Dear Student:

WELCOME to HRMGT 102 Introduction to the Tourism Industry.

This course will be online. There will not be any in-class, face-to-face meetings at any point during this semester.

All readings, assignments, quizzes, exams, and papers will be entirely online and can be completed anywhere you have access to the internet. Although this is an online class you will find me to be regularly available to answer any questions you might have. Please don’t hesitate to contact me at any point during the semester. I will also be communicating with you through discussion boards, so my hope is that you will not feel as if you are taking this class alone, but rather that you are part of a team all working together to succeed and learn more about the tourism industry.

To succeed in this class it is vital that you check the website on Monday. When the work is assigned I will provide you with a due date for the completion of the work. Normally, you will have to complete 1 or 2 discussion boards and a quiz each week.

The Discussion Board assignments requirements: I respond to each of your discussion board assignments. I generally have a follow-up question to ask or an evaluation comment. Either post that I make requires that you post a reply that you have revisited the site and read my comments. You need to complete this step or you will not receive credit for your post.

Also, I may require you to visit a fellow student’s post that I have found to be extremely helpful in discussing the topic. You will be asked to comment on your fellow’s student post to receive credit for the post.

Posts go up on Monday and close the following Sunday. If your initial post is on Saturday or Sunday I will not comment and you will not receive credit for that assignment. Each Discussion Board is worth 10 points.

Quiz requirement: Each chapter has a quiz. These quizzes will go up Monday and come down Friday. You need to read the chapter first to score well on the quiz.

Availability: Please note that the Blackboard site for this course will not be available until the first day of instruction of this semester. In the meantime, if you have any questions about this course, please let me know by contacting me via email.
**Important Information**: All students must successfully log in to the class Blackboard site by 11:59 PST on the first day of class or you will be dropped. You will be able to log in about 24 hours earlier than that if you wish.

**Required Materials and Class Expectations**: In order to succeed in this course you must have regular, consistent access to the internet. You may access the course Blackboard site from the college's library, computer labs, or from your local public library. You will also need to obtain, if you have not already done so, a valid MyCanyons email address through which you can be contacted. If you have not already done this you can do so here: [https://my2.canyons.edu/WebAdvisor](https://my2.canyons.edu/WebAdvisor)

To get started in this course, you will need to acquaint yourself with Blackboard, since almost all of your coursework will involve this website. If you are unfamiliar with Blackboard, you can learn more about Blackboard here: [http://ondemand.blackboard.com/students.htm](http://ondemand.blackboard.com/students.htm)

Once you’ve become familiar with the basics of how Blackboard works, you can access this specific course here: [https://bb9.canyons.edu/](https://bb9.canyons.edu/)

If you have more general questions about online courses, or if you would like to know the technical requirements (recommended software, browser, and other related information), you may find the College of the Canyons Distance Learning site useful: [http://www.canyons.edu/Offices/Distance_Learning/](http://www.canyons.edu/Offices/Distance_Learning/)

**Required Readings**

The textbook for this class is:

*Tourism the Business of Hospitality and Travel*

Cook, Yale and Marqua  
Fourth Edition  

You will also be required to review case studies, powerpoints and videos.

**Tools for Success**: Your regular accessing of Blackboard and completing the assigned tasks is critical for your success. In fact, in order to complete this course, you must complete the first assignment by 11:59 PST on the first day of the semester. This first assignment will not require much beyond answering a few simple questions that let me know you are able to log in to Blackboard and that you are participating on the first day. This is basically the same requirement for face-to-face classes, where students must be present on the first day. Furthermore, you will be expected to regularly participate in online discussion boards, as well as to complete written assignments on time. This is not a self-paced, or correspondence course, so you will need complete all coursework by the due date, and you will not be allowed to go back and revise old assignments. For the first week of the semester, failure to complete the first assignment by the due date will result in you being dropped from the course.

Here are a few other tips for succeeding in this course that you might keep in mind:

1. **Check the Specs** - Make sure you have the proper software and other technical requirements and specifications before the course begins. You don’t want to fall behind early or be dropped from the course, so check to see that you are able to log in to Blackboard at least a few days
prior to the beginning of the semester (even if your specific course isn’t yet available). Then, if there are any problems, you’ll have time to seek help and fix things.

2. Create a schedule (and stick to it) - Make a calendar for the course, and plot all of the due dates and important assignments. By doing this, you’ll be able to keep up with the course and not have to log in to Blackboard every time you’re wondering what’s coming up in the course. Online classes can move quickly, so it’s essential be aware of what’s happening. In addition, consider printing your syllabus so you’ll have a handy hard copy.

3. Organize – This goes along with creating a schedule and is generally a good idea for all of your courses, whether online or not. One good way to organize is to create a dedicated workspace, notebook, or area in your home where you keep all of your online class materials. This will help you stay on task and complete your coursework on time.

4. Stay connected – Don’t hesitate to contact your instructor with questions. There’s no such thing as a dumb question, and I am available to help and guide you through the course. Also, don’t be shy about connecting with your fellow students. If you’re unclear about something, post a question in the coffee shop forum in the discussion board; chances are, you’re not alone and others have the same question. By doing this, you’ll be doing yourself, and your peers, a favor. I will answer these questions or other students might be able to answer and help you with your question.

5. Find Your Motivation – Successful online students are self-starters, who set their own goals and try their best to meet them. But that doesn’t mean we were all born that way. Whatever your shortcomings as a student, this class is an opportunity to restart your academic career and succeed. If you would like to know about how to succeed in colleges classes of all types, contact your instructor, or your counselor, or both.

Disability Accommodation: COC provides services for students with disabilities in compliance with the American Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. If you need any accommodation in order to complete the coursework for this class, or if you have any questions about whether you meet the qualifications to receive services, please contact the College of the Canyons Disabled Students Program & Services (DSPS): http://www.canyons.edu/offices/dsps/Pages/default.aspx

Course Description and Student Learning Outcome

Course Description: Comprehensive analysis of the operations, principles and trends in the emerging tourism industry with an emphasis on the marketing and the competitive service strategies of major tourist attractions.

Student Learning Outcome: Analyze and evaluate the operational strengths and weaknesses of tourism venues.
1. Evaluate the management of tourist venue operations.
2. Analysis the trends of ecotourism on tourism markets.
3. Evaluate the world of travel.
4. Determine the impact of the internet on the travel industry.
5. Analyze the international travel markets.
6. Evaluate strengths and weaknesses of tourism venues.
7. Identify marketing techniques of travel products.
8. Evaluate how cruises are marketed and sold.
9. Examine the air traffic service delivery system.
10. Analyze the role accommodations and related service delivery systems have on the tourism market.
11. Analyze the relative strengths and weaknesses of travel organizations.
12. Evaluate the impact of government regulations on tourism venues.
13. Analyze the impact of tourism products in the future

Thank You
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