

San José State University
Department of Hospitality Management

HTEM 134, Human Resource Management, Section 1, 2
Section 1,2 - 3 units each
Fall 2020

Contact Information

Instructor:	Terry D. Thompson
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Office Hours:	Tuesday and Thursday,
Class Days/Time:	Tues-Thurs 9:00-10:15
Classroom:	BBC 225
Prerequisites:	HSPM 1, 11, 12, 65, 102
Course Fees:	

Faculty Web Page and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on Canvas. You are responsible for regularly checking with the messaging system through Canvas to learn any updates.

Course Description

Students will explore HR functions in a business setting with focus on knowledge and skills development required by managers. Emphasis will be placed on recruitment, selection, staff training and development, legal issues, performance appraisal, motivational strategies, business ethics and labor relations within an organizational structure.

Course Philosophy

The course will primarily focus on HR functions through readings, case studies, guest speakers, class activities and/or assignments. Writing and speaking skills will be evaluated on the basis of insight, synergy, and completeness.

- Most of the class sessions will be discussion-based with ample opportunity for students to provide their input to those discussions. Students are expected to stay abreast of current topics and events related to human resource management as found in academic and trade journals, newspapers, and magazines.
- This course is designed to provide both classroom instruction and Case study analysis. We will meet one twice per week for lecture and class discussion.
- You are responsible for regularly checking with the messaging system through SJSU email. I rarely use CANVAS.
- Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of forty-five hours over the length of the course.

Additional Notes on the Written Course Assignments

- A. Written assignments have students name on first page – clear & legible.
- B. Keep a copy for your records all assignments submitted for grading or review.
- C. Points will be deducted from all assignments for poor spelling, grammar, sentence structure, neatness, and lack of substantive content.
- D. Great learning experiences come from insightful reflection with text exercises and active and engaged dialog with peers. Class requires students to think critically and demonstrate professional decorum while examining HR issues.
- E. No assignments accepted via e-mail. Canvas required method of delivery.
- F. In fairness to students who submit work on time, late assignments will not be accepted without prior instructor approval.
- G. There will be no make-up assignments, or exams given.

HSPM 134, Human Resource Management, Section 1,2 **Spring 2020**

The instructor reserves the right to **revise this tentative** schedule with fair advanced notice in order to enhance the achievement of learning objectives. Any revision will be announced in class and through e-mail. It is the student's responsibility to be aware of all classroom discussions, assignments, and changes in course requirements.

Course Goals and Learning Objectives (CLO)

Upon successful completion of this course, students will be able to:

1. Demonstrate the ability to discriminate between situations that require supervision, leadership and/or management skills within an organizational environment.
2. Demonstrate knowledge of recruitment, selection, compensation, retention, motivation, and evaluation issues, policies, and procedures.
3. Write a job description and understand the importance of a job analysis.
4. Know what questions you can ask in a job interview from the employer side.
5. To develop in students critical decision making skills and exposure to policy development and implementation thru case studies.

[Human Resources Management I the Hospitality Industry David K Hayes and Jack D Ninemeier](#)
[Second edition](#)
[ISBN: 978-1-118-98850-3](#)

Grading Scale

A plus = 100-97%	A = 96-93%	A minus = 92-90%
B plus = 89-87%	B = 86-83%	B minus = 82-80%
C plus = 79-77%	C = 76-73%	C minus = 72-70%
D plus = 69-67%	D = 66-63%	D minus = 62-60%
F = 59-0% Unsatisfactory		

Course Requirements and Assignments

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 about student workload can be found in University Policy S123 at <http://www.sjsu.edu/senate/docs/S123.pdf>. POINTS and assignments will change at instructors discretion.

Assignments.	Points.	CLOs
Participation and discussion.	10	
Quizzes.	100	
Case study and presentation.	50	
Term project and presentation.	100	
Mid-term Project	50	
Subjective evaluation	10	
Final Examination	80	
Total.	400	

Participation

Participation in this course is expected. To receive maximum benefit from this course, you are expected to attend all classes, come prepared, and actively participate in the discussion. Late arrival and early departure in class are marks of disrespect, unprofessional, and interrupt class. Please be on time. Evaluation of participation will be based on participation in class **discussions and exercises**, completion of reading assignments, review questions, discussion questions, and homework.

Quizzes

Both scheduled/pop and in-class/online quizzes will be given in class. Scheduled quizzes will be announced. No makeup quiz will be given.

Case study

Each team will be responsible for a case study and presentation.

Term project

On canvas

Mid-term and Final examinations

The format may be true/false, multiple choice, short answer, or problems. The instructor will not administer make-up examinations unless there is an acceptable excuse. If you know that you will not be able to take an exam during its scheduled time, please inform the instructor and make appropriate arrangement.

Grading Policy

Final total point range, percentage and letter grade.

Point Range.	Percentage.	Grade.
384 to 400.	96 to 100.	A plus.
372 to 383.	93 to 95.	A.
360 to 371.	90 to 92.	A minus.
344 to 359.	86 to 89.	B plus.
332 to 343.	83 to 85.	B.
320 to 331.	80 to 82.	B minus.
304 to 319.	76 to 79.	C plus.
292 to 303.	73 to 75.	C.
280 to 291.	70 to 72.	C minus.
264 to 279.	66 to 69.	D plus.
252 to 263.	63 to 65.	D.
240 to 251.	60 to 62.	D minus.
Below 239	59 to 0	F.

Classroom Protocol

Students are expected to attend class regularly, arrive promptly, have completed the required readings for the session before coming to class, and participate thoughtfully in all in-class activities. Cell phones must be turned off and stowed at all times. Lecture notes and/or PowerPoint slides are available on Canvas. Class materials should be downloaded from the course website and brought to class either as a hard copy or on your laptop. **Laptops may be used for group work only, not during lecture.** No food will be eaten in class/ beverages/ snacks acceptable

1. Cell phones will be off, no texting
2. Internet surfing during class will get you out of the class for the rest of the day.
3. Roll will be taken. Coming to class 10 minutes late will not get you counted as present.

Please make a sincere attempt to arrive on time. If you arrive late, please enter the classroom quietly. It is difficult to educate fellow classmates with constant interruptions at the door. If you miss a class, given the size of this class, it is your responsibility to catch up. This class requires in class work and homework.

University Policies

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's Catalog Policies section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the current academic year calendars document on the Academic Calendars webpage at http://www.sjsu.edu/provost/services/academic_calendars/. The Late Drop Policy is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

Information about the latest changes and news is available at the Advising Hub at <http://www.sjsu.edu/advising/>.

Consent for Recording of Class and Public Sharing of Instructor Material

University Policy S12-7, <http://www.sjsu.edu/senate/docs/S12-7.pdf>, requires students to obtain instructor's permission to record the course.

- “Common courtesy and professional behavior dictate that you notify someone when you are recording him/her. You must obtain the instructor's permission to make audio or video recordings in this class. Such permission allows the recordings to be used for your private, study purposes only. The recordings are the intellectual property of the instructor; you have not been given any rights to reproduce or distribute the material.”

- It is suggested that the green sheet include the instructor's process for granting permission, whether in writing or orally and whether for the whole semester or on a class by class basis.
- In classes where active participation of students or guests may be on the recording, permission of those students or guests should be obtained as well.
- "Course material developed by the instructor is the intellectual property of the instructor and cannot be shared publicly without his/her approval. You may not publicly share or upload instructor generated material for this course such as exam questions, lecture notes, or homework solutions without instructor consent."

Academic integrity

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The University Academic Integrity Policy S07-2 at <http://www.sjsu.edu/senate/docs/S07-2.pdf> requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The Student Conduct and Ethical Development website is available at <http://www.sjsu.edu/studentconduct/>.

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include your assignment or any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Integrity Policy S07-2 requires approval of instructors.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make 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 at http://www.sjsu.edu/president/docs/directives/PD_1997-03.pdf requires that students with disabilities requesting accommodations must register with the Accessible Education Center (AEC) at <http://www.sjsu.edu/aec> to establish a record of their disability.

In 2013, the Disability Resource Center changed its name to be known as the Accessible Education Center, to incorporate a philosophy of accessible education for students with disabilities. The new name change reflects the broad scope of attention and support to SJSU students with disabilities and the University's continued advocacy and commitment to increasing accessibility and inclusivity on campus.

Chap. 1 Week 1 employment law and applications		Case study # 1 Old Timer makes waves, maybe.
Chap. 2 Week 2 Job Analysis and Design		Group exercise
Chap. 3 Week 3 Planning and recruiting, reference checks, interviews	Personality test in class	Quiz chap. 1 & 2 Job description assignment Case study homework
Week 4 Chap. 4 Selection Process	Video on Amy Cuddy Communication lecture	How we communicate exercise
Week 5 Chap 5 Orientation	Interview Questions to class, mock interviews, Group work	Quiz Chap. 3 and 4 Bring Resume to class, grade quiz, Assign Mid term Case study page 153 in group
Week 6 chap. 6 Training and Development	Article on "worst answer" to greatest weakness	Turn in case study Quiz on chap 5
Week 6 continued, finish lecture chap 6	Hand back "why should I hire you assignment?:"	Case study pg 212 chap. 6 Final group work on Mid Term project
Week 7, chap. 7 Evaluating employee performance	Lecture	Assign Final Term Project, work on in class
Week 8, chap. 8 Compensation and administration	In class Case study page 293, turn in at end of class, Mid Term project due , quiz chap 6	
Week 9, chap 9 Benefits and Administration	Five questions you should never ask during interview	Case study on page 325, work in group, grade quiz
Week 10, chap. 10 Labor unions	Lecture	Chap 9 and 10 take home quiz
Week 11 chap 11, Union contracts	lecture	Role plays on hiring and firing, grade take home quiz
Week 12, Chap 12, Health and safety		

Week 13, Chap 13, Turnover and discipline	Lecture	Role plays and terminations
Week 14, Chap 14, Social Responsibility and ethics	Lecture	Group work on final project
Week 15	Final Project Due	
Week 16	Final Exam on ____	