

**Arkansas Tech University**  
**Department of Parks, Recreation and Hospitality Administration**  
**HA/RP 3113 Human Resource Management in PRHA**  
**Fall 2020**



**Catalog Description:**

Prerequisites: Junior standing and nine hours of RP or HA courses.

An overview of personnel considerations in various Recreation and Park agencies and the Hospitality industry. Laws, legal issues, structure, staffing, motivation, training, conduct, policies and other aspects of agency/industry personnel relations will be examined using case-studies, as well as other methods.

**Class Times:** Online

**Location of Class:** Blackboard

**Instructor:** Dong-Soo Lee, Ph.D. / 404 N. El Paso Ave. / 479-968-0607 / dlee13@atu.edu

**Office Hour:** Virtual Meeting on Monday and Wednesday / By appointment

**COURSE MATERIALS**

1. Required text:  
DeNisi, Angelo & Griffin, Ricky (2016). *HR 4*.  
ISBN-13: 978-1337116381 / ISBN-10: 1337116386
2. Additional readings will be posted in Blackboard depending on the course progress.

**COURSE OBJECTIVES**

At the end of semester, the student will be able to:

- Analyze relationships between levels of management and an organization's structure.
- Define terminology common to the study of management.
- Describe the role and function of managers as professionals in the hospitality field.
- Understand the procedures of recruitment and selection.
- Explain the development of basic management skills.
- Analyze ethical behavior in human resource decisions.
- Apply practices to recruitment, selection, development, and appraisal of management personnel.

**The mission of the Hospitality Administration Program** is to provide quality education in hospitality administration, build a foundation for professional growth and development and encourage lifelong learning.

### **Hospitality Administration Program Learning Outcomes**

At the conclusion of the program, students will be able to:

1. Exhibit professional hospitality administration knowledge, skills, and abilities.
2. Synthesize and evaluate core management concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and technology.
3. Describe the fundamental principles of leadership and demonstrate successful leadership skills.
4. Utilize critical thinking, problem solving, written and oral communication, and investigate skills specific to hospitality administration.
5. Apply experiential learning experiences acquired through courses, work experience, and internship to become a successful professional.
6. Demonstrate best practices to meet ever changing guest needs and expectations.

### **Lodging Management Emphasis Learning Outcomes**

1. Understand and analyze the functions of lodging and club operations.
2. Distinguish guest needs specific to operational settings.

### **Event Management Emphasis Learning Outcomes**

1. Understand and analyze the role of tourism and event management.
2. Plan, organize, coordinate, develop, and evaluate the issues related to tourism planning and event management.

### **Foodservice Management Emphasis Learning Outcomes**

1. Understand and analyze the function of food and beverage operations.
2. Manage the entire operation; coordinate and evaluate all aspects of food and beverage services.

**The mission of the Recreation and Park Administration** is to educate recreation and park professionals for self, community and society.

### **Course Expectation:**

Always have a backup plan, save your work on flash drive or CD. Remember, that technology will almost surely fail when you have the last amount of time to accommodate it. Therefore, try to work in advance of deadlines, giving you some buffer time, should there be technical problems. Individual home ISPs (Internet Service Providers) will also fail, so you'll have several avenues of technology that must all be working simultaneously for everything to happen at any given time.

Once this is an online course, **Respondus Lockdown Brower** will be used to take exams. You should be familiar to use this Respondus Lockdown Brower and this must be installed on your computer. Otherwise, you have to use a school computer.

**Grading Procedures:**

<b>Exam #1</b>	<b>100</b>	
<b>Exam #2</b>	<b>100</b>	<b>60%</b>
<b>Final exam</b>	<b>100</b>	
<b>Review and discussion questions (14 @ 10 pts)</b>	<b>140</b>	<b>28%</b>
<b>Case study analysis (1 @ 30 pts)</b>	<b>30</b>	<b>6%</b>
<b>Ethical dilemma (1 @ 30 pts)</b>	<b>30</b>	<b>6%</b>
<b>Total</b>	<b>500</b>	<b>100%</b>

**Grading Scale**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>
500-447.5	447.4-397.5	397.4-347.5	347.4-297.5	297.4-0

**EXAMS:** Exam will be given as scheduled and covers the chapters, cases, and class activities. **Please, notify the instructor prior to the exam if illness or other extenuating circumstances will force you to miss the exam date. No make-up exam will be allowed unless you have the instructor's prior permission. No one will be exempt from the final exam.**

**Exam dates:**

- Exam #1 (CH 1-4): 8:00 am to 11:59 pm, September 23 (Wednesday)
- Exam #2 (CH 5-8): 8:00 am to 11:59 pm, October 21 (Wednesday)
- Exam #3 (CH 9-14): 8:00 am to 11:59 pm, December 1 (Tuesday)

**What is the format of the exams?** There will be **one hour** for taking each exam.

- Exams will include **about 50 multiple-choice questions**. Questions will come from the textbook and PPT. The exams are non-cumulative and the final exam is not comprehensive.
- In order to take exams, you must use **RESPONDUS LOCK DOWN BROWSER**.

**REVIEW AND DISCUSSION QUESTIONS ("RD"):** You will be responsible for reading assigned chapters and answering the selected review and discussion questions. You will find the questions at the end of each chapter. For your convenience, this can be done in blackboard.

**How can I do my review question assignments in blackboard?**

1. Click on "Review and Discussion Q." in the menu bar on the left side of blackboard.
2. Click the link of chapter that you want. Please type your answers under each question.
3. When you are done, click "save and submit".

<b>Review and Discussion Questions</b>	<b>Due date</b>
Ch. 1 & 2	11:59 pm, 9/6 (Sunday)
Ch. 3 & 4	11:59 pm, 9/20 (Sunday)
Ch. 5 & 6	11:59 pm, 10/4 (Sunday)
Ch. 7 & 8	11:59 pm, 10/18 (Sunday)
Ch. 9, 10 & 11	11:59 pm, 11/8 (Sunday)
Ch. 12, 13 & 14	11:59 pm, 11/29 (Sunday)

**CASE STUDY ANALYSIS ("CS"):** You are required to submit one case study analysis report through the summer session by the designated deadline. Case study will be posted on blackboard. **Provide your name, course name, and ONLY your answers when you submit your assignment.**

***Some general guidelines for case study analysis:***

- Read the case thoroughly and consider the questions posed at the end of the case.
- Define the central issues facing the organization.
- Determine the pertinent areas of strategic human resources management that should be considered and evaluate all the available data

***Required paper format:***

- 12 font Times New Roman, 1" margin for all four sides, and at least **two pages** in double space
- No cover page is required and type your name, course name, case study # in the upper right corner of the first page before start typing your answers.
- Do not type case study questions & use numbering format for your answers

***Case study analysis due dates:*** 11:59 pm, November 1 (Sunday)

***Where can I find case study assignments?***

Case study assignment will be posted in the menu bar on the left side of blackboard.

If you are a HA student, click on "case study for HA STUDENTS."

If you are a RP student, click on "case study for RP STUDENTS."

If you are not a HA/RP student, click on "case study for OTHER MAJORS."

***Submission of case study assignments:***

1. Click on "Case Study Drop Box."
2. Click the title of the assignment to which you want to submit.
3. Attach a file by clicking on browse my computer and locating the file on your computer.
4. Click "submit"
5. **PLEASE attach your file. DO NOT COPY and PASTE your assignment into the comment box.**

**ETHICAL DILEMMA ("ED"):** Ethical dilemma scenario will be assigned to students and each student is required to identify and explain why the situation is an ethical dilemma. Describe action steps with best practices and ethical standards and make decisions for the ethical dilemma scenario.

***Required paper format:***

- 12 font Times New Roman, 1" margin for all four sides, and at least **three pages** in double space
- No cover page is required and type your name, course name, ethical dilemma no. in the upper right corner of the first page before start typing your answers.
- Do not type questions & use numbering format for your answers

***Ethical dilemma due date:*** 11:59 pm, November 22 (Sunday)

**Submission of case study assignments:**

1. Click on “Ethical Dilemma Drop Box” in the menu bar on the left side of blackboard.”
2. Click the ethical dilemma.
3. Attach a file by clicking on browse my computer and locating the file on your computer.
4. Click “submit”
5. **PLEASE attach your file. DO NOT COPY and PASTE your assignment into the comment box.**

**LATE SUBMISSION** ("Review and Discussion Questions", "Case Study Analysis", and "Ethical Dilemma") will be accepted ***within 24 hours*** (between 12:00 AM and 11:59 PM of the next day) and ***with 20% reduction*** from the score earned for the submission. After 24 hours, your assignment **will not be accepted.**

### CLASS POLICIES

**Course Requirements:** The following are course requirements for "HA/RP 3113 Human Resource Management in PRHA":

- Students are required to read assigned materials for comprehension before class.
- Students are expected to turn assignments in on time.
- Students are required to check an e-mail daily.
- Blackboard will be used throughout the semester to post notes, grades, and more.
- **Email: In the “Enter Subject” part, please write course no. and your full name.**

### University Policy

Arkansas Tech University does not discriminate on the basis of color, sex, sexual orientation, gender identity, race, age, national origin, religion, veteran status, genetic information, or disability in any of our practices, policies, or procedures. If you have experienced any form of discrimination or harassment, including sexual misconduct (e.g. sexual assault, sexual harassment, stalking, domestic or dating violence), we encourage you to report this to the institution. If you report such an incident of misconduct to a faculty or staff member, they are required by law to notify Arkansas Tech University’s Title IX Coordinator and share the basic fact of your experience. The Title IX Coordinator will then be available to assist you in understanding all of your options and in connecting you with all possible resources on and off campus. For more information please visit: <http://www.atu.edu/titleix/index.php>.

Arkansas Tech University adheres to the requirements of the Americans with Disabilities Act in order to prevent barriers to academic accessibility. If you need an accommodation due to a disability, please contact the ATU Office of Disability Services, located in Doc Bryan Suite 141, or visit <http://www.atu.edu/disabilities/index.php>.

### 2019-2020 Arkansas Tech University Student Handbook Policies

<https://www.atu.edu/studenthandbook/StudentHandbook.pdf>

Class Absence: p.82

Undergraduate Student Academic Grievance Procedure: p.83

Academic Integrity Policy: p.85

Procedures for Addressing Violations of Academic Integrity and Classroom Behavior: p.87.

**HR/RP 3113 Human Resource Management in PRHA**  
**Tentative Class Schedule**

	<b>Chapter</b>	<b>Due Date</b>
Week 1	Introduction - Syllabus	
Week 2	Chapter 1	
Week 3	Chapter 2	<b>RD (9/6, Sun.)</b>
Week 4	Chapter 3	
Week 5	Chapter 4	<b>RD (9/20, Sun.) / Exam 1 (9/23, Wed.)</b>
Week 6	Chapter 5	
Week 7	Chapter 6	<b>RD (10/4, Sun.)</b>
Week 8	Chapter 7	
Week 9	Chapter 8	<b>RD (10/18, Sun.) / Exam 2 (10/21, Wed.)</b>
Week 10	Chapter 9	
Week 11	Chapter 10	<b>CS (11/1, Sun.)</b>
Week 12	Chapter 11	<b>RD (11/8, Sun.)</b>
Week 13	Chapter 12	
Week 14	Chapter 13	<b>ED (11/22, Sun.)</b>
Week 15	Chapter 14	<b>RD (11/29, Sun.)</b>
Week 16		<b>Exam 3 (12/1, Tue.)</b>
Note	"RD" = Review and Discussion Question "CS" = Case Study Analysis "ED" = Ethical Dilemma	

**Your Role as a Student**

I request that you not come in late as it is disruptive to me as well as your peers. If you leave class before time is up and have not informed me, I will count it as an absence. Discussions will be held periodically in class and I encourage all to participate. However, I will not tolerate inappropriate language including negative terms regarding ones ethnicity, gender, sexual preference or physical difference. I will expect you to keep up with the readings, assignments, quizzes and test dates. In return for your cooperation, I will treat you with mutual respect, try to help and encourage you in any way possible and together we can have a wonderful semester!!

## COVID-19 Considerations

In order to help keep our ATU community safe, healthy, and to prevent the spread of COVID-19, students must follow several steps:

1. Masks must be worn by all students in public spaces, including classrooms and laboratories. Any student showing up for class without a mask will be given the opportunity to retrieve one. Entry into classrooms and laboratories without a mask will be prohibited. Please refer to the guidance from CDC as to the proper use of cloth masks (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>). Note that CDC does not recommend the use of a face shield in the place of a cloth mask (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html>).

2. All students are required to participate in a daily health self-screen (<https://www.atu.edu/pandemicrecovery/student-health-screening.php>). For students commuting to campus, please complete before coming to campus. For residential students, please complete each day before leaving your residence hall. If you do not own a thermometer, please have your temperature taken at one of the temperature testing sites listed in the student health screening document and repeated below:

- Department of Public Safety available beginning July 6th (716 N El Paso Avenue); Monday-Friday; 8am-5pm
- Health and Wellness Center available beginning August 3rd (outdoor tent station by north entrance of Doc Bryan Student Services Center); Monday-Friday; 8am-5pm
- University Commons Clubhouse available beginning August 10th; Monday-Friday; 8am-10pm and Sunday; 5pm-10pm

3. All students must maintain at least 6 feet of distance from every person present in all instructional spaces used in this course (classrooms, laboratories, etc.).

4. Any student who tests positive for COVID-19 is asked to self-report to the ATU Health and Wellness Center by calling (479) 968-0329 or sending e-mail to [hwc@atu.edu](mailto:hwc@atu.edu). Doing so will allow the university to communicate directly with others who might have been exposed to the virus and take any appropriate cleaning and sanitizing measures.

Students are expected to abide by the above steps in accordance with the Student Handbook section on Classroom Behavior.

For more information about ATU COVID-19 policies, please refer to the ATU Pandemic Framework (<https://www.atu.edu/pandemicrecovery/docs/Pandemic%20Framework-2020.pdf>) as well as the University's Pandemic Recovery webpage (<https://www.atu.edu/pandemicrecovery/>).