



# Hospitality & Tourism Management Department

*Winter Quarter 2026*

## HOST 104 : The Art of Negotiation

Instructor:	Justin Taillon (jtaillon@highline.edu)
Office:	26-322
Student Hours:	Mon 10a-12p, Tues 10a-1p, & Wed 10a-12p
Appointments:	<a href="#">Pre-Book Meetings</a> (I recommend pre-booking meetings)
Class Schedule:	Tuesdays (1:30p-3:50p)
Text required:	HOST courses do not rely on textbooks. All materials for this course will be provided to you electronically on Canvas
Highline College:	2400 South 240 <sup>th</sup> Street Des Moines, WA 98198 P: (206) 878-3710

### COURSE DESCRIPTION

*We negotiate daily. Some of us negotiate during morning rush hour traffic when we are switching lanes and others negotiate at work with our colleagues. How are you faring in these negotiations? Learn to effectively negotiate with a toolbox that gives you the advantage. Learn the intricacies of negotiation and gain results in your day-to-day exchanges.*

### LEARNING OUTCOMES

Being aware of the course learning outcomes is paramount to success in all your coursework. The learning outcomes guide the material each of your courses covers and the way the material is covered. Please make yourself aware of the elements of this course and all other pertinent courses. The course learning outcomes for all HOST classes can be viewed at this web address: <http://catalog.highline.edu/>

The Student Learning Outcomes for this course are as follows:

- Apply best practices in negotiation in case study situations.
- Explain negotiation as a component of a holistic organizational strategic management plan.
- Assess negotiation tactics in the context of case studies.
- Apply their tactical negotiation skills during unilateral situations.
- Interpret negotiations using professional terminology from the field of negotiation theory.

### PARTICIPATION

Hopefully participation is fun in our course together this quarter! Participation does not mean only one thing. You are a unique individual and your approach to participation can be as unique as you are.

Participation is heavily weighted in this course. You can lose or gain up to 10% of your final grade based on instructor assessment of participation. This is on top of the 11% peer grading that is built into the rubric for the course. If you are going to lose more than 3% of your final grade due to a lack of participation, then a meeting will be requested beforehand. You will not lose more than 3% without being notified in advance and being given a chance to meet with your instructor(s). No student will lose more than 10% of their final grade due to a lack of participation. It is also possible to gain a maximum of 10% toward your final grade based on participation. The norm is that the instructor assigns "0" +/- for participation. Instructor assessment of participation is only used for situations that go beyond ordinary.

Losing points occurs primarily through cheating such as plagiarism, not attending class, treating members of our class poorly, or submitting multiple assignments after the due date. This course requires you to pay close attention to connecting with others in a real and meaningful way. Negotiation requires participation. Take participation seriously. We will have fun and your participation will likely be seen in a positive light so long as you put forth a positive effort.

[Student and Visitor Exchange Program](#)



In compliance with the Student and Visitor Exchange Program (SEVP) requirements for F-1 international students, this course has an in-person component, which is Tuesdays from 1:30p-3:50p in 23-210.

## ASSIGNMENT PROTOCOLS

All final exams take place face-to-face in courses that are scheduled face-to-face. Hybrid and online courses have final exams that take place online. The time and location of your final exam will be dictated by the College. Instructors cannot move final exam locations or times. You are responsible for knowing the time and location of your final exam. This can be located on Highline.edu.

You are eligible for an *Incomplete* if you complete the course except for the Final Exam and the instructor agrees to an Incomplete. Incompletes can be made up later in agreement with the instructor. You will not be given an Incomplete if you choose to depart campus early. For example, flight dates are not a reasonable excuse for missing a final exam.

### Assignment Grading

Table I. Assignment Grading

Assignment	No.	%/ea.	Total
Pre-Negotiation	6	5.3	31.9999998
Post-Negotiation	2	12	24
Quiz, Week #1	1	8	8
Midterm Exam	1	12	12
Final Exam	1	16	16
Peer Review	1	8	8
<b>TOTAL</b>			<b>100</b>

*All submission and quiz assignments will be submitted on Canvas. The instructor will not micro-manage your submissions. Do not expect to be notified of your failure to keep up in the course unless you fall behind drastically.*

### Assignment Explanations

*Quizzes / Exams:* There are three quizzes / exams. Each assessment is cumulative to the date in which you complete it. These will be completed in Canvas.

*Pre-Negotiations:* You will complete a pre-negotiation for each negotiation you are involved in. Homini Lime (i.e., first negotiation) is un-graded. The lowest of your seven graded submissions is dropped. All pre-negotiations will be submitted in Canvas.

*Post-Negotiations:* You will complete a post-negotiation for a minimum of 2 of the negotiations you are involved in this quarter. If you complete more than 2 then your lowest grade(s) will be dropped. All pre-negotiations are submitted in Canvas.

*Peer Review:* You will negotiate with many partners throughout the tenure of this course. You will grade each partner you negotiate with using a rubric. Each partner will grade you as well. Your submission will be made in Canvas upon completion of the course.

### Language AI

You may use AI tools such as Chat GPT. You cannot plagiarize though. If you are unsure whether you understand plagiarism then please [visit this site](#) to learn about plagiarism. You can read more about plagiarism in this department in the departmental syllabus (attached to this course syllabus).

This course will use a software called [Undetectable](#) to identify plagiarism. In alignment with industry best practices, if Undetectable states you plagiarized then you did plagiarize according to the rules of this course. I recommend testing your authored writing in this website before submission. It is free to do this! Make sure you are “green” on undetectable.ai before submitting writing in this course.

This is not the only method for identifying plagiarism in this course. Please do not plagiarize. You will be held accountable.



## DAILY SCHEDULE

### HOST 104 (Art of Negotiation) Calendar

Week	Before, In, and After Class Responsibilities
Week #1 - January 5	<b>Before Class:</b> 1) Nothing.
	<b>During Class:</b> 1) Negotiation PPT 2) Mentorship Exercise 3) Homini Lime (Case Study) 4) Understanding Post-Negotiations 5) Power Dynamics in Negotiations
	<b>After Class:</b> 1) Pre-Negotiation, Homini Lime 2) Post-Negotiation, Homini Lime 3) Quiz, Week #1
Week #2 - January 12	<b>Before Class:</b> 1) Read, Heart and Mind of the Negotiator 2) Watch, Building a chart (reminder of Week #1 material) 3) Read, Learning Outcomes Letter 4) Pre-Negotiation, Coffee Contract 5) Lecture, Anchoring and First-Move Strategy
	<b>During Class:</b> 1) Negotiation, Coffee Contract 2) Lecture, Win/Win Negotiations
	<b>After Class:</b> 1) Post-Negotiation, Coffee Contract
Week #3 - January 19	<b>Before Class:</b> 1) Pre-Negotiation, Candidate #1 2) Watch, Taillon - The Art of Negotiation 3) Read - Changing Someone's Mind 4) Lecture, ZOPA Expansion 5) Lecture, Package Deals and Trade-Off Design
	<b>During Class:</b> 1) Negotiation, Candidate #1 2) Lecture, Concessions
	<b>After Class:</b> 1) Post-Negotiation, Candidate #1



Week #4 - January 26	<p><b>Before Class:</b></p> <ol style="list-style-type: none"> <li>1) Pre-Negotiation, Mexico Venture</li> <li>2) Listen, Negotiating Podcast - Win/Win with Sustainable Agreements</li> <li>3) Read, Salary Q&amp;A</li> <li>4) Read, Negotiation and Tactical Empathy</li> </ol>
	<p><b>During Class:</b></p> <ol style="list-style-type: none"> <li>1) Negotiation, Mexico Venture</li> <li>2) Lecture, Cross-Cultural Communication and Negotiation</li> </ol>
	<p><b>After Class:</b></p> <ol style="list-style-type: none"> <li>1) Post-Negotiation, Mexico Venture</li> </ol>
Week #5 - February 2	<p><b>Before Class:</b></p> <ol style="list-style-type: none"> <li>1) Lecture, Weighting</li> <li>2) Pre-Negotiation, Candidate #2</li> <li>3) Lecture, Listening as a Negotiation Tool</li> </ol>
	<p><b>During Class:</b></p> <ol style="list-style-type: none"> <li>1) Bring a laptop that has Excel to class!</li> <li>2) Negotiation, Candidate #2</li> <li>3) Exercise, Weighting &amp; Aunt Etk</li> </ol>
	<p><b>After Class:</b></p> <ol style="list-style-type: none"> <li>1) Post-Negotiation, Candidate #2</li> <li>2) Quiz, Quiz #2</li> </ol>
Week #6 - February 9	<p><b>Before Class:</b></p> <ol style="list-style-type: none"> <li>1) Lecture, Negotiation Types</li> <li>2) Lecture, Building a point structure</li> <li>3) Lecture, Ethics and Boundaries in Negotiation</li> <li>3) Pre-Negotiation, Aunt Etk</li> </ol>
	<p><b>During Class:</b></p> <ol style="list-style-type: none"> <li>1) Negotiation, Aunt Etk</li> </ol>
	<p><b>After Class:</b></p> <ol style="list-style-type: none"> <li>1) Post-Negotiation, Aunt Etk</li> </ol>
Week #7 - February 16	<p><b>Before Class:</b></p> <ol style="list-style-type: none"> <li>1) Pre-Negotiation, Harborco</li> <li>2) Lecture, Coalition Building in Multi-Party Negotiations</li> </ol>
	<p><b>During Class:</b></p> <ol style="list-style-type: none"> <li>1) Negotiation, Harborco</li> </ol>
	<p><b>After Class:</b></p> <p>Nothing!</p>



Week #8 - February 23	<b>Before Class:</b> 1) Make sure you are prepared for Harborco, Part #2
	<b>During Class:</b> 1) Negotiation, Harborco
	<b>After Class:</b> 1) Post-Negotiation, Harborco
Week #9 - March 2	<b>Before Class:</b> 1) Pre-Negotiation, Summer Internship 2) Lecture, Managing Emotions (Yours and Theirs) 3) Lecture, Handling Hardball Tactics
	<b>During Class:</b> 1) Negotiation, Summer Internship
	<b>After Class:</b> 1) Post-Negotiation, Summer Internship
Week #10 - March 9	<b>Before Class:</b> 1) Read, Salary Negotiations and Gen Z 2) Lecture, Negotiation (2) 3) Personality Test, Communication, Negotiation
	<b>During Class:</b> There is no class.
	<b>After Class:</b> 1) Submit, Peer Review 2) Submit, Personality Assessment
Week #11 - March 16, Final Exam	<b>Complete the Final Exam</b>



Hospitality & Tourism Management (HOST)  
*Updated January 1, 2026*

HOST Faculty  
Hospitality & Tourism Management  
Highline College  
2400 South 40th street  
Des Moines, WA 98198

Welcome to HOST!

This document is HOST Management’s Departmental Syllabus. It contains information that is identical for all your courses in the HOST Management Department. You are provided a Class Syllabus for each course you are enrolled in as well. Both documents are important. You are responsible for information contained in both syllabi. If you have questions or concerns, then please speak with your instructor.

The Departmental Syllabus contains information about the following topics:

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## GRADING

The grading policies for this course mirror those of Highline College. For example, Canvas is the official gradebook. Highline College’s grading policies can be examined in full at this link: <https://www.highline.edu/apply-enroll/student-records/grades.html>.

Most important to the grading policy for this course are the percent to GPA conversions (see table below) and the meaning of each grade:

- 4.0 Highest achievement
- 2.0 Satisfactory achievement (minimum necessary for state-required courses)
- 0.7 Minimum achievement for any credit
- < 0.7 No credit

All graded submissions receive a percentage mark. Your grades will be tallied at the end of the quarter. Information that is most important to you regarding grading in this course is as follows:

A-Grades		B-Grades		C-Grades		D-Grades		F-Grades	
>94%	4.0	89%	3.4	79%	2.4	69%	1.8	59%	0.9
94%	3.9	88%	3.3	78%	2.3	68%	1.7	58%	0.9
93%	3.8	87%	3.2	77%	2.2	67%	1.6	57%	0.8
92%	3.7	86%	3.1	76%	2.1	66%	1.5	56%	0.8
91%	3.6	85%	3.0	75%	2.1	65%	1.4	55%	0.7
90%	3.5	84%	2.9	74%	2.0	64%	1.3	<55%	0.0
		83%	2.8	73%	2.0	63%	1.2		
		82%	2.7	72%	1.9	62%	1.1		
		81%	2.6	71%	1.9	61%	1.0		
		80%	2.5	70%	1.8	60%	1.0		

It can be difficult to think about grades when they can be presented in points, percentages, or GPA at different times. This is another way to think about grades that matters to your pathway:

- If you earn a GPA grade in a course that falls below 1.0 then you are unlikely to be able to use the course toward graduation.
- If you earn a GPA grade in a course that falls between 1.0-1.9 then you can use that course toward graduation unless it is a “core course” according to your degree pathway.
- If you earn a GPA grade in a course that is above 2.0+ then you can use that course toward graduation in any subject area (e.g., core course, elective course).

## OUR RESPONSIBILITIES

Your instructor is responsible for providing you with the tools and capabilities to complete assignments and meet the learning outcomes. Furthermore, your instructor is accountable for the following:

- Making students feel welcome and invited in our classroom, correspondence, and online environment.
- “Coaching” to promote success.
- Being empathetic to your needs.
- Being enthusiastic about the material being covered.
- Completing tasks in a timely manner.

You have responsibilities in this course as well. We expect you to take advantage of the opportunities that this course offers you by being an active and thoughtful participant in all sections, meetings, and lectures in person and/or on Zoom. You should communicate in a professional manner that reveals you are



professional and take your education seriously. This includes all interactions, from emails to teamwork and collaboration.

You are expected to try your best on the elements of the course. We expect you to take ownership of your learning and to reach out to if you are struggling or have concerns. We expect you to take the opportunity to learn from your peers as possible, and we expect you to be respectful and courteous to one another. Finally, we expect you to hold yourself to the highest standards for academic honesty and integrity in your work.

We will not hesitate to let you know if you are failing to meet your responsibilities during the quarter. Please do not hesitate to let your instructor know if we are failing to meet our goals during the quarter.

## COMMUNICATION

### Two Before Me Policy

HOST relies on a “two before me” policy in regards communication. This policy will help you in potentially identifying answers before the instructor can get back to you. This also helps to avoid answering similar questions or concerns multiple times.

What is the “two before me” policy? You should check these two sources for an answer before asking a course instructor to reply to your individual questions:

1. The two Syllabuses (i.e., Departmental, Course)
2. Announcements/Information provided on PPT/Canvas

### Grading Timeline

All HOST coursework has the same communication rules: All on-time submissions will be graded within 10 business days of the submission deadline. All emails during the quarter that relate to coursework will be returned within 48 hours.

### Office Hours

Instructors hold office hours. Instructors notify the entire class via email if an alteration to office hours needs to be made. All instructor office hours can be located this site:

<https://directory.highline.edu/>.

### Email Communication

Canvas and ctcLink are not our preferred communication tools. There are three primary reasons for this:

1. It is not possible to write a professional business email in Canvas.
2. You cannot receive attachments as a response to a Canvas email.
3. There is no email thread in our communication.

We want you to evidence your professional business email etiquette every time we communicate in HOST. Thus, if you do choose to use Canvas as a communication tool then include a tagline and realize that if we respond to your email with an attachment then you are still responsible for the attachment. You not receiving an attachment due to relying on Canvas in lieu of email is not the instructor’s error.

Finally, please send professional business emails to your instructor’s Highline College email account. [View this video](#) if you are unsure whether you know what constitutes a professional email.

## TECHNOLOGY

This class requires the regular use of a computer, laptop, or tablet to complete assignments. This includes but is not necessarily limited to online homework, tests, video conferencing, and projects. Some tests may be proctored by your instructor, online, via video conferencing. Some testing formats may require you to



use a webcam or other camera connected to your desktop computer, laptop, tablet, or phone. You will also need an internet connection sufficient to participate in such conferences.

## COLLEGE-WIDE OBJECTIVES

### Think Critically

The ability to identify and summarize assumptions, issues, and salient arguments, as well as to draw logically valid conclusions from statements, images, data and other forms of evidence relevant to discipline or occupation-specific content, and to assess the implications and consequences of conclusions.

### Reason Quantitatively

The ability to comprehend, analyze, estimate, use and evaluate quantitative information arising in a variety of situations and involving a combination of words, data sets, graphs, diagrams and symbols.

### Communicate Effectively

The ability to read, write, listen, speak and use visual and other nonverbal means of communication with clarity and purpose while being mindful of audience characteristics; to express original thought, to take a position and defend it using solid evidence and sound reasoning; and to recognize and consider the perspectives and contributions of others.

### Demonstrate Civic Responsibility in Diverse and Multifaceted Environments

The ability to understand and interact productively and ethically with others in diverse local, national and global communities with an informed awareness of contemporary issues, their historical contexts and their personal relevance.

### Develop Information and Visual Literacy

The ability to assess the information requirements of complex projects, to identify potential textual, visual and electronic resources, to obtain the needed information, to interpret, evaluate, synthesize, organize and use that information, regardless of format, while adhering strictly to the legal and ethical guidelines governing information access in today's society.

## CULTURAL DIVERSITY POLICY

Highline College actively promotes and supports a learning and work environment which ensures social justice, mutual respect, understanding, civility, and non-violence. Highline College is committed to the elimination of discrimination based on biological sex, gender identity and expression, sexual orientation, race, ethnic background, national origin, class, economic status, age, military and veteran status, disability, language, culture, and religious beliefs.

HOST instructors recognize and respect diversity of ethnicity and race, gender, sexual identity, class, age, and disability. Differences provide us with opportunities to learn new things, compare experiences, test our assertions, understand ourselves better, and find common ground. Differences also sometimes engender conflict. Everyone is expected to maintain a language and attitude of respect at all times in HOST courses and in our online interactions.

### Student and Visitor Exchange Program (SEVP)

Most HOST courses include in-person component so as to be in compliance with the Student and Visitor Exchange Program (SEVP) requirements for F-1 international students. All students, regardless of status, are invited to attend these in-class components. The in-person component of classes is not required for any student, though.

Your instructor's Course Syllabus will contain the time/date/room for the in-person component.

## EMERGENCY PREPARATION PLAN



An evacuation plan is posted in every classroom on campus. Please take a few moments to review the material and be familiar with campus emergency plans if your course is meeting on campus.

## LIBRARY TOOLS

The library offers free services to help you succeed in your academic career. You can view the library homepage at this website: <http://libguides.highline.edu/c.php?g=344482&p=2320474>. You could also choose to email the library staff with questions you may have about their resources. Their email address is [refhelp@highline.edu](mailto:refhelp@highline.edu).

There is a writing center on campus to assist you with completing your written assignments. Their website is located at this link: <https://writingcenter.highline.edu/>. I recommend you meet with them prior to submitting written assignments in all of your courses. Your ability to effectively communicate your ideas is important in the hospitality and tourism industries.

All classes in the Hospitality and Tourism Management program require access to a computer and the internet to complete assignments. You can use the computers in the library if you do not have access to a computer or the internet. Please speak with a librarian for assistance in using the computers and learning the rules you must adhere to when using the Internet on the library's computers.

All students at Highline College receive Microsoft Office 365 free of charge. This includes Windows, Excel, Word, PowerPoint, and more. IT oversees this program. The website to access Office 365 is <https://its.highline.edu/free-office-365-for-students-and-staff/>

## ACADEMIC INTEGRITY

Academic misconduct is behaviour that erodes the basis of mutual trust on which scholarly exchanges occur, undermines the College's exercise of its responsibility to evaluate students' academic achievement, or restricts the College's ability to accomplish its learning objectives. Highline College is committed to upholding the standards of academic integrity and requires all members of the College community to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. All information you should know about academic integrity at the College as it applies to this course can be found here: <https://library.highline.edu/c.php?g=344475&p=2320661>.

If you have any questions or concerns about what constitutes cheating/plagiarism please see your librarian or your instructor. We can assist you prior to the submission of an assignment, but once you have cheated (e.g., submitted an assignment that has been plagiarised) we can be of less assistance.

APA is the most-oft utilized formatting standard in hospitality and tourism disciplines. We prefer you to use APA when citing sources and formatting your submissions in this course. Here are helpful links for APA:

- Here is a link to a tutorial on the APA Standard: <http://flash1r.apa.org/apastyle/basics/index.htm>
- Highline College APA information: <http://libguides.highline.edu/content.php?pid=226059&sid=1872256>
- The Purdue Owl website is an excellent source for information: [https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style](https://owl.purdue.edu/owl/research_and_citation/apa_style)

Furthermore, we reserve the right to use Turn It In, a website that detects plagiarism, at any time during the quarter for any of your assignments. Please visit [turnitin.com](http://turnitin.com) or see your instructor for more on this resource if you have questions about how the website functions and/or how it relates to this course.

Finally, if you are found to have cheated on any assignment during the quarter then you will at a minimum lose all of the marks for that assignment. Cheating includes plagiarism. The assignment will be a part of



your final grade at the end of the quarter even if the course normally drops a lowest grade. This means you cannot make up an assignment you were caught cheating on.

## LANGUAGE AI

Language AIs can be effective tools. The HOST faculty hopes you learn and appropriately use Language AIs such as Google Gemini, Open AI's Chat GPT, Anthropic's Claud, Perplexity, and Microsoft Copilot. Grammarly is also an AI and will be treated as an AI tool in alignment with the rules outlined in HOST's Departmental Syllabus.

AI tools are relevant to your academic and professional journeys. You need to understand their limitations though. Also, you should realize how these tools fit into the context of a well-rounded education.

Language AIs offer numerous benefits. Yet, students cannot effectively hone their critical thinking abilities or portray their applied knowledge when relying on AI. Furthermore, faculty members cannot effectively evaluate work that is derived, much less copied, from these tools. HOST's departmental stance keeps in mind the best interest of HOSTers and the Mission and Vision of HOST as a department.

Language AIs by themselves are not education. Here are some concerns the HOST faculty has about Language AIs:

- Language AIs make mistakes. HOSTers need to be able to identify and rectify Language AI errors.
- Contextual knowledge is important. Instructors often design courses around niche contexts for holistic conceptualization. Language AIs have difficulty comprehending such nuances.
- Language AIs have poor business writing skills. Effective communication is essential in professional settings. Relying on AIs may lead to unprofessional communication styles.

The HOST faculty has agreed on an approach to Language AI usage by HOSTers. The foundational idea is that submitting work you did not author has been considered plagiarism in higher education for centuries. Copy/pasting from a Language AI is obviously plagiarism. Even taking ideas from AI is plagiarism under traditional definitions. Either way, plagiarism is both stealing and cheating. Cheating and stealing do not align with the Mission or Vision of HOST or an effective education. This is the process we follow in HOST:

1. HOSTers will earn a zero on sections of submitted assignments that they did not write the first time they submit material that they did not write.
2. A student will earn a zero on the entire assignment when they are caught submitting material that they did not write a second time.
3. A student will be turned over to Highline College's Conduct Manager if they are caught submitting material that they did not write a third time.

The aforementioned is not for a single course. This is for a student's entire time on campus.

How do faculty assess whether or not AI was used? Normally we can tell. We have a lot of experience after all. But for the purpose of evidence, we rely on software. This was recommended by HOST's advisory board based on how our industries are treating AI plagiarism. Each faculty member can choose their own software. Undetectable, GPT Zero, Originality, Winston AI, Zero GPT, Sapling, Copyleaks, and QuiiBot are examples of software that the HOST faculty may use.

If you want to discuss this then please let a HOST faculty member know. But the gist is this: You can use a Language AI but you should not rely solely on it for information let alone allow it to write for you. You need to cite all ideas derived from a Language AI. Citations mean in-text citations for ideas derived from a Language AI and quotations if it is copy/paste. All submitted responses need to be yours. Otherwise, it is called plagiarism. Plagiarism is a form of cheating and stealing. Make sure you do not steal or cheat.

Finally, do not be scared to visit Language AIs to learn how they function. These emerging technologies are changing the hospitality and tourism industries. If you do choose to use a Language AI, then please make sure you cite properly and do not plagiarize.



## STATEMENT OF DIVERSITY, EQUITY, & INCLUSION

Our department is committed to creating an inclusive and supportive learning environment that values and respects the diverse backgrounds, experiences, and perspectives of all students. We believe that diversity enriches our academic community and enhances the learning experience.

We are dedicated to:

- Providing an environment free from discrimination, harassment, and exclusion
- Recognizing and celebrating the unique contributions of each individual
- Supporting students from all backgrounds, including but not limited to race, ethnicity, gender identity, sexual orientation, socioeconomic status, disability, religion, and origin
- Fostering a classroom culture of mutual respect, empathy, and open dialogue
- Ensuring equal access to educational opportunities and resources
- Addressing and challenging systemic barriers to academic success

We are committed to continuous improvement in creating an inclusive academic community where every student can thrive. If you experience any form of bias, discrimination, or feel marginalized, please know you are supported. Students are encouraged to follow the grievance process outlined in this Syllabus in such a situation.

## THE GRIEVANCE PROCESS

You should communicate with your instructor if you experience anything that does not support an inclusive learning environment. You can also report any incidents you may witness or experience on campus through the following procedures:

### For instructional grievance process:

Students are encouraged to speak with their instructor first in the case of a complaint. If the matter is not resolved, students should then contact the department head of HOST. If the matter remains unresolved, then students should contact the division chair. The Division Chair that oversees HOST is the Business Division Chair. For more detail, see the Instructional Grievance Process in the Highline catalog.

### For Title IX (claims related to discrimination and sexual harassment):

It is the policy of Highline College to provide equal opportunity in education and employment and not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, marital status, creed, religion, or status as a veteran of war as required by Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, RCW 49.60.030, and their implementing regulations. Prohibited sex discrimination includes sexual harassment (unwelcome sexual conduct of various types).

For more detail see the Title IX page on the Highline website.

## ACADEMIC CONSIDERATIONS

### Help for non-native English-speaking students

Please visit the following link for assistance with language, academic help, social/emotional support, or advising: <https://www.highline.edu/services-support/academic-support/index.html>

### Access Services

Your experience in HOST Management is important to all of us. If you have already established accommodations with Access Services, please communicate your approved accommodations at your earliest convenience. If you have not yet established services through Access Services, but have a temporary health condition or permanent disability that requires accommodations (conditions include but not limited to; mental health, attention-related, learning, vision, hearing, physical or health impacts), you are welcome



to contact Access Services at 206-592-3857, [access@highline.edu](mailto:access@highline.edu), or [access.highline.edu](http://access.highline.edu). Access Services is located in the Library (Building 25, Suite 531).

### Student Grievance Procedure

In the case of a complaint about a course, students are encouraged to speak with their instructor first, and if the matter is not resolved, students should then contact the Department Head ([jtaillon@highline.edu](mailto:jtaillon@highline.edu), Justin Taillon). For more detail, see <http://bit.ly/HighlineIGP>

### Disability

If you need course adaptations or accommodations because of a disability, have emergency medical information to share with the instructor, or if you need special arrangements in case the building must be evacuated, please provide the instructor with the Letter of Accommodation you have received from the Office of Access Services the first week of classes. Access Services is located in Building 99.

### Social Distance

As a professor/instructor at Highline College, I will endeavor to ensure that this classroom is free of any harassment. This includes unwanted touching, verbal negligence, or anything else that unreasonably interferes with a colleague's ability to perform their responsibilities and/or work. Furthermore, each individual has an equal voice in this class and each voice is equally valued. Any student who feels harassed for any reason is encouraged to report this harassment to the Department Head.

### Religious Conscience Absences

Under RCW 28B.10.039, college students are permitted two days of excused absences per year for reasons of faith or conscience. While students are responsible for completion of coursework and their learning, students may not be penalized for absences authorized under this policy. Each absence taken under this policy must be taken as a whole class period, i.e., the time may not be divided into minutes and taken piecemeal.

### Student responsibilities for classroom behavior

Student rights and responsibilities are outlined in the "Student Rights and Responsibilities Code WAC 1321-120," a booklet available in Student Services and elsewhere on campus. This Code prohibits disorderly or bothersome conduct which interferes with the rights of others which obstructs or disrupts teaching. Further, the instructor is responsible for classroom conduct and is authorized to take such steps as are necessary when a student's behavior interrupts normal classroom procedures. <http://apps.leg.wa.gov/WAC/default.aspx?cite=132I-120-102>

### Withdrawals

Students who have not officially withdrawn from the class by the official withdrawal date will receive a grade based on the work they have completed to that date, even if they have stopped attending class. Be aware that, if you stop coming to class and do not withdraw, you are likely to earn a 0.0 in the class, which will remain permanently on your transcript. It can be difficult for your grade point average to recover from such a grade. I cannot withdraw you after that date. The last date to withdraw this quarter is: (See <https://classes.highline.edu/> for dates each quarter.)

### Incompletes

An *Incomplete* is a grade on your transcript that is converted to a decimal grade when you finish all your work for the course. It is intended for students who are successfully passing the course until the final 1-2 weeks of the quarter, when they encounter a major emergency, such as a car accident or hospital stay. It is not intended for students who have failed to turn in work during the tenure of the quarter. Students requesting an Incomplete must have satisfactorily finished at least 80% of the coursework or missed solely the Final Exam and have an approved and documented reason for not completing the course. Incompletes must be completed within a certain time frame (usually one quarter or less, maximum of one year). If the work is not completed within the allotted time, then Incomplete converts to the grade the student earned without having done that final work.



### International Student Compliance

All HOST coursework complies with the Student and Exchange Visitor Program (SEVP) requirements for F-1 international students. A vast majority of HOST courses accomplish this by having an in-person section of each online course. The in-person component is listed on the course syllabus. All students, regardless of status, are invited to attend the in-person meetings of the course. The in-person component of HOST coursework is not required for any student unless there is no accompanying online section.

Some classes have only an online section. In such cases, there will be a class meeting available. This will be listed on the Syllabus.

### Faculty Advising

Highline College instructors are a wonderful resource for students at any stage of the academic process. Many instructors have career experience, are knowledgeable about campus resources, and can assist students in reaching their educational goals through degree planning. If you have an advising question, feel free to approach your instructor. If your instructor cannot answer your question, then she/he will help you find someone who can.

If you need Faculty Advising for coursework and a meeting is not possible then complete this link for the fastest assistance: [LINK](#)

## TUTORING

### The Academic Success Centers

The Tutoring Center, Math Resource Center, and Writing Center provide support to all Highline students. Trained and certified peer tutors assist students in math, writing, and a variety of subject areas in a constructive, student-centered environment. Drop-in, group tutoring, one-on-one consultations, and workshops are free to all currently enrolled students. All three centers are located in Building 25 (6<sup>th</sup> Floor). You can contact each Center using the following contact information:

- Tutoring Center (tutoring@highline.edu): <https://tutoring.highline.edu>
- Math Resource Center (206-592-3444): <https://mrc.highline.edu>
- Writing Center (writingcenter@highline.edu): <https://writingcenter.highline.edu>

### Public Speaking

The Communications Studies Department (CMST) created two opportunities for you to develop as a professional speaker and presenter:

- CMST developed a video to help you prepare a speech or presentation. You can view the video here: <https://www.youtube.com/watch?v=Cu6v7yBWcac>
- CMST also operates the Public Speaking Center (PSC) on campus. This center is located on the third floor of the library (25-316). You can contact the director of the Public Speaking Center, Lisa Voso, at [lvoso@highline.edu](mailto:lvoso@highline.edu) or make an appointment with the center at this site: [publicspeakingcenter.youcanbook.me](http://publicspeakingcenter.youcanbook.me)

## DECLARING YOUR PROGRAM OF STUDY

The resources available to you on campus, including advising, etcLink, funding, financial assistance, etc. are dependent at times upon your declared program of study. HOST features an AAS Degree. To be considered a HOST student at Highline College you should likely be pursuing an AAS Degree in HOST. To ensure you are enrolled correctly, you should follow these instructions:

1. Visit this link: <https://registration.highline.edu/student-records/>
2. Scroll to “Updating Your Student Records”
3. Choose “Program of Study” from the list of options
4. Click the button titled “Declare Your Program of Study”
5. Log in using your Highline College username and password



6. Choose “Business” as your pathway
7. Then ensure HOST and AAS are chosen as options

There is incorrect information provided at times regarding degree types. Specifically, the AAS degree is the transfer degree within HOST. An AA Degree is not a transfer degree in HOST. An AAS Degree in HOST can be used as a transfer degree and is intended for students who have chosen hospitality, tourism, leisure studies, or other similar degrees as a major post-Highline College.

If you have any questions or concerns, then you should speak with a HOST advisor. Speaking with a HOST advisor is always a good idea when you are crafting your pathway, whether it to be a degree, certificate, transfer to a partner University, or when conducting a job search.

## TRANSFER CREDITS

Some HOST students have earned College credits at institutions other than Highline College. Transferring these credits to Highline College as early as possible is integral to earning your degree. This also assists all Highline College personnel that are assisting you in your educational journey to offer proper advising. You can transfer all your credits through our online portal. The online portal is available at this website: [LINK](#)

If you need assistance bring your transcripts to Highline College from another country, or perhaps even another language, then this website will assist you with this: [LINK](#)

## STAMP CREDITS

Do you speak a second language? Highline College values diversity. Furthermore, HOST values cross-cultural and linguistic abilities. You may be eligible to receive 5 or 10 credits toward your HOST AAS graduation if you are fluent in a second language. Please visit this site and speak with the testing center for more information about STAMP credits: [LINK](#)

If you speak a second language that is not STAMP-eligible, then contact HOST’s Department Head. You can still earn credit!

## GRADUATION

You are responsible for applying for graduation upon completion of a certificate or degree. You are not a graduate of your certificate or degree until you have been approved in an official capacity by the College. This is where you can find all instructions for graduation: [LINK](#). Please contact [graduation@highline.edu](mailto:graduation@highline.edu) for assistance with graduation if you have questions.

Many HOSTers earn an AAS and multiple short-term certificates. There is a process to graduating with more than one degree or certificate. You must add credentials to ctcLink using the Program/Plan Update form: <http://registration.highline.edu> > Student Records > Program/Plan Update. When you click on the form to update your plan, there is an option on the 4<sup>th</sup> page: *“Adding another program (degree or certificate) to my ctcLink record. Selecting this means I will have multiple programs on my record.”*