



STH 251 MULTICULTURAL ISSUES - 100% Online

Fall 2017	<i>UNCG Start Date:</i>	Tuesday, 8/15/2017
	<i>UNCG Last day of course</i>	Wednesday, 11/29/2017

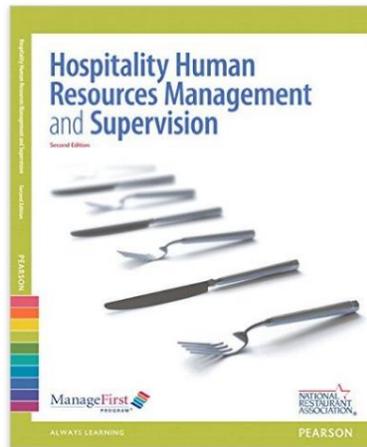
Instructor: Dr. Bonnie Canziani
 Office: 473 Bryan Building
 Email: bonnie_canziani@uncg.edu
 Class info: Web only assignments & tests on CANVAS
 Office hours: Tuesdays 8 to 12 or by appointment using communication online.

REQUIRED TEXT:

There is a core textbook to give you baseline supervision knowledge with additional instructor designed materials on Canvas to place each text lesson in a multicultural context.

Required textbook: exams and assignments based in part on textbook. **(USED BOOKS ARE FINE—you do NOT need the test sheet or test code)**

- (1) ManageFirst: Hospitality Human Resources Management and Supervision, **2nd Edition**, National Restaurant Association, c. 2015, ISBN13: 9780133808858



- (2) **Additional required readings and viewing materials, e.g., each chapter has an associated set of Multicultural Issues readings/audiovisual clips that I have compiled and posted on our UNCG Canvas Course Management System: <http://courses.uncg.edu/log-in/>**

COURSE TECHNICAL GUIDELINES:

Web Resources	<ol style="list-style-type: none">1. Announcements and other messages may also be sent to you, so check for these daily during the week.2. Make sure you update your Internet browser so that Canvas functions properly on your PC
E-mail Tips	<p>bonnie_canziani@uncg.edu</p> <p>(E-mail is the requested way to contact me.)</p> <p>Email Rules (PLEASE FOLLOW):</p> <ol style="list-style-type: none">1. Put STH 251 somewhere in the subject line so it doesn't go to SPAM.2. Use your UNCG account or email me through CANVAS.3. Try not to ask me questions that you can answer yourself by looking at the syllabus or the blackboard site. You should read the posted Syllabus document a couple of times.4. <u>Don't expect an immediate reply. I usually require a one business day window but often answer sooner.</u>5. When replying to one of my emails, please leave all relevant past information in your reply as part of whole conversation.

STUDENT LEARNING OUTCOMES:

At the completion of this course, students will be able to:

1. discuss the implications of the increasing globalization and diversity of the hospitality and tourism business world;
2. explain how awareness of selected western and nonwestern national cultures and US subcultures makes an hospitality supervisor more effective;
3. examine how culture directly impacts human resources management, management supervision, and the design and delivery of hospitality and tourism and products/service quality;
4. encourage greater sensitivity and more astute observations in situations where people are culturally different, and
5. develop expertise in skills that help them attain greater social and cultural capital in the workplace.

LESSON PLANS AND SCHEDULE

This course is divided into modules with reading materials, assignments for credit, as well as online tests. See schedule for further detail on topics and tasks.

NOTE!!! Be responsible for time management and use readings/practice assignments to prep for your tests. Just because something is due on a certain day doesn't mean you have to wait to study for it or do it last minute on that day.

COURSE DATES/DEADLINES

- Note: the Canvas course runs until last day of fall semester. No work will be accepted after that. There is no final exam.
- Examine the course schedule carefully. I try to grade efficiently around my other work duties and travel and so I do require work to be submitted on time.
- WORK IS ALWAYS DUE ON TIME. You can submit work earlier than assigned due date. I may or may not have time to grade it early, so that is not a given.
- No late work on assignments accepted due to an extremely tight grading schedule that needs to be followed to get work back to you in a timely fashion.
- **NOTE: THE STUDENT Sign-in MUST BE DONE BY SUNDAY AUGUST 20TH, BEFORE 11:59 PM EST (NC) TIME ZONE, TO STAY ENROLLED IN THE COURSE.**

GRADING POLICIES:

- Due to the web format of the class, no work is accepted outside of class [or outside of CANVAS channels, e.g., tests on CANVAS]—**do NOT email, put under my door, or in my mailbox** any work assignments (unless I ask you to do so).
- *No late submissions are accepted:* All deadlines are enforced with no exceptions.
- *Make-up policy:* No make ups permitted.
- I will give one opt-in comprehensive test you can optionally do last week of class to replace your lowest test grade. If you miss a test, this helps. This cannot replace assignment points, just replaces one lowest test grade.
- Students are responsible for checking their grades on Canvas frequently. Please e-mail your instructor as soon as you have any questions regarding your grades.
- ***No grade change request will be accepted after any assignment, quiz, test, or other grade has been posted for 48 hours or after final grade has been submitted to Genie.***

EVALUATION AND GRADING:

By reviewing this chart and following explanations, students will know exactly what they are to accomplish in this class as well as how their grade will be determined.

Assignment/Activity Description	Points Possible		Student Learning Outcomes
Initial student sign-in	5 points	Due Thursday 8/20 11:59 PM to stay registered in course	
Additional exercise	5 points	Will be communicated later	
4 discussion posts (and replies to group mates). Must show learning related to course, not just opinion.	40 points	Due as per course schedule. Initial entries by Wednesday and replies to others by Sunday of weeks due.	1 through 5
3 assignments. Practical assignments using the content. One requires answers to be entered through a Canvas Quiz	40 points	Due as per course schedule.	1 through 5
4 noncumulative tests (40 questions * 1 point = 40 pts per test) on concepts, essential terms, and principles of HR/supervision and multicultural issues. Each test covers 2 text chapters plus other posted supplementary material provided in the multicultural issues pages that relate to those chapters.	160 points	Due before test closing time as indicated on course schedule.	1 through 5
Total points possible during the course		250 points	

- You will receive a score of 0 for any work not submitted. To receive credit for the course, you must earn a letter grade of D- or higher based on fulfilling assigned course work (e.g., assignments, quizzes, tests, etc.). Your final grade in the course will be a letter grade. Letter grade equivalents for numerical grades are estimated as follows:
- Estimated Letter Equivalencies for the Final Course Grade out of 250 possible points**

243-250	A+	200-207	B-	168-174	D+
233-242	A	193-199	C+	158-167	D
225-232	A-	183-192	C	150-157	D-
218-224	B+	175-182	C-	< 150	F
208-217	B				

General online test guidelines

- Test questions are based on the textbook, lecture power point slides, and multicultural issues posted materials on Canvas. Hints: know all chapter terms (with given definitions and examples) as well as basic concepts.
- You will have only 1 opportunity to take online tests within the available time window. Tests will normally be available over multiple days so you can choose a convenient time to take them. Once you start the test, you must finish it in the given time.
- Please note: **the on-line test link will disappear from Canvas when the syllabus deadline to take test is past. If you miss taking that test, you won't be able to make it up.**
- Regular tests are not comprehensive; the optional replacement test is comprehensive.
- Tests are open book but they are timed (75 minutes per test = typical class time), so you will need to have a fairly good grasp of the material in order to achieve a satisfactory grade.
- Each test has multiple-choice or similar type objective questions programmed into Canvas.
- The test questions will appear one at time. As soon as you “submit” the entire test, you will be able to view results with correct answers, assuming you do not submit test late, pass deadlines, time windows, etc.
- You may email your instructor if any technical problem occurs while taking the on-line test, however, response time will reflect normal business work hours, e.g., between 9 and 5 pm during weekdays only. Please verify that you have considered all other tech issues before assuming it is a problem with Canvas.
- **Murphy's Law: “Anything that can go wrong will go wrong.” Do not wait until the last minute to take the on-line tests. Don't create extra work for your instructors.**

Optional Opt-In Replacement Test: Open from 10/30 to Wednesday 11/29 (LAST DAY OF CLASS)

This test is comprehensive of all previous and currently tested readings/postings.

- Questions can be drawn from any or all previously tested material during the semester.
- Score is manually transferred by me to replace the lowest of the previous four test grades if opt-in score is higher. If not higher than a previous score, no action is taken.
- I will review your individual opt in quiz only after the deadline closes, since doing them as they come in gets too messy in Canvas.

NOTE: I have to set this up under Canvas Practice Quiz since I am manually handling grade substitutions. Canvas does NOT list practice quizzes under syllabus or gradebook, so LOOK FOR the Opt In Quiz under Quizzes to do it.

Student Discussion on Canvas

- This course will have graded small group discussions. I've set up small groups of five discussion participants. Students are expected to contribute to your group discussions. The topic and the specific discussion prompts are available under the assignments.
- **Two parts: Your own posting and replies to others are required. Your own posting should be done by Wednesday 11:59 pm for the week. Replies to others should be done by Sunday 11:59 pm for the week.**
- You are asked to submit original postings relevant to the discussion questions from the instructor. You should share concrete examples or details to fully describe your thought process. To provide meaningful contributions/responses, it is crucial for you to be prepared. For reflection of fellow students' postings: make sure our reflection shows your reading of their posting(s) and goes way beyond "good post" remarks.
- Remember all online responses should be concise, but meaningful and substantive. The standard in this course is a 2 to 3 paragraph post per question incorporating material from the text, lecture slides, AND outside sources to support your statements. Sources must be cited and referenced or provide working URLs.

Practical assignments

These assignments will vary in nature and topic but will generally focus on critical practical issues discussed in each module.

EXPECTATIONS OF ALL LEARNING COMMUNITY MEMBERS:

The first sentence of the UNCG Student Code of Conduct is: “Members of the University community embrace fundamental principles to ensure a campus environment conducive to peaceful and productive living and study. These principles include five values: honesty, trust, fairness, respect, and responsibility. Members of the community who adopt these principles will seldom have need of the Student Code of Conduct (the Code).” All university members (students, faculty, and staff) have a responsibility to uphold these five values, and this is true in the Bryan classroom environment (both face-to-face and web) and related academic activities.

All policies and procedures of this course follow those stated in the publication University Regulations concerning attendance, nondiscrimination policy, academic regulations and procedures, student rights and student conduct, among others. Students must abide by the Honor Code of the University of North Carolina Greensboro on all assignments and examinations related to this course. See more information at <http://sa.uncg.edu/handbook/academic-integrity-policy/>

SPECIAL NEEDS

If any member of the class needs special accommodations, please work with the Office of Accessibility Resources & Services so I may provide reasonable accommodations to ensure that you have a fair opportunity to perform in this class.

- You should contact the Office of Accessibility Resources & Services (OARS) at 336-334-5440 for initial assistance. See more information at <http://ods.dept.uncg.edu>.
- Please advise me as soon as possible of such disability and the accommodations recommended by the Office of Accessibility Resources & Services.

Schedule STH 251 Fall 2017

- Textbook chapters covered this semester will be Chapters 1 – 8 due to their particular relevance to course goals
- Additional study material is required at times, e.g., pptx, pdfs, podcasts, video clips.
- Tests also cover *multicultural issues sections* on Canvas
- Assignments or tests are due before 11:59 pm on day posted below
- You are welcome to submit any work earlier than its due date if more convenient
- “Additional Exercise” for five points will be decided on later; waiting on some campus event information

Work Due	Description
STUDENT Sign-in	Review syllabus before doing this. Do by Sunday 8/20/2017 to stay enrolled in course. This will be found in Assignments on Canvas.
August 15 – September 17 Diversity and inclusion in HTM	
Reading	TEXT: Chapters 1 and 2 Multicultural Issues 1 & 2
Discussion 1	Follow instructions for “Where would you work?” under Canvas Assignments Initial post due by Wednesday and replies by Sunday as noted.
Discussion 2	Follow instructions for “Does appearance matter in getting hired?” under Canvas Assignments Initial post due by Wednesday and replies by Sunday as noted.
Course Test 1	Open from Tuesday 8/15 noon to Sunday 9/17 11:59 pm on topics of TEXT: Chapters 1 and 2; plus content posted under Multicultural issues 1 & 2
September 18 – October 1 Screening, socializing, & motivating	
Reading	TEXT: Chapters 3 and 4 Multicultural Issues 3 & 4
Assignment 1	Follow instructions for “Good or bad screening?” under Canvas Assignments
Course Test 2	Open from Monday 9/18 noon to Sunday 10/1 11:59 pm on topics of TEXT: Chapters 3 and 4; Multicultural issues 3 & 4
October 2 – October 29 Managing performance across cultures	
Reading	TEXT: Chapters 5 and 6 Multicultural issues 5 & 6
Discussion 3	Follow instructions for “What motivates you at work?” under Canvas Assignments Initial post due by Wednesday and replies by Sunday as noted.
Assignment 2	Follow instructions for “Good or bad performance evaluation?” under Canvas Assignments
Course Test 3:	Open from Monday 10/2 noon to Sunday 10/29 11:59 pm on topics of TEXT: Chapters 5 and 6; Multicultural issues 5 & 6

Work Due	Description
October 30 – November 29	Mentoring & social support
Reading	TEXT: Chapters 7 and 8 Multicultural issues 7 & 8
Discussion 4	Follow instructions for “The Law and Accommodations in the Workplace” under Canvas Assignments Initial post due by Wednesday and replies by Sunday as noted.
Assignment 3	Follow instructions for “Personal Development Plan” under Canvas Assignments
Course Test 4	Open from Monday 10/30 noon to Wednesday 11/29 11:59 pm on topics of TEXT: Chapters 7 and 8; Multicultural issues 7 & 8
Optional Opt-In Replacement Test	Same due date as Test 4; this test is comprehensive of all previous and currently tested readings/postings.

Additional exercise	Follow instructions for “Additional Exercise” under Canvas Assignments
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