

San José State University
Department of Hospitality Management
HSPM 108 – Hospitality Information Systems

Fall 2013

Instructor:	Dr. Pi-Shin Wey
Office Location:	SPX 49
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Email:	This is the preferred communication method. I will return your e-mail in two business days.
Office Hours:	Friday, 11 am to 1 pm, every other week.
Class Days/Time:	This is a fully online course delivered via Canvas.
Classroom:	Cyberspace
Prerequisites:	Upper Division Standing

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 which consists of fourteen weekly units. For each unit, 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:

SLO 1: Describe the current state of information technology in the hospitality and tourism industry.

SLO 2: Describe and understand the changing role and trends of information technology in the hospitality and tourism industry.

- SLO 3: Describe information technology used in the following areas of the hospitality and tourism industry: lodging, food service, casino, and event management.
- SLO 4: Appreciate the value of using the Internet and mobile technology in lodging, food service, casino, and event management.
- SLO 5: Describe and evaluate the planning process and implementation of computer system applications in the various aspects of the hospitality and tourism industry to enhance guest services, and improve employee productivity.
- SLO 6: Apply and evaluate the system selection process for at least one aspect of the hospitality and tourism industry.
- SLO 7: Search and use information related to information technology in the hospitality industry.
- SLO 8: Use application and collaborative tools in real life.

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.

Christina Mune, Reference and Instruction Librarian, Liaison for Hospitality, Recreation & Tourism Management, Dr. Martin Luther King Jr. Library, San Jose State University, Office location:#4034, Phone: 408-808-2046, E-mail: christina.mune@sjsu.edu. Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

Grading Policy and Course Requirements:

Assignment	Points	SLOs
Surveys.	50.	1
Discussion Boards.	440.	All SLOs
Quizzes.	330.	1, 2, 3, 4, 5, 6, 7
Project.	190.	3, 4, 5, 6, 7, 8
Final Exam.	100.	All SLOs
Total Points.	1,110.	

Final total point range, percentage and letter grade:

Total point is 1,110.

Percentage		Point Range		Letter Grade.
From	To	From	To	
96	100	1,065.6	1,110.0	A plus.
93	95	1,032.3	1,054.5	A.
90	92	999.0	1,021.2	A minus.
83	89	921.3	987.9	B plus.
83	85	921.3	943.5	B.
80	82	888.0	910.2	B minus.
76	79	843.6	876.9	C plus.
73	75	810.3	832.5	C.
70	72	777.0	799.2	C minus.
66	69	732.6	765.9	D plus.
63	65	699.3	721.5	D.
60	62	666.0	688.2	D minus.

Surveys:

Students are required to take two surveys as their assignment for the first week. Each survey is 25 points. Only completed survey receives points. Results of the survey will be reported in aggregate format. No personal information that could identify an individual will be presented.

Discussion Boards: (SLO1, SLO2, SLO3, SLO4, SLO5, SLO6, SLO7, SLO8)

Students are required to join the discussion board every week; there are thirteen discussion boards in total. Each discussion board is 40 points, which consists of 20 points for the original message and 10 points for each response. Students are allowed to drop two discussion board scores—one lowest score between Week 2 to 8, and one lowest score between Weeks 9 to 15.

Please read HSPM 108 Discussion Board Policy carefully, available in the folder of “Wk01 Class Information” on Canvas. Each week, students are required to post one original message about the weekly topic by Thursday night at 11:59 pm (20 points) and reply to two other classmates’ posts for each topic by Sunday night at 11:59 pm (10 points for each response). The two responses have to be separated by 12 hour. It is the student’s responsibility to post and reply in the discussion board during the assigned time; no late work is accepted. You have to **complete** the assignment by the due time.

Quizzes: (SLO1, SLO2, SLO3, SLO4, SLO5, SLO6, SLO7)

Each week comes with a quiz that has 15 questions worth 30 points. Totally, there are thirteen quizzes available on Canvas. Students are allowed to drop two quiz scores—one lowest score between Week 2 to 8, and one lowest score between Weeks 9 to 15.

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.

Project: Future Hotel Technology (SLO3, SLO4, SLO5, SLO6, SLO7, SLO8):

You are the CIO (Chief Information Officer) of a hospitality technology company. Your company is invited to join a project with other companies to develop a new hotel's information technology systems. Each company is in charge of one IT product. For example, your company might be in charge of the electronic locking system. You are assigned to lead this project. Please see detail project description at the end this syllabus. Be creative!!!

Final Exam (all SLOs):

The final examination will be a comprehensive exam on the materials covered.

Useful 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 .

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>

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.slibrary.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 and e-mail to make course-related announcements. It is the student's responsibility to provide the instructor with the student's correct e-mail address and 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.

Academic Integrity Statement

"Your own commitment to learning, as evidenced by your enrollment at San Jose State University and the University's Academic Integrity Policy requires you to be honest in all your academic course work. Faculty are required to report all infractions to the Office of Judicial Affairs. The policy on academic integrity can be found at the website <http://www2.sjsu.edu/senate/S04-12.pdf>.

Campus policy in compliance with the Americans with Disabilities Act

"If you need course adaptations or accommodations because of a disability, or if you need special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities register with Accessible Education Center, <http://www.sjsu.edu/aec/>, to establish a record of their disability."

Academic Honesty:

Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.

SAN JOSE STATE UNIVERSITY ACADEMIC INTEGRITY POLICY S04-12:

The following is an excerpt from the SJSU Academic Integrity Policy S04-12. You are encouraged to read the whole document found at the website <http://www2.sjsu.edu/senate/S04-12.pdf>.

The University emphasizes responsible citizenship and an understanding of ethical choices inherent in human development. Academic honesty and fairness foster ethical standards for all those who depend upon the integrity of the university, its courses, and its degrees. This policy sets the standards for such integrity and shall be used to inform students, faculty and staff of the university's Academic Integrity Policy. The public is defrauded if faculty and/or students knowingly or unwittingly allow dishonest acts to be rewarded academically and the university's degrees are compromised.

STUDENT ROLE:

It is the role and obligation of each student to:

1. Know the rules that preserve academic integrity and abide by them at all times. This includes learning and following the particular rules associated with specific classes, exams and/or course assignments. Ignorance of these rules is not a defense to the charge of violating the Academic Integrity Policy.
2. Know what the consequences of violating the Academic Integrity Policy will be, student's appeal rights, and the procedures to be followed in the appeal.
3. Foster academic integrity among peers.

FACULTY MEMBER ROLE:

It is the role and obligation of each faculty member to:

1. Apprise classes of the Academic Integrity Policy and the ethical standards required in courses and the permissible procedures in class work and/or examinations. This information should be referenced in course syllabi (and other materials as appropriate).
2. Make every reasonable effort to foster honest academic conduct. Specifically, examinations should be appropriately proctored or monitored to prevent students from copying, from using non-cited resources, or exchanging information. Examinations and answers to examination questions should be secured in such a way that students cannot have prior access to them. Efforts should be made to give unique and varied assignments.
3. Take action against a student in accordance with this policy when the faculty member has supporting evidence that a student has violated the Academic Integrity Policy.
4. Comply with the rules and standards of the Academic Integrity Policy.

HSPM 108 – Hospitality Information Systems,

Fall 2013 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, Deadlines The number in the parenthesis is the point for each grading item
1.	Aug. 25 to Aug. 31	Course Introduction. Discussion Board: (40). Take surveys 1. HSPM 108 Mobile Device Use Survey (25) 2. HSPM 108 Online Course Readiness Survey (25)

Week	Date	Topics, Readings, Assignments, Deadlines The number in the parenthesis is the point for each grading item
2.	Sep. 1 to Sep. 7	Why do We Study Information Technology? Reading: Chapter 1: If You Think You Don't Need to Know About IT, Think Again! Discussion Board: (40). Quiz: (30).
3.	Sep. 8 to Sep. 14	Foundations of Information Technology. Reading: Chapter 3: Computing Essentials. Discussion Board: (40). Quiz: (30). Assignment: no assignment this week. Project: Project group and topic assigned.
4.	Sep. 15 to Sep. 21	Reading: Chapter 4: Networks. Discussion Board: (40). Quiz: (30). Project: Meet with your project team members. Learn how to use Google+ Hangout.
5.	Sep. 22 to Sep. 28	Reading: Chapter 9: Databases. No Discussion Board this week. Quiz: (30). Project: Learn how to use Prezi for presentation.
6.	Sep. 29 to Oct. 5	Applications of Information Technology. Reading: Chapter 5: E-Commerce. Discussion Board: (40). Quiz: (30). Project: Check point 1: Complete the self-introduction in Prezi.
7.	Oct. 6 to Oct. 12	Information Technology in Hospitality. Integrated IT in Hotel. Reading: Chapter 8 Global Distribution Systems and Channels. Discussion Board: (40). Quiz: (30). Project: Research the technology product assigned to you..
8.	Oct. 13 to Oct. 19	Reading: Chapter 6 Restaurant Management Systems. Discussion Board: (40). Quiz: (30). Project: Project check point 2: Complete the first three frames of your project presentation in Prezi. (50).
9.	Oct. 20 to Oct. 26	Reading: Chapter 7 Hotel and Resort Technology. Discussion Board: (40). Quiz: (30). Project: Produce your video.
10.	Oct. 27 to Nov. 2	Reading: Chapter 11 Technology in the Casino Industry. Discussion Board: (40). Quiz: (30). Project: Produce your video.

Week	Date	Topics, Readings, Assignments, Deadlines The number in the parenthesis is the point for each grading item
11.	Nov. 3 to Nov. 9	Reading: Chapter 12 Technology for the Meetings and Events Industry. Discussion Board: (40). Quiz: (30). Project: Check point 3: Complete video and publish it to Youtube (100).
12.	Nov. 10 to Nov. 16	Information Technology and Strategic Management. Reading: Chapter 2: Using Information Technology to Drive Competitive Advantage. Discussion Board: (40). Quiz: (30).
13.	Nov. 17 to Nov. 23	Reading: Chapter 10: Competing on Knowledge: How the Power of Information Can Enable Great Things. Discussion Board: (40). Quiz: (30). Project: Check Point 4: publish your video to Prezi (20).
14.	Nov. 24 to Nov. 30	Thanksgiving Week Happy Turkey Day. No class activity.
15.	Dec. 1 to Dec. 7	Reading: Chapter 13: Strategic Hospitality Technology Investment. Discussion Board: (40). Quiz: (30). Project: Evaluation
16.	Dec. 8 to Dec. 9	Review and Final Examination. (100).

Total points = 1,110. The number in the parenthesis is the point for each grading item.

Future Hotel Technology

The objectives of this project are:

- a. Explore new technologies in hospitality,
- b. Learn the project development process,
- c. Learn to use collaborative tools to develop a team project, for example, Google Doc, Google+ Handout, Prezi, and others,
- d. Learn the multimedia tools to produce a video and publish it, for example, Picasa, Windows Live Video Maker, Youtube, etc.

Scenario:

You are the CIO (Chief Information Officer) of a hospitality technology company. Your company is invited to join a project with other companies to develop a new hotel's information technology systems. Each company is in charge of one IT product. For example, your company might be in charge of the electronic locking system. You are assigned to lead this project. First, you need to introduce the functionality of your company's tech product to other partner companies.

Requirements:

- a. The class is divided into groups. Each group will develop an aggregate presentation in Prezi (www.prezi.com, an on-line collaborative tool for presentation) to introduce different technology.
- b. You are responsible for presenting your company's product.
- c. Your presentation should include between five to 10 frames in Prezi, including
 - a. Frame 1: Self introduction
 - b. Frame 2: Introduction of your company (can be real or fictional)
 - c. Frame 3: Introduction of your product (can be real or fictional and can have more than one frame)
 - d. Frame 4: A one-minute video to introduce the product. See video requirements below.
 - e. Frame 5: Reference. You have to reference all materials (picture, video, etc.) that you adopted from other places.
- d. Video requirements
 - a. The video should be one minute in length, +/-10% is OK.
 - b. The video should include texts, pictures, slides, video, voice, background music, etc. Be creative!!!
 - c. Suggested time allocation for the video:
 - i. a self-introduction, no more than 10 seconds, including a picture of and a short video of yourself.

- ii. Introduction of the product, no more than 45 seconds
- iii. Reference. You have to reference all of the pictures, video clips, music, etc. that you use.

e. Timelines

- a. Week 3, 9/8 Project group and topic assigned
- b. Week 5, 10/5 Check point 1: Check in Prezi by completing the first frame, your self-introduction.
- c. Week 8, 10/19 Check point 2: Complete the first three frames.
- d. Week 11, 11/9 Check point 3: Complete the video and publish to Youtube. You should share the video with the instructor to preview it.
- e. Week 13, 11/23 Check point 4: Publish video to Prezi and complete the project.

f. Evaluation

The most important aspect of project management is that every member of the project team completes his/her assignment on time and meets the requirements (specifications). You will earn points at each check point as the semester progresses. Late submissions will be penalized by 10% of the points assigned to each check point per day or portion of day late. No assignment will be accepted that is over 7 days late. The instructor will invite HSPM faculty to evaluate each group's final presentation. Best performance group will earn extra points. Detail will be given when group and topic is assigned.