HMD 320 Diversity Management
Summer Session II 2014
Course Instructor: Carl Braunlich, Associate Professor, Harrah Hotel College
Email: Please use the course WebCampus mail utility

Course Description

Examines the ways in which people differ that may affect their organizational experience in terms of performance, motivation, communication and inclusion. The course examines the business case for diversity and the legal and ethical aspects of diversity in the workplace.

Course Content

<table>
<thead>
<tr>
<th>Diversity and the Hospitality Industry</th>
<th>Socioeconomic Transitions</th>
<th>Diversity Management and Leadership</th>
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<tbody>
<tr>
<td>Diversity Legislation in a Global Perspective</td>
<td>Vive la Difference</td>
<td>The Inclusive Workplace Level I</td>
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<tr>
<td>Discrimination, Equality, and Fairness in Employment</td>
<td>Culture and Communication in the Global Workplace</td>
<td>The Inclusive Workplace Level II</td>
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<tr>
<td>Global Demographic Trends</td>
<td>Interpersonal Relationships in a Global Work Context</td>
<td>Toward a Globally Inclusive Workplace</td>
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Course Objectives

By the end of the semester, every student who performs the necessary preparatory work, attends class, and successfully completes the course assignments will be able to:

1. Understand and be open to diversity at the personal level with regard to assumptions, stereotypes, prejudices, values and beliefs.
2. Understand and be open to diversity at the inter-personal level with regard to evaluation of impacts of behavior on others.
3. Understand and be open to diversity at the organizational level with regard to auditing of policies, practices, procedures and organizational culture.
4. Identify and describe management’s role in managing diversity in the workplace.
5. Identify and describe the skill sets for working productively with diverse groups of people.
6. Manage time to read broadly and deeply each week (be aware of contemporary authors and seminal texts within the field of workplace diversity).
7. Develop the skills of writing clearly and concisely with focused logic and reasoning.
8. Develop time management skills to meet frequent deadlines for required work.

Required Course Materials

There is no required textbook for this course. Clickers for classroom use will be loaned to each student for the term.
Instructor

Dr. Carl Braunlich is an Associate Professor on the faculty of the William F. Harrah College of Hotel Administration within the University of Nevada, Las Vegas. He has been a faculty member of the hotel and restaurant management programs of Cornell University, Purdue University, and the University of the West Indies. Dr. Braunlich holds B.S. and M.S. degrees from the Cornell University School of Hotel Administration and a Doctorate of Business Administration with a concentration in International Business from United States International University. Dr. Braunlich has held executive positions with Golden Nugget Operating Corporation in Atlantic City, New Jersey and Resorts International in Nassau, The Bahamas. Dr. Braunlich is currently Vice Chairman of Full House Resorts, a publicly traded casino owner and operator. He is Founder and Chairman of The Braunlich Group, a management consultancy.

Course Philosophy

The instructor encourages students to develop responsibility for their own intellectual quest, enabled by the technology of the web. To support this journey, wide reading, rigorous thought and application of course concepts to the realities of today’s business are the foundations of this course. The instructor is committed to supporting and seeing all students through to a successful completion of the course.

Course Policies

All policies and procedures of this course follow those stated in the publications UNLV Student Conduct Code and the UNLV Student Academic Misconduct Policy concerning attendance, nondiscrimination policy, academic regulations and procedures, student rights and student conduct, among others. Students are responsible for accessing WebCampus weekly assignment pages to determine all course deadlines.

Registering Your iClicker

You will receive a loaner clicker from the instructor which you must return at the end of the course. Register the clicker at iclicker.com using your RebelMail prefix in the Student ID field (NOT your NSHE number). You must register your clicker even if it was used in previous semesters to receive clicker points during this course. If you lose your clicker, or need to replace it for any reason, it is your responsibility to obtain a replacement clicker and register it immediately. You will not receive clicker points for any class for which you do not have a properly registered clicker. Clicker points are uploaded into the WebCampus grade books immediately after each class; it is the responsibility of the student to verify that points have been received for classes attended.

Computer Connection Issues

Students are expected to practice due diligence in maintaining a reliable computer connection with regard to online quizzes and essays; not being able to connect, or being disconnected while doing your work will not be accepted as reasons for not completing a
quiz or essay by the deadline. If encountering difficulties within WebCampus, call the student help desk at 702-895-0777. Students are expected to complete their work far in advance of course deadlines to ensure software problems do not prohibit the timely submission of work.

**Deadline Policy**

It is the policy of the instructor not to extend quiz or essay deadlines for any reason. These include family emergencies, medical problems, personal travel, athletic events, course-related travel, computer problems, and all other sundry and diverse reasons for not being able to meet a deadline. All course materials are available online from any Internet-connected PC anywhere in the world. All deadlines are posted at the beginning of the term and can be viewed at any time on the weekly assignment pages. Deadlines will not be changed or revised in any way during the semester. There is life outside of this course; it can happen that a student misses an essay deadline or cannot complete a quiz. Missing a small number of assignments will not significantly impact the final grade in this course. The course is designed with a large number of assignments for this very reason — to meet the demands of students who have busy lifestyles and need flexibility. However, what this also means is there are absolutely no opportunities for making up missed work.

**Grade Points**

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<tbody>
<tr>
<td>Quizzes</td>
<td>5 each</td>
<td>@ 300 points each</td>
<td>= 1,500 points</td>
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<tr>
<td>Essays</td>
<td>5 each</td>
<td>@ 300 points each</td>
<td>= 1,500 points</td>
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<tr>
<td>Clicker Points</td>
<td>15 each</td>
<td>@ 100 points each</td>
<td>= 1,500 points</td>
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<td><strong>Total Points</strong></td>
<td></td>
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<td><strong>4,500 points</strong></td>
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Final course grades will be assigned as follows:

A: 4027-4500   B: 3577-4026   C: 3127-3576   D: 2677-3126   F: 0 – 2676

**Quizzes**

Students must complete an online open book quiz each week of the semester. Quizzes become available online and close as of dates and times noted in the weekly assignment pages. Quizzes consist of 50 questions and have a time limit of 60 minutes. Quiz results are available immediately after the quiz is completed.

Quizzes may be taken up to three times with the highest score being automatically entered into the grade book. Each quiz attempt will have different questions but will cover the same content. Quiz questions are selected randomly from a database of 200 or more items within the WebCampus software platform. Quizzes may be taken individually or in groups, as it is the opinion of the instructor that test taking is a learning experience in itself.

Correct answers for quiz questions are not available online; however, quiz questions and results may be reviewed with the instructor at any time.
Essays (Review sample essay on the last page of syllabus prior to uploading essay work)

All students must be able to effectively communicate in the written language of business and must be able to meet deadlines regularly to pass this course. The essay assignments require concise expression of thought on a current topic of interest in the course. The essays are to originate from the mind of the student, and must not contain quotations, citations or references of any kind. Please be aware that your essays may be shared with others in the class and college.

Essays are uploaded as .doc files using the essay links found in each weekly assignment page (do not use the turnitin.com website). Essays can be submitted between 6:00PM local time Thursday and 6:00PM local time Saturday. The submission process is not complete until you receive an email with a digital receipt for the essay; this email will be sent to you within a few minutes of uploading your essay. Each student must retain a copy of this email as proof that the assignment was submitted. The digital receipt contains a paper identification number that is used to trace the essay in order to resolve essay point disputes.

This course uses Turnitin software as a condition to continued enrollment in this course. Turnitin is the originality- and grammar- checking tool used for this course. Please review carefully the student training resources (https://turnitin.com/static/training/student.php) for this software utility. Papers submitted in Turnitin are compared against billions of Internet documents. The comparison document is called an Originality Report. This document details the matching or similar text between your essay submission and the documents the submission was compared against. Essay submissions must have an Originality Report of less than 25% to be accepted. The Turnitin software program also incorporates a grammar analysis utility called E-Rater, which automatically flags grammar, style, usage, mechanics and spelling errors.

Essays must be uploaded as .doc files and are to be formatted in single-spaced 12 point Times New Roman font, one inch margins, right justification turned off, double-spaced paragraphs with no first line indents (use the sample essay appearing on the last page of this syllabus as an example of correct formatting). No essay title, student name, course name or restatement of the essay assignment should appear in the essay. Each essay must contain at least four paragraphs. Essay content must be relevant to the assignment, contain a minimum of 1,000 words, must follow the formatting guidelines above, be free of spelling and grammar errors, and have an Originality Report less than 25% to receive a score of 100 points.

Essay Feedback: Print essay and print last page of syllabus – bring both to a Teaching Assistant. Right clicking on the E-Rater flags within the Turnitin Document Viewer provides specific feedback regarding spelling, punctuation and grammar errors.

<table>
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<th>Score</th>
<th>Reason</th>
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<tbody>
<tr>
<td>100</td>
<td>No formatting errors, sufficient word count, similarity index less than 25%, few or no errors in spelling, grammar, and/or punctuation, essay addresses assignment</td>
</tr>
<tr>
<td>85</td>
<td>One formatting error</td>
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<tr>
<td>75</td>
<td>Two formatting errors</td>
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<tr>
<td>45</td>
<td>Three or more formatting errors or significant errors in spelling, grammar, and/or punctuation</td>
</tr>
<tr>
<td>0</td>
<td>Word count does not equal or exceed 1,000 words or similarity index exceeds 25% or essay did not address assignment</td>
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</table>
Clicker Points

In this course we will be using a student response system, or “clicker” system. A “clicker” is an individual handheld device – about the size of a TV remote – that allows each student to respond to questions that the instructor asks during class. A receiver at the front of the room collects everyone’s clicker responses, which the instructor can then instantly display as graphs to guide the day’s lecture. Students’ clicker responses are recorded by the receiver and uploaded to the students’ WebCampus grade book immediately after each class session.

Each response during class is worth 5 participation points, with a maximum of 100 points for each class session. You must attend the class section for which you are registered to obtain clicker points.

If you give your clicker to someone else to earn clicker points when you are not in class, you have committed academic misconduct. You will be caught, you will have to sign a form recommending sanctions including a failing grade in the course, a transcript notation indicating your dishonesty, and suspension from the university.

Likewise, you have committed academic misconduct if you use a clicker for someone else to earn clicker points for them when they are not in class. Clicker audits are performed regularly during the semester to protect the work of the majority of students. Unfortunately, a number of students each semester are caught committing “clicker fraud” and suffer severe consequences. Please don’t be one of them.

KYS Card Points

Students are encouraged to engage in class discussions with the course instructor, guest speakers and fellow students. Participation is rewarded with Know Your Stuff (KYS) cards worth 5 points each. KYS cards may be worth 25 points each during randomly selected class sessions as decided by the course instructor.

Students must print their name on one part of the KYS card turn the card in at the end of class to receive points. Students must turn in KYS cards on the same day they were received to receive credit for their participation. The second part of the card is a receipt for KYS card points. Students must write the date of the class on the receipt when the KYS card is received and must retain all KYS card receipts. The student wishing to resolve disputes regarding KYS card points must produce dated KYS card receipts.
This sample essay is provided to you as an example of what your essay should look like after you submit it to Turnitin. The formatting you see here should be reflected in the formatting of your essay as it appears in the Turnitin Document Viewer window. If your essay differs in format compared to what you see here, points will be deducted from your essay. Thus it is important that you compare your essay to this sample of work each time you are about to upload your essay submission to Turnitin. Once you have received a grade for your essay and you would like feedback, please print your essay directly from the Turnitin Document Viewer window. Compare your printed essay with the format of this sample essay. If you still have questions as to the grade received for your essay, bring the hard copy of your printed essay to the teaching assistant before or after class. This is the only method for receiving feedback on your essay in this course.

It is a requirement of this course that you learn to use your word processing software at a basic level and are able to produce professional looking written documents. This means you should know how to set your line spacing for single spacing between lines. This is the most common mistake made in essays for this course. Do not assume the default line spacing for your word processor is single spacing. Make sure you set the line spacing each time you prepare an essay for this course. You should also know how to set a document margin with one-inch margins on all sides. You should also know how to turn off right justification so that the right side of your text is jagged and not lined up as it is when right justification is turn on. You should also know how to format your essay in 12 point Times New Roman font. You should also know how to save your essay in a .doc format prior to uploading your essay, as other formats are not permitted and will not receive credit.

If you notice in this essay, the first line of a paragraph is two line spaces below the end of the previous paragraph. You should also notice the first line of a paragraph is not indented. An essay in this course should have at least four separate paragraphs, representing four sections of concepts within your work. The concept of each paragraph should be relevant to the assignment, and in well-written essays, the concept of a paragraph builds upon that of the previous paragraph. Please notice there is no title for the essay, nor does the name of the student appear above the essay. Also notice there is no restatement of the essay assignment anywhere within the essay.

The minimum acceptable word count for essays is 500 words as measured by the Turnitin. Essays that do not meet the minimum word count receive no credit for the submission. It is a good idea to prepare essays that exceed the 500-word minimum to avoid this situation. Only the Turnitin software word count is used to determine the word count of your essay. The Originality Report from Turnitin for each essay must be less than 25%. Essays that result in Originality Reports of greater than 25% receive no credit. Proofread your essay carefully for spelling and grammar errors as you only have one opportunity to upload your essay and there are no resubmissions permitted during this course.