

San José State University
Department of Hospitality Management
HSPM 108 – Hospitality Information Systems, Section 1, 43959

Fall 2016

Instructor:	Dr. Pi-Shin Wey
Office Location:	MH 515
Telephone:	(408) 924-3000, Leave message for Dr. Wey.
Email:	<u>pi-shin.vey@sjsu.edu</u> E-mail and Canvas Conversation are the preferred communication methods. When sending e-mail to me, please include course number (HSPM108) in the Subject field. I will return your e-mail in two business days.
Office Hours:	Cyberspace
Class Days/Time:	This is a fully online course delivered via Canvas.
Classroom:	Cyberspace
Prerequisites:	HSPM 1, HSPM 11, HSPM 102 Upper Division Standing

Course Format: Online Course

HSPM 108 is a fully online course conducted via Canvas. All assigned readings, lectures, assignments, and assessments are available on Canvas. The deadlines on the syllabus and Canvas syllabus pages are the final word on all deadlines. You may finish course requirements early according to your own academic schedule but you may not complete the components late. **Online courses require you to be self-driven and accountable for meeting course deadlines.**

Computer Skills Required:

If this is your first online course I recommend that you read the SJSU eCampus Canvas introduction and help web pages, <http://www.sjsu.edu/at/ec/canvas/>. If you are new to Canvas, you may find valuable resources at http://www.sjsu.edu/at/ec/canvas/student_resources/index.html.

You should be able to use a web browser to surf the Canvas pages, which serve as the primary medium for the course. In addition to a web browser, there are a few other programs or plug-in required.

Please read Canvas Technical Requirements,

<https://guides.instructure.com/m/4214/l/82542-what-are-the-basic-computer-specifications-for-canvas>.

To take an online course, it is your responsibility to maintain your computer and related equipment in order to participate in the online portion of the course.

System Requirements:

You may "attend" the on-line class lessons from anywhere you have access to a computer equipped with a reliable Internet connection. Canvas also has a mobile app. You can download it to your mobile devices. If you are operating on a system with a "Firewall" or other security system, those security systems might interrupt your participation or ability to download and open files. Please contact the University Help Desk for help, http://www.sjsu.edu/ecampus/students/Technical_Support/.

CANVAS Helpful Links

How do I login to CANVAS?

Canvas login URL: <https://sjsu.instructure.com>

Username: SJSU 9-digit ID

Password: SJSUOne Password

Please note that you are required to change the password for every 180 days.

Questions and Help Information about CANVAS

SJSU eCampus Student Help Webpage: <http://www.sjsu.edu/at/ec/canvas/index.html>.

Helpful Web Resources

Computer History Museum: www.computerhistory.org.

HITEC: www.hitec.org .

Hospitality Technology Magazine: www.htmagazine.com .

Hospitality Financial and Technology Professionals: www.hftp.org .

Hospitality Net: www.hospitalitynet.org .

Course Description:

Focuses on the application of various information systems to the management of facilities, programs, services, finances and accounting, products, marketing and sales, human resources and other major functions of hospitality, recreation and tourism organizations/agencies.

HSPM 108 is an online course. For each week, there are readings, discussion, quiz and/or assignment. Active weekly participation and time management are critical to your success in this course.

Course Learning Outcomes:

Upon completion of the course, students will be able to:

- CLO 1: Describe the changing role and trends of information technology in the hospitality, tourism and event industries.
- CLO 2: Describe information technology used in the following areas of the hospitality and tourism industry: lodging, food service, casino, and event management.
- CLO 3: Appreciate the value of using the Internet and mobile technology in lodging, food service, casino, and event management.
- CLO 4: Describe and evaluate the planning process and implementation of computer system applications in the various aspects of the hospitality, tourism and event industry to enhance guest services, and improve employee productivity.
- CLO 5: Apply and evaluate the system selection process for at least one aspect of the hospitality and tourism industry.
- CLO 6: Search and use information related to information technology in the hospitality industry.

Required Textbook:

- Nyheim, P. D, & Connolly, D. J. (2012). *Technology Strategies for the Hospitality Industry*. Upper Saddle River, NJ: Prentice Hall. ISBN: 978-0-13-503802-4.
- In addition to the textbook, there are some required readings and case studies related to using information technology in hospitality management. All the readings and cases are available on Canvas. The instructor will use Canvas and e-mail to inform you the readings.

Library Liaison

Christa Bailey, Reference and Instruction Librarian, Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University, Office location: #4046, Phone: 408-808-2422, E-mail: christa.bailey@sjsu.edu. Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

Grading Policy and Course Requirements:

SJSU classes are designed such that in order to be successful, it is expected that students will spend a minimum of forty-five hours for each unit of credit (normally three hours per unit per week), including preparing for class, participating in course activities, completing assignments, and so on. *More details can be found from [University Syllabus Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf) at <http://www.sjsu.edu/senate/docs/S16-9.pdf>.*

Assignments	Points	Percent	CLO s	Note
Discussion Boards.	440	31%	All CLOs.	Include Wk01 Self-Introduction.
End of Chapter Quizzes.	364	26%	All CLOs.	Include WK01 Syllabus Quiz.
Review Quizzes	93	7%	All CLOs	
Term Project	150	11%	All CLOs	
Mid-Term Exam	150	11%	1, 2, 3.	
Final Exam.	200	14%	1, 2, 3, 4, 5.	
Total Points.	1,397	100%		

*Extra Credits: Please pay attention to the announcement.

Discussion Boards: (all CLOs)

Students are required to join the discussion board during the assigned time. There are twelve discussion boards in total. Each discussion board is 40 points, which consists of 20 points for the main post message and 20 points for two responses to two classmates' posts. Students are allowed to drop two discussion board scores—one lowest score between weeks 2 to 9, and one lowest score between weeks 10 to 16.

Please read **HSPM 108 Discussion Board Policy** carefully, available in the folder of "Wk01 Class Introduction" on Canvas.

Main Post

The main post is the first and longest post by yourself to the weekly discussion board. You have to complete the main post in order to read other classmates' posts. For each discussion board, you are required to post one main post about the topic by **Thursday night at 11:59 pm (20 points)**. However, if you miss the deadline, you still can post the main post until Sunday at 11:59 pm with late penalty. Late penalty is 2 points (10% of the grade) for each late day. The discussion board is a week long assignment and due on Sunday. No late work is acceptable after 11:59 pm on Sunday. **Length of the main post is at least 150 words.**

Response to classmates' posts

You should reply to at least two other classmates' posts for each weekly topic by Sunday night at 11:59 pm (10 points for each response). **The length of responses is 100 words. The two responses have to be separated by 12 hours.** It is the student's responsibility to post and respond to the discussion board during the assigned time. No late response post is acceptable. You have to **complete** the assignment by the due time.

Main post	Critical thinking and quality	Outstanding 15	Meet Expectation 14 - 12	Acceptable 11 - 10	Need Improvement 9 - 5	Unacceptable or No post 0	15
	Length, 150 words, and stylistics	Meet expectation 3	Need improvement, Short by 10% 1		Unacceptable, short by 20% No post 0		3
	Timeliness, due Thursday at 11:59 pm	On time 2	Late by 1 day 1		Late by 2 or more days No post 0		2
Response #1	Critical thinking and quality	Meet Expectation 7		Acceptable 6 - 5	Need Improvement 4 - 3	Unacceptable or No post 0	7
	Length, 100 words, and stylistics	Meet expectation 2	Need improvement, Short by 10% 1		Unacceptable, short by 20% No post 0		2
Response #2	Critical thinking and quality	Meet Expectation 7		Acceptable 6 - 5	Need Improvement 4 - 3	Unacceptable or No post 0	7
	Length, 100 words, and stylistics	Meet expectation 2	Need improvement, Short by 10% 1		Unacceptable, short by 20% No post 0		2
2 responses should be separated by 12 hours		Meet expectation, 2		The two responses were not separated by 12 hours 0			2

End of Chapter Quizzes: (all CLOs)

Each week comes with an end of chapter quiz that has 15 questions worth 30 points. Totally, there are thirteen end of chapter quizzes available on Canvas. Students are allowed to drop two quiz scores—one lowest score between weeks 2 to 7, and one lowest score between weeks 9 to 16.

It is the student's responsibility to take the quizzes during the assigned time. You have to **complete** the quiz by the due time. No makeup quiz will be given.

Review Quizzes (RQ_Quiz)

These RQ_Quizzes are inserted in weekly modules. The purpose is to give student a quick review of chapter materials.

Term project (all CLOs)

The purpose of this project is to research the latest hospitality technologies used in hotels, restaurants, and events. You are required to produce a 2-minute video to introduce a tech product assigned to you. **The topic will be announced on September 19th.** You have to reference the materials used.

Deliverable: You are required to produce a 2-minute video to introduce the product.

Deadline: December 4th, 11:59 pm.

In the Week of **December 5th**, you will respond to two classmates' posts and vote for the best video.

Here are some tech products that we are interested.

- VOIP phone
- Audio/visual equipment
- POS
- Hotel door lock
- Energy management
- Automated refreshment center, i.e., hotel mini bar
- In-room entertainment
- Enterprise resource planning (ERP)
- Inventory control system
- Kiosks/self-serve
- Digital signage
- Linen control
- Automated marketing system
- Casino management
- Security systems, CCTV
- Training
- Robot
- and more...

Mid-Term and Final Exam (CLO1, CLO2, CLO3, CLO4, CLO5):

Mid-Term and Final Examinations will be comprehensive examinations on the materials covered.

Extra Credit:

- Extra Credit Discussion Board--Visit the Computer History Museum in Mountain View (40 points)
- Extra Credit Quiz--HVS Understanding Distribution channels (30 points)

Grading Policy

Percentage.		Points.		Letter Grade.
From	To	From	To	
96	100	1,341	1,397	A plus.
93	95	1,299	1,327	A.
90	92	1,257	1,285	A minus.
86	89	1,201	1,243	B plus.
83	85	1,160	1,187	B.
80	82	1,118	1,146	B minus.
76	79	1,062	1,104	C plus.
73	75	1,020	1,048	C.
70	72	978	1,006	C minus.
66	69	922	964	D plus.
63	65	880	908	D.
60	62	838	866	D minus.

COURSE POLICIES

Policies outlined in the University Catalog shall be enforced as defined. Further, instructor policies identified in this syllabus shall be the governing structure for this course and shall be enforced as defined. Plagiarism and cheating on examinations will be penalized to the fullest extent of University regulations. Students are encouraged to take the plagiarism tutorial offered by the King Library, found at the website <http://tutorials.sjlibrary.org/plagiarism/index.htm>. Please read the SJSU Academic Integrity Policy S04-12 at the website <http://www2.sjsu.edu/senate/S04-12.pdf>.

Announcements

The instructor will use Canvas announcement to make course-related announcements. In Canvas, you may set up an e-mail address where Canvas will forward all announcements to your e-mail account. It is the student's responsibility to read Canvas messages and e-mails regularly. Due to the current computer virus threats, please type your name and course number in the **SUBJECT** field when sending an e-mail to the instructor. The instructor will not read any unidentifiable e-mail.

Late Assignment Submissions:

This online course has set due dates for all assignments, assessments, and discussions. All submissions are due at **11:59 pm** on the date assigned, which means you have to complete the assignment by 11:59:59 pm. Any assignment received even one second after the deadline or later will be considered late. The CANVAS clock is the final word on the time "stamp" on assignments, assessments, and discussions.

UNIVERSITY POLICIES

Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs' Syllabus Information web page at <http://www.sjsu.edu/gup/syllabusinfo/>

HSPM 108 – Hospitality Information Systems, Fall 2016 Course Schedule

The instructor reserves the right to revise this tentative schedule in order to enhance the achievement of learning objectives. Any revision will be announced via CANVAS and e-mail. It is the student's responsibility to be aware of all readings, discussions, quizzes/exam, assignments/project, and changes in course requirements.

Week	Date	Topics, Readings,	Assignments (points) All assignments are due Sunday at 11:59 pm.
1.	August 24 to August 28.	Course Introduction.	WK01 Discussion Board (40)— <i>Self Introduction.</i> Syllabus Quiz (34).

Week	Date	Topics, Readings,	Assignments (points) All assignments are due Sunday at 11:59 pm.
2.	August 29 to September 4.	Why do We Study Information Technology? Reading: Chapter 1: If You Think You Don't Need to Know About IT, Think Again!	WK02 Discussion Board (40) —New Technologies for Hospitality: VR, AR and iBeacon Quiz_CH01 (30).
3.	September 5 to September 11.	Foundations of Information Technology. Reading: Chapter 3: Computing Essentials.	WK03 Discussion Board (40) —What should Mike purchase? Quiz_CH03 (30).
4.	September 12 to September 18.	Reading: Chapter 4: Networks. Network Security.	WK04 Discussion Board: (40) —What should Julie do first? Quiz_CH04 (30).
5.	September 19 to September 25.	Reading: Chapter 9: Databases. Project topic will be announced this week.	Quiz_CH09 (30).
6.	September 26 to October 2.	Information Technology and Strategic Management. Reading: Chapter 2: Using Information Technology to Drive Competitive Advantage.	WK06 Discussion Board: (40) —Internet of Things and hotel operations. Quiz_CH02 (30).
7.	October 3 to October 9.	Reading: Chapter 10: Competing on Knowledge: How the Power of Information Can Enable Great Things.	WK07 Discussion Board (40)—AI and IBM Chef Watson. Quiz_CH10 (30).
8.	October 10 to October 16.	Mid-Term Examination.	Mid-Term Examination, 150 points.
9.	October 17 to October 23.	Information Technology Applications in Hospitality. Reading: Chapter 5: E-Commerce.	WK09 Discussion Board (40)—E-Commerce: How to start an online order and delivery business? Quiz_CH05 (30).

Week	Date	Topics, Readings,	Assignments (points) All assignments are due Sunday at 11:59 pm.
10.	October 24 to October 30.	Reading: Chapter 8 Global Distribution Systems and Channels.	WK10 Discussion Board (40)—Online distribution channels. Quiz_CH08 (30).
11.	October 31 to November 6.	Reading: Chapter 6 Restaurant Management Systems.	WK11 Discussion Board (40)—Are all department up to date? Quiz_CH06 (30).
12.	November 7 to November 13.	Reading: Chapter 7: Hotel and Resort Technology.	WK12 Discussion Board (40)—Future hotel technology. Quiz_CH07 (30).
13.	November 14 to November 20.	Reading: Chapter 11 Technology in the Casino Industry.	WK13 Discussion Board (40)—Facial Recognition Technology and Casino Technology. Quiz_CH11 (30).
14.	November 21 to November 27.	Thanksgiving Holidays.	
15.	November 28 to December 4.	Reading: Chapter 12 Technology for the Meetings and Events Industry.	Term Project Due (150) WK15 Discussion Board (40)—Future event and meeting technology. Quiz_CH12 (30).
16.	December 5 to December 11.	Information Technology Investment. Reading: Chapter 13: Strategic Hospitality Technology Investment.	WK16 Discussion Board (40)—Hospitality Technology Investment. Quiz_CH13 (30).
	December 12 to December 20.	Course Review Final Examination (150 points) will be released on December 14 and due on December 20 at 11:59 pm.	