68 points.
  You receive 70 / 68 = 100% (you cannot receive more than 100%)
  Your mark is 100% of 10 = 10% towards your grade.

  **Example 2:**
  You receive 40 points out of a maximum of 80.
  Your score is based on a reduced maximum of 85% of 80 = 68 points.
  You receive 40 / 68 = 58.8%
  Your mark is 58.8% of 10 = 5.88% towards your grade.

6.3.2 More information about Clickers

**Physical clickers**

The clickers used are i>clickers. Other clickers will not work. There are two models:

- i>clicker + (without a display screen)
- i>clicker 2 (with a small display screen)

For this course, it is not important which model you use. You may purchase your i>clicker from the bookstore or you may buy one second-hand from another student. Once you have purchased your clicker you will need to register it for the semester. If you are using the clicker in other courses, you need only register it once for the semester and it will be registered automatically for your other courses. There is further information in the folder **Clickers** under **Course Info** on D2L.

**REEF by i>clicker**

Instead of purchasing a clicker, you may use your laptop, tablet or mobile device with REEF. You still need to register and there is a registration fee. Further information is available in **Clickers** under **Course Info** on D2L.

**Physical clickers in other courses**

You may decide to use REEF for this course, but it may not be available for other
courses where clickers are being used, depending upon the decision of the instructor for that course. If the instructor has not made REEF available for your other course, and you wish to use REEF for this course, you will have to pay for the REEF registration for this course and, in addition, you will have a physical iclicker with its associated registration for your other course.

**REEF as a backup for a physical clicker**
You may wish to use REEF as a backup for those occasions when you forget your clicker or when your battery is low. This is possible, as you are allowed to have multiple clicker registrations associated with your student id. However, you are only able to use REEF for a limited period at no charge (approximately two weeks), after which you must pay the registration fee if you wish to continue to use REEF.

**Registering for clicker questions**
- Registration is required for both the physical clicker and REEF.
- Instructions for registering your physical i>clicker or registering for REEF can be found in Clickers under Course Information on D2L.
- Once the clickers are being used for assessment from Week 2 on, clicker scores will be updated in Gradebook after each lecture. Students will know if they have registered correctly for the course by checking their clicker points in Gradebook.
- Students must register their clicker before the start of lecture in Week 4. Failure to register the clicker will result in the student not being eligible for any clicker points for the ENTIRE course.
- It is the responsibility of the student to inform the instructor via e-mail if there are any issues with clicker marks not being recorded in Gradebook. Failure to notify the professor of any problems by Week 4 may mean that the student will not be eligible for any clicker points for the ENTIRE course.

### 6.4 Class Activity
- A number of classes will have a Class Activity as group work. There may be one or more Class Activities during a single Class. There will be approximately 9 class activities during the course.
- The group members will be allocated by the instructor and may vary by activity.
- The method of submitting Class Activities will be determined by the instructor.
  - Some Class Activities will be submitted on-line during the class. Each group will need to have one computer via which the Class Activity will be prepared and submitted.
  - Some Class Activities will be submitted on standard 8 ½ x 11 paper with clean edges (i.e. NOT from a spiral notebook). Submissions not following this criterion will not be marked and the students will receive zero.
  - Each submission must clearly indicate the first name, last name and student number of each participant in the group.
- You must be present during the entire group activity in order to be considered for a mark for that activity. If there are clicker questions, you will be deemed to be present for the class activity if you have answered clicker questions that take place close to the time of the class activity. Therefore, if you do not answer clicker questions that take place close
to the class activity, you will not earn any points for the class activity.

- Any misrepresentation of identity will be subject to the university’s policy on Academic Integrity. Penalty for any such misrepresentation can be the zeroing of all class activity marks from the start of the course up to and including the lecture in which the infraction takes place.

- You must contribute to the Class Activity. If the instructor (or the TA) deems that your contribution is not sufficient, your individual mark for that Class Activity will be reduced accordingly.

- Each activity will be scored out of 10 points. Students will commence earning points for Class Activities from Week 2.

- **Missed class activities questions.** Students who do not attend class will not be permitted to make up the class activity for that class.

- **Marks.** In order to allow for missed classes, students will be scored out of a maximum of 85% of the total points possible. This score will then become part of your grade by being converted to a mark where the maximum is 10%.

  **Example 1:**
  
  You earn 80 points out of a maximum of 90 points (assuming 9 class activities during the semester).
  
  Your score is based on a reduced maximum of 85% of 90 = 76.5 points.
  
  You receive 80 / 76.5 = 100% (you cannot receive more than 100%)
  
  Your mark is 100% of 10 = 10% towards your grade.

  **Example 2:**
  
  You receive 45 points out of a maximum of 90.
  
  Your score is based on a reduced maximum of 85% of 90 = 76.5 points.
  
  You receive 45 / 76.5 = 58.8 %
  
  Your mark is 58.8% of 10 = 5.88% towards your grade.

6.5 **Current Topics - discussion**

- For most weeks, each student is expected to bring an article about current use of technology by a hospitality company in any country in the world. The article should be from the previous seven days. As sources, you should use the business section of newspapers, business magazines and trade journals – from any country.

- During the discussion period, students will be instructed not to use any electronic devices. Students who do use such devices will not be eligible to earn any points for the discussion of that week.

- Due to the non-use of electronic devices during the discussion, students must bring printed copies of their article to class. They will not be permitted to access them electronically during the discussion period.

- You will be divided into groups by the professor. These Groups may be different than the groups for Class Activities.

- Each week you will elect a Summarizer. The Group must ensure that each student has the opportunity to be a Summarizer at least once during the semester. You will provide summaries of your articles to the Summarizer, who will make notes on a sheet of paper that will act as a summary for the group.

- The instructor may select one or more groups to present their articles to the class.

- At the end of the lecture, or when requested by the instructor, the Summarizer will hand in the summary together with the articles. Student names and student numbers must be clearly marked. The form and articles must be stapled together – the instructor will
provide the stapler.

- You will earn 10 points for the article that you contribute (you can only earn a maximum of 10 points for each discussion). To earn these points, you must provide a current article, be present in class throughout the time of the discussion and ensure your summary information is added to the Summary.
- You must be present during the entire discussion in order to be eligible to earn your points for that week. If there are clicker questions, you will be deemed to be present for the discussion if you have answered clicker questions that take place close to the time of the discussion. Therefore, if you do not answer clicker questions that take place close to the discussion, you will not earn any points for that discussion.
- Students will commence earning points for Current Topic discussions from Week 2.
- Any misrepresentation of identity will be subject to the university’s policy on Academic Integrity. Penalty for any such misrepresentation can be the zeroing of all Current Topic discussion marks from the start of the course up to and including the lecture in which the infraction takes place.
- There will be approximately 8 Current Topic discussions, in which case you will have the opportunity to earn 80 points (this may vary). Your total score for all Current Topic discussions will then become part of your grade by being converted to a mark where the maximum is 6%.

6.6 Project
- **Project Details:** details will be provided when the Project is assigned. The Project is designed to evaluate students’ analytical skills and managerial perspectives. Each Project will be graded in comparison to others and grades will follow a normal distribution.
- **Marking components:** This is an individual project. The total out of 100% will then be scaled so that 100% is worth 20 marks.

6.7 Mid Term Test
This will be a mix of multiple choice questions and short answers.

6.8 Final Test
This will be a mix of multiple choice questions and short answers.
## 7 TOPICS – TENTATIVE SEQUENCE & SCHEDULE

<table>
<thead>
<tr>
<th>Wk No</th>
<th>Date</th>
<th>Topic</th>
<th>4th Edition</th>
<th>3rd Edition</th>
<th>Activities &amp; Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>19-Jan</td>
<td>Information Systems and Strategy</td>
<td>1 &amp; 3</td>
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<td>Data, information, knowledge</td>
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<td>Excel guidance</td>
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<td>2</td>
<td>26-Jan</td>
<td>Technology and decision making</td>
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<td>Business Process Reengineering</td>
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<td>3</td>
<td>2-Feb</td>
<td>The Internet and E-business</td>
<td>5 &amp; 6</td>
<td>3</td>
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<td>Mobile technology</td>
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<td>4</td>
<td>9-Feb</td>
<td>ERP and Best of Breed</td>
<td>7</td>
<td>4</td>
<td>Assigned: Project</td>
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<td>Finding software vendors</td>
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<td><strong>16-Feb</strong> No Class - Reading Week</td>
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<td>5</td>
<td>23-Feb</td>
<td>Databases</td>
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<td>7</td>
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<td>Introduction to database software</td>
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<td><strong>Excel test</strong></td>
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<td>6</td>
<td>1-Mar</td>
<td><strong>Mid Term Test</strong></td>
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<td></td>
<td>More about database software</td>
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<td>7</td>
<td>8-Mar</td>
<td>Data warehouse</td>
<td>4 &amp; 12</td>
<td>7 &amp; 12</td>
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<td>Cloud computing</td>
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<td>8</td>
<td>15-Mar</td>
<td>Supply chain</td>
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<td>5 &amp; 8</td>
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<td>Sharing data</td>
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<td>Enhancing database software skills</td>
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<td>9</td>
<td>22-Mar</td>
<td>CRM</td>
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<td>Sales force automation</td>
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<td>Project guidance</td>
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<td><strong>Test of database software skills</strong></td>
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<td>10</td>
<td>29-Mar</td>
<td>Big Data</td>
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<td>Business Intelligence</td>
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<tr>
<td>11</td>
<td>5-Apr</td>
<td>Systems Development</td>
<td>10 &amp; 11</td>
<td>9 &amp; 10</td>
<td>Due: Project</td>
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<td>Ethics, privacy, security</td>
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<td>12</td>
<td>12-Apr</td>
<td>Telecommunications and infrastructure</td>
<td>6 &amp; 12</td>
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<td>Networks</td>
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**Suggested pre-reading**

*Chapters reference the textbook.*

*Students can also learn about the topics from searching the Internet*

**Lecture**

*Tuesdays 3pm to 6pm in TRS3-176*

**Mon** 15-Feb  
**Family Day**

**Fri** 1-Apr  
**Final date to withdraw in good academic standing**
8 TEACHING METHODS
This course will incorporate the following teaching/learning methods:
- Lectures with on-going dialogue and interaction between the students and the instructor
- Group discussion sessions, with guidance from the instructor in person
- Reading assignments from the optional textbook and other sources as directed by the instructor
- Guest speakers from the industry
- Self-study via Internet searches on relevant topics.

Students will be expected to keep current with the topics. Additional material may be introduced by the instructor via Powerpoint slides and postings on D2L, with practical examples from the business world of hospitality. In addition, the instructor will engage the students in individual and group discussions in order to guide them in their thinking and their work.

This course is scheduled for three hours per week. Course material will be delivered by D2L unless otherwise indicated.

Classroom lectures and discussions will assume that the student has background knowledge and has prepared for class through Internet searches on the relevant topics.

8.1 Engagement with the Instructor
Students will be expected to engage with the instructor during the lecture. The instructor often asks questions of the class and sometimes selects students randomly for their response.

8.2 Group Learning
Students will be given activities to be completed in small groups. They will interact with each other and understand other perspectives. They will learn the power of sharing information in a group.

9 TEXTS & ON-LINE RESOURCES
9.1 On-line resources
- Students will have access to the PowerPoints that are used in the lecture. These PPTs are only made available AFTER the lecture.
- Students will be encouraged to use the Internet in order to become familiar with and learn more about the topics of each week.

9.2 Textbook
The textbook for the course is:
  - Published by McGraw Hill

You have a choice of purchasing a hard copy or an ebook.
In addition, you can purchase Connect, which provides additional resources to help you learn.
One year ago, the textbook was the Third Canadian Edition. This semester the course follows the Fourth Canadian Edition. Some of the chapters are different and some of the material is different. The Course Schedule in Section 7 shows the chapters that will be covered for that week – there is a column for the Third Edition and a column for the Fourth Edition.
Edition. It is the student’s responsibility to ensure that they are following the course, which is based on the Fourth Edition.

10 OTHER COURSE ISSUES

10.1 Late Assignments
• All assignments and Project Work must be submitted in accordance with instructions and must adhere to the deadlines.
• Late Assignments will not be accepted and will receive zero.

10.2 Turnitin
• Turnitin.com is a plagiarism prevention and detection service to which Ryerson subscribes. It is a tool to assist faculty members in determining the similarity between student work and the work of other students who have submitted papers to the site (at any university), Internet sources, and a wide range of journals and other publications. While it does not contain all possible sources, it gives faculty some assurance that students’ works are their own. No decisions are made by the service; it simply generates an “originality report”. Faculty must evaluate that report to determine if something is plagiarized.
• Students will be instructed when to use Turnitin for submissions. If a printed copy is also required, proof of submission is the receipt from Turnitin and it is to be stapled to the printed copy that is handed in to the Instructor.
• Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with the instructor to make alternate arrangements.

10.3 Punctuality
In order to facilitate the smooth running of the class, students must adhere to the following…
• Classes start at 10 minutes after the hour
• There will be one or more breaks during the lecture as set by the instructor
• Classes restart after the break according to the time set by the instructor at the start of the break
• Students will be considered late if they are not in class ten minutes after the start of class or ten minutes after the restart of class after a break.
• The instructor reserves the right to deny entry to students who are late.
• Students who are not in class will not be permitted to participate and earn marks for any Clicker Questions or Class Activities.

10.4 Expectations of the Students
• Show respect for each other and the instructor
• Demonstrate good listening skills.
• Be prepared by researching the current topic before class. Many of the clicker questions will be testing your preliminary knowledge of the topic to be discussed in the lecture.
• Participate in class – students learn more deeply by attending Lectures and actively participating in group activities.
• Students who are not in class will not be permitted to participate and earn marks for any Clicker Questions or Class Activities.

NOTE: students who disturb the class by non-appropriate behaviour such as continued private conversations or inappropriate use of their digital devices will be asked to leave the class and will be penalized 1 mark for each such occurrence.

10.5 Use of Clickers
• Clicker questions are evaluated from Week 2.
• For each class, it is the responsibility of the student to bring a functioning device that will enable them to participate in clicker questions. Failure to do so will result in zero for any clicker questions administered.
• Clicker devices used in a classroom setting are for the individual student’s use only. Impersonating someone by using his or her clicker device, or having someone impersonate you by using your clicker device constitutes a misrepresentation of personal identity or performance and is considered academic misconduct within the Ryerson Student Code of Academic Conduct (Policy 60).
• Students must be present in class to participate in the clicker questions. Any attempt to use the clicker devices for questions in progress while outside the Classroom is considered academic misconduct within the Ryerson Student Code of Academic Conduct (Policy 60).
• The penalty for academic misconduct is as set out in within the Ryerson Student Code of Academic Conduct (Policy 60). In addition, all marks received to date for clicker questions previously administered in the course will be nulled and the student will receive zero marks to date up to and including the class during which there was the misuse.

10.6 Class Activities
• Class Activities are evaluated from Week 2.
• Students must be present in class to participate in the Class Activities. Impersonating someone, or having someone impersonate you constitutes a misrepresentation of personal identity or performance and is considered academic misconduct within the Ryerson Student Code of Academic Conduct (Policy 60). Impersonation includes adding the name of a student to a Class Activity when that student is not present in class.
• The penalty for academic misconduct is as set out within the Ryerson Student Code of Academic Conduct (Policy 60). In addition, all marks received to date for Class Activities previously administered in the course will be nulled and the student will receive zero marks to date up to and including the class during which there was the misconduct.

10.7 Current Topic discussions.
• Discussions are evaluated from Week 2.
• Students must be present in class to participate in Current Topic discussions. Impersonating someone, or having someone impersonate you constitutes a misrepresentation of personal identity or performance and is considered academic misconduct within the Ryerson Student Code of Academic Conduct (Policy 60). Impersonation includes adding the name of a student to the Summary Form when that student is not present in class. Both the Summarizer and the absent student will be subject to academic misconduct.
• The penalty for academic misconduct is as set out within the Ryerson Student Code of Academic Conduct (Policy 60). In addition, all marks received to date for Current Topic discussions that have previously taken place in the course will be nulled and the student will receive zero marks to date up to and including the class during which there was the misconduct.

10.8 Standards for Written Assignments

10.8.1 Grading of Assignments
For the Project, 15% of the mark will be allocated as follows:

• Presentation:
  o Citations: use of APA format
  o Bibliography: APA format corresponding to citations
  o English: correct grammar and spelling
  o Comprehension: text is easily understood
  o Formatting: easy to follow the sections within the document
  o Typing: double spaced with Times New Roman font of 12 points.

• Quality of References:
  o Citations must follow the APA format.
  o Wikipedia and similar sites, such as Answer.com, are not authoritative sites.
  o The most authoritative references are those in peer reviewed academic journals.
  o The next level of authority is reputable trade magazines.
  o Web sites may be used if they are a reputable source.
  o Never use Wikipedia as your sole reference source.

10.8.2 Submission of Paper Assignments
• Follow instructions on D2L which will specify if submission is paper or electronic or both.
• If the project is to be submitted by paper, the binding options are:
  o Cerlox binding
• Bulldog clip
• Staple (make sure it is heavy duty and goes through all the pages)
• NOTE: Do not use paper clips

• Deadline: at the start of the lecture in the week that assignment is due, unless otherwise specified in the assignment instructions.
• Late assignments will receive zero.

10.8.3 Submission of Electronic Assignments
• Follow instructions on D2L which will specify if submission is paper or electronic or both.
• Drop box is provided on D2L.
• Deadline: 11:55pm on the date specified.
• Late assignments will receive zero.
• There have been issues in the past with the electronic submission using Firefox. Students are therefore advised to use Internet Explorer if there are any problems with uploading their assignment.
• It is the student’s responsibility to ensure that they submit the upload with sufficient time to ensure it is working correctly.

10.9 Laptops, cell phones and other electronic communication devices
• Laptops are permitted in class and are only to be used for taking notes or for looking up information relevant to the class.
• Cell phones are not to be used in class for any reason whatsoever, unless permission is specifically granted by the instructor.
• Exceptions: used to answer clicker questions.

• NOTE: students who violate these rules will be asked to leave the class and will be penalized 1 mark for each such occurrence.

11 VARIATIONS WITHIN THE COURSE
Although it is expected that the course will run as outlined, the professor reserves the right to make modifications throughout the semester if necessary.

12 POLICIES & COURSE PRACTICES

12.1 Course Management
• Every effort will be made to manage the course as stated. However, adjustments may be necessary during the term at the discretion of the instructor. If so, students will be advised via e-mail, and alterations will be discussed in Class prior to implementation.

12.2 Academic Integrity and Plagiarism
• Ryerson’s Policy 60 (the Student Code of Academic Conduct) applies to all students at the University. The policy and its procedures are triggered in the event that there is a suspicion that a student has engaged in a form of academic misconduct.
• Forms of academic misconduct include plagiarism, cheating, supplying false information to the University, and other acts. The most common form of academic misconduct is plagiarism. Plagiarism is a serious academic offence and penalties can be severe. In any academic exercise, plagiarism occurs when one offers as one’s own work the words, data, ideas, arguments, calculations, designs or productions of another without appropriate attribution or when one allows one’s work to be copied.

• All academic work must be submitted using the citation style approved by the instructor. The most common citation style is APA. Students may refer to the Ryerson Library for APA style guide references: http://library.ryerson.ca/guides/toolbox/style/

• It is assumed that all examinations and work submitted for evaluation and course credit will be the product of individual effort, except in the case of group projects arranged for and approved by the course instructor. Submitting the same work to more than one course, without instructor approval, is also considered a form of plagiarism.

• Students are advised that suspicions of academic misconduct may be referred to the Academic Integrity Office (AIQ). Students who are charged with academic misconduct will have a Disciplinary Notation (DN) placed on their academic record (not on their transcript) and will be assigned one or more of the following penalties:
  o A grade reduction for the plagiarized work
  o A zero for the plagiarized work
  o An F in the course
  o More serious penalties up to and including expulsion from the University

• For more detailed information on these issues, please refer to the full online text for the Student Code of Academic Conduct at http://www.ryerson.ca/content/dam/senate/policies/pol60.pdf and the Academic Integrity Website at www.ryerson.ca/ai.

• Students who commit academic misconduct a second time shall be placed on Disciplinary Suspension (DS) for up to two years, at which time they may apply for reinstatement to a program. The designation DS shall be placed on their permanent academic record and official transcript. The notation shall remain until students graduate, or for eight (8) years, whichever comes first.

• Disciplinary Withdrawn standing (DW) shall be permanently noted on students’ academic records and official transcripts.

• Expulsions shall be permanently noted on students’ academic records and official transcripts.

• NOTE: Students may not drop a course when they have been notified of the suspicion of academic misconduct. If a student attempts to drop the course, the Registrar’s office will re-register the student in that course until a decision is reached.

• When an instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor shall be permitted to submit that work to any plagiarism detection service.

• CHEATING ON AN EXAM OR TEST: Ryerson’s Examination Policy requires that all students have a valid student identification card or other photo identification on their desk at all times when taking an examination. If it is suspected that someone is impersonating a student, the photo identification of that person will be checked, and the person will be asked to sign the exam paper for further verification. If it is suspected that the identification is not valid, students may be asked to provide alternate photo identification. Security may be called, if circumstances warrant.
12.3 E-Mail Accounts

- Students are required to activate and maintain a Ryerson Matrix e-mail account. This shall be the official means by which you will receive university communications. Ryerson requires that any official or formal electronic communications from students be sent from their official Ryerson E-mail account. See www.ryerson.ca/senate/policies/pol157.pdf
- You may not receive a response to your e-mail if it comes from another e-mail address or if you fail to note the course number in the subject line.

12.4 Accommodation of Students with Disabilities

- In order to facilitate the academic success and access of students with disabilities, these students should register with the Access Centre http://www.ryerson.ca/accesscentre/index.html. They should also inform their instructor through an “Accommodation Form for Professors” that they are registered with the Access Centre and what accommodations are required.

12.5 Student Responsibilities in Academic Appeals

Students should read the Undergraduate Academic Consideration and Appeals policy at http://www.ryerson.ca/senate/policies/pol134.pdf

- It is the student’s responsibility to notify and consult with either the instructor, or the Chair/Director of the teaching department/school, depending on the situation, as soon as circumstances arise that are likely to affect academic performance. It is also the student’s responsibility to attempt to resolve all course related issues with the instructor and then, if necessary, with the Chair/Director of the teaching department/school as soon as they arise. An appeal may be filed only if the issue cannot be resolved appropriately. Failure to deal with a situation as soon as it arises will jeopardize any appeal.
- Students who believe that an assignment, test, or exam has not been appropriately graded must review their concerns with their instructor within 10 working days of the date when the graded work is returned to the class.

12.6 Standard for Written Work

- Students are expected to use an acceptable standard of business communication for all assignments. You are encouraged to obtain assistance from the Writing Centre (http://www.ryerson.ca/writingcentre) for help with your written communications as needed.
- See the Ryerson Library for APA style guide references on D2L and at http://library.ryerson.ca/guides/toolbox/style/.
- Students are encouraged to use the services of the University when you are having problems writing, editing or researching papers, or when you need help with course material:
  - The Library (LIB 2nd floor) provides research workshops and individual assistance. Enquire at the Reference Desk or at www.ryerson.ca/library/info/workshops.html
  - The Writing Centre (LIB 272- B) offers one-on-one tutorial help with writing and Workshops at www.ryerson.ca/writingcentre/workshops.htm
  - Learning Success Centre (VIC B-15) offers individual sessions and workshops covering various aspects of researching, writing, and studying at http://www.ryerson.ca/studentservices/learningsuccess/index.html
• English Language Support (VIC B-17) offers workshops to improve overall communication skills www.ryerson.ca/studentservices/els/
• There is one general site where you may see and register for all of the workshops offered by all of these areas: www.ryerson.ca/academicintegrity/workshops.html

12.7 Late Assignments and Academic Consideration

• Students must submit assignments at the beginning of the class on the due date. If the student does not hand in the assignment, he/she will get a zero on the assignment unless the student brings a medical certificate or has arranged a later submission with the professor previous to the deadline.
• All assignments submitted for grading will be handed back within two weeks except for the final exam.
• There will be no penalty for work missed for a justifiable reason. Students need to inform the instructor of any situation that arises during the semester that may have an adverse affect on their academic performance, and request any necessary considerations according to the policies and well in advance. Failure to do so will jeopardize any academic appeals.
• Except in cases of accommodations for disabilities, where documentation is handled directly by the Access Centre, students must fill out an Academic Consideration form and submit it to the HTM office in TRS 3-002. See the link below.
• In addition, the following procedures must be followed as well:
  o Medical certificates – If a student is going to miss a deadline for an assignment, a test or an examination because of illness, he or she must submit a Ryerson Student Medical Certificate AND an Academic Consideration form within 3 working days of the missed date. Both documents are available at www.ryerson.ca/senate/forms/medical.pdf. It is the student’s responsibility to make arrangements with the instructor for a make up exam.
• Should a student miss a mid-term test or equivalent (e.g. quiz, presentation), with appropriate documentation, a make-up will be scheduled as soon as possible in the same semester. Make-ups should cover the same material as the original assessment but need not be of an identical format. Only if it is not possible to schedule such a make-up may the weight of the missed work be placed on the final exam, or another single assessment. This may not cause that exam or assessment to be worth more than 70% of the student’s final grade. If a student misses a scheduled make-up test or exam, the grade may be distributed over other course assessments even if that makes the grade on the final exam worth more than 70% of the final grade in the course.
• Students who miss a final exam for a verifiable reason and who cannot be given a make-up exam prior to the submission of final course grades, must be given a grade of INC (as outlined in the Grading Promotion and Academic Standing Policy) and a make-up exam (normally within 2 weeks of the beginning of the next semester - Winter or Spring) that carries the same weight and measures the same knowledge, must be scheduled.
• Religious observance – While it is strongly encouraged that students make requests within the first two weeks of class, requests for accommodation of specific religious or spiritual observance must be presented to their program office no later than two weeks prior to the conflict in question (in the case of final examinations within two weeks of the release of the examination schedule). The student must submit a Request for Accommodation form
Other requests for Academic Consideration which are not related to medical or religious observation must be submitted in writing together with the Academic Consideration form to the student’s program office. The letter must clearly state the reasons for the request and describe the events or circumstances that seriously impair the student’s ability to meet their academic obligations, and that were beyond the student’s control. When possible, supporting documentation must be attached to the letter. The office will notify the instructor when they have received the request.

• Students with disabilities - In order to facilitate the academic success and access of students with disabilities, these students should register with the Access Centre [www.ryerson.ca/accesscentre/](http://www.ryerson.ca/accesscentre/). Before the first graded work is due, students should also inform their instructor through an “Accommodation Form for Professors” that they are registered with the Access Centre and what accommodations are required.

• Regrading or recalculation – These requests must be made to the instructor within 10 working days of the return of the graded assignment to the class. These are not grounds for appeal, but are matters for discussion between the student and the instructor.

• Submission of the Academic Consideration form and all supporting documentation to your program office does not relieve you of the responsibility to NOTIFY YOUR INSTRUCTOR of the problem as soon as it arises, and to contact with the instructor again after the documents have been submitted in order to make the appropriate arrangements.

• If you do not have a justifiable reason for an absence and/or have not followed the procedure described above, you will not be given credit or marks for the work missed during that absence.

For more detailed information on these issues, please refer to Senate Policy 134 at (Undergraduate Academic Consideration and Appeals) and Senate Policy 150 (Accommodation of Student Religious Observance Obligations). Both can be found at [http://www.ryerson.ca/policies/](http://www.ryerson.ca/policies/).

### 12.8 Academic Grading Policy

Evaluation of student performance will follow established academic grading policy outlined in the Ryerson GPA Policy [http://www.ryerson.ca/senate/policies/pol46.pdf](http://www.ryerson.ca/senate/policies/pol46.pdf). The grading system is summarized below:

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