



Coles College of Business

Spring Semester 2026

HMG 3300: Introduction to Hospitality

Syllabus

Instructor Information:

Maya Jones

Email: mjone720@kennesaw.edu

Office Location: 421 Burruss Building

Office Phone: 470-851-4821

Office Hours

By appointment

Preferred Method of Communication: Email

Course Description:

This survey course provides students with an understanding of the hospitality industry and the role it plays in both the U.S. and global economies. This course offers an overview of the industry, its economic impact, its history, its current and future challenges, and its business characteristics. The main goal of the course is to expose students to the hospitality industry and provide an understanding of the unique aspects of managing businesses in this industry.

Course Information:

Credit Hours: 3 Credit Hours

Prerequisites and / or Co-requisites: at least 30 earned credit hours

Course Learning Outcomes:

1. Distinguish between the diverse sectors of the hospitality Industry.
2. Differentiate between lodging ownership structures, lodging types and classification systems
3. Distinguish the characteristics and functions of hotel's revenue and cost centers
4. Describe the components, concepts and characteristics of the restaurant and managed services segments.
5. Explain the components and impacts of tourism
6. Discuss the characteristics of the event, recreation, attractions, private club, and gaming sectors
7. Differentiate between hospitality operational planning and hospitality strategic management.
8. Discuss the importance of business ethics in hospitality management.

Course Meeting Information:

Class meeting time: Thursday, 12:30 PM -1:45 PM

Modality and Location: .Hybrid; Kennesaw Campus Campus | Burruss Building | Room 368

Course Materials:

image
not
available

Introduction to Hospitality

ISBN: 9781292469836

Authors: John R. Walker

Publication Date: 2025-01-01

Edition: 9TH

Required

Course Requirements and Assignments:

Attendance, Participation and Discussion

Attendance will be taken at each session, and is, along with class participation, a component of the final grade. Please note that since this course will include online components, timely participation in assigned online activities will count towards your attendance and participation grade. Hence, completion of online activities equates to attendance. Such activities include reading posted documents; participating in online discussions, submitting assignments and taking exams. If an emergency arises and you cannot attend class (or participate online in a timely manner), please contact the professor immediately. Ultimately, it is your responsibility to attend all classes and read and prepare for class assignments in a timely manner. Please note that you will need to make up missed assignments or readings on your own schedule. Points for participation and preparedness will accumulate based on the student's command of the information contained in reading materials as demonstrated by his/her contributions to class participation as determined by the professor. Please note that students are not allowed to sign for those who are late or absent. Special caveat - if you do not attend class regularly, it is difficult to participate.

A Note on Class Discussions/Participation

You will participate in online discussions. Class participation (face-to-face and online) refers to making relevant and meaningful contributions to discussions that enhances the quality of our class sessions. Thus, the content (i.e., what?) as well as the process (i.e., how?) of discussions are important. Below are some guidelines for our discussions:

Discussion Guidelines

- You are required to respond to the initial question(s)/scenario(s) posted by your instructor and respond to at least two of your classmate's comments. Do not aspire for with the minimum requirement! Your goal should be to have a meaningful academic conversation with your peers online.
- Visit the discussion board frequently and follow the flow of the conversation. Add to the conversation and help it "move forward".
 1. Post your comments frequently and evenly during the discussion period (early means the day the discussion forum opens and one day after). Do not simply "jump online" at the start of the period or the end of the period. Doing so could mean that you will miss a significant portion of the conversation and lose points.
- Check your comments prior to posting. This will ensure appropriate "netiquette" (grammar, spelling, free from jargon etc.).
- Postings should be reflective, short, and concise. Do not stray from the question/arguments.
 1. Keep postings to one short succinct paragraph that addresses the question or advance the conversation/discussion.
- When possible, use quotes or examples from your readings to support your arguments. This will strengthen your arguments.
 1. Include page numbers if you use quotes
- Avoid posting limited "sound bites" that do not advance the conversation or answer the posted question(s)
 1. Do not simply post comments such as: "I agree"; "I disagree"; "I love your idea"; "You're wrong". If you agree or disagree with an idea, explain why you agree or disagree using facts from your readings or from your personal or professional experiences.
- If you disagree with a comment, do so in a respectful manner. "Preserve" your peer's dignity while disagreeing.
 1. Focus your disagreement on the argument(s), not the person.
- Examine the consequences or implications of your (or your colleague's) arguments.
- If you are unsure about the main idea or theme of a posting, post a clarifying question.

- To advance the conversation, challenge (in a respectful manner) arguments that have been posted on the discussion board.
 1. When appropriate, suggest a different perspective

Discussion Posting examples

Poor Posting: "I disagree with your posting that business attire, including a necktie for men, is appropriate for all office settings. You are wrong. That's just stupid."

- This is a poor posting since the individual simply disagrees without stating the reason(s) why she/he disagrees. Furthermore, the individual is disrespectful by stating that the comment is "stupid. This is also an example of "attacking" the person and not the argument(s).

Excellent posting: "I understand your perspective that business attire, including a necktie (for men) is appropriate for office settings. However, as our professor indicated in class, this is not the case for all companies. She indicated that various levels of business attire exist in the workplace and a company's dress code can range from traditional formal attire to casual attire. You might also recall that our professor indicated that it is safe to wear conservative attire if the company's business attire is unknown. However, our professor also suggested that for some companies, including Google and Apple, it is common practice to see employees, including senior leaders walking around the office in shorts and flip-flops. Hence, I believe the appropriate office attire is conservative attire that adheres to the company's corporate culture."

- This is an excellent response because it is done in a respectful manner. It is also short and uses facts/information from the course, to support arguments. The writer also disagrees without using the words, "I disagree with you". Finally, the writer indicated his/her perspective instead of simply staying neutral or "sitting on a fence".

Quizzes and exams

Students are required to take all examinations at the scheduled time. There will be quizzes, one (1) midterm examination, and a final examination at the end of the semester. No make-up exams will be given, except for a very serious documented situation. If a student encounters such a serious problem, she/he must request consideration from the professor for a make-up examination as soon as possible after the event occurs. All situations will be subject to proof of acceptable documentation from the student to the instructor. It is the sole discretion of the instructor, and the instructor reserves the right to refuse to grant any make up exams, including but not limited to the final exam. If an exam is not taken, the student will receive zero for that part of the grade.

Term Assignments

Students are required to prepare cases and discussion questions during the semester. Cases will be for class discussion (face-to face and online), and students will be randomly selected to discuss the case.

Class Lectures

Class lectures will include guest lecturers, videos, handouts, and reports by classmates. Lecture notes, PowerPoints, case studies, and other course materials will be posted in the University's online course management platform, D2L. Please ensure that you are familiar with this online tool, as some classes will be conducted online. Lectures will be face-to-face/or online. Carefully note all readings and homework assignments. They must be completed prior to class discussion of the topic, as they are designed to serve as a springboard for lectures.

Evaluation and Grading Information:

Grade Determination

Final grade will be determined as follows:

Activities	Percentage
Weekly Case discussions-online	20%
Attendance, in-person contribution	10%
Quizzes (3)	30%
Midterm	20%
Final Examination	20%
Total	100%

Percentage Letter Grade

- 90%-100%A
- 80%-89%B
- 70%-79%C
- 60%-69%D
- 0%-59%E

Early Alert / Progress Reports

This class is participating in Early Alerts, which faculty will submit during the first few weeks of class. These reports notify advisors and student success coaches to a range of things like missing class, missing assignments, if you might need to visit tutoring, or could benefit from help with time management or study skills. These are not recorded as grades and are meant to provide you with some additional resources to ensure you can be successful in your class. If you receive notification of an early alert, please take advantage of these resources.

Midterm Grades

A midterm grade may be assigned by the midterm grade due date identified on the academic calendar. This midterm grade is for assessing mid-semester performance at least one week prior to the last day to withdraw without academic penalty. You may view your midterm grade in Owl Express. Note that only your final grade will be officially recorded on your academic transcript.

Course Calendar:

See Course Calendar

Week	Course Learning Objective (CLO) & Topic(s)	Instructional Materials	Assessment & Assignments
Week 1	<ul style="list-style-type: none"> • CLO 1 • Course Introduction • Syllabus Review • Course Expectations 	<ul style="list-style-type: none"> • Read the course syllabus and weekly schedule. 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Quiz 1 (week 3)
Week 2	<ul style="list-style-type: none"> • CLO 2 • Introduction to Hospitality • The Hotel Business 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapters 1 and 2 of the textbook. • Guest Speakers 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions.

		<ul style="list-style-type: none"> • STR Classification 	<ul style="list-style-type: none"> • Quiz 1 (week 3)
Week 3	<ul style="list-style-type: none"> • CLO 3 • Rooms Division Management 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapter 3 of the textbook. • Guest Speakers • Review STAR Report 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Quiz 1
Week 4	<ul style="list-style-type: none"> • CLO 3 • Hotel Food & Beverage Management • Beverages 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapters 4 & 5 of the textbook. • Guest Speakers 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Quiz 2 (week 6)
Week 5	<ul style="list-style-type: none"> • CLO 4 • The Restaurant Business • Restaurant Management 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapters 6 & 7 of the textbook. • Guest Speakers • Videos • Daily Report 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Quiz 2 (week 6)
Week 6	<ul style="list-style-type: none"> • CLO 4 • Managed Services • Corporate Day: Legacy Ventures Panel - Student Center 	<ul style="list-style-type: none"> • Corporate Day: Legacy Ventures Panel - Student Center • Read the PowerPoint slides posted on D2L. • Read chapter 8 of the textbook. • Guest Speakers • Videos 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Quiz 2
Week 7	<ul style="list-style-type: none"> • CLO 5 • Tourism Components and Impacts 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapter 9 of the textbook. • Guest Speakers 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Midterm (week 8)
Week 8	<ul style="list-style-type: none"> • CLO 6 • Recreation, Attractions and Private Clubs 	<ul style="list-style-type: none"> • Read the PowerPoint slides posted on D2L. • Read chapter 10 of the textbook. • Guest Speakers 	<ul style="list-style-type: none"> • Respond to the questions posted for the weekly discussions and respond to peers' postings. • Read the week's case study and answer the questions on the discussion board and in class discussions. • Midterm exam

Week 9	<ul style="list-style-type: none"> Corporate Day: Vision Hospitality Panel CLO 6 The Gaming Entertainment 	<ul style="list-style-type: none"> Corporate Day: Vision Hospitality Panel Read the PowerPoint slides posted on D2L. Read chapter 11 of the textbook. Guest Speakers 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions. Quiz 3 (week 11)
Week 10	<ul style="list-style-type: none"> CLO 6 Meeting, Conventions and Expositions 	<ul style="list-style-type: none"> Read the PowerPoint slides posted on D2L. Read chapter 13 of the textbook. Guest Speakers 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions. Quiz 3 (week 11)
Week 11	<ul style="list-style-type: none"> CLO 6 Special Events 	<ul style="list-style-type: none"> Read the PowerPoint slides posted on D2L. Read chapter 14 of the textbook. Guest Speakers 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions. Quiz 3 Due
Week 12	<ul style="list-style-type: none"> CLO 7,8 Leadership and management 	<ul style="list-style-type: none"> Read the PowerPoint slides posted on D2L. Read chapter 15 of the textbook. 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions.
Week 13	<ul style="list-style-type: none"> Corporate Day: Omni Hotels and Resorts Panel CLO 7 Planning 	<ul style="list-style-type: none"> Corporate Day: Omni Hotels and Resorts Panel Read the PowerPoint slides posted on D2L. Read chapter 16 of the textbook. 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions.
Week 14	<ul style="list-style-type: none"> CLO 7 Organizing 	<ul style="list-style-type: none"> Read the PowerPoint slides posted on D2L. Read chapter 17 of the textbook. 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings. Read the week's case study and answer the questions on the discussion board and in class discussions. Final exam Due 5/8
Week 15	<ul style="list-style-type: none"> CLO 7 Communication and Decision- 	<ul style="list-style-type: none"> Read the PowerPoint slides posted on D2L. 	<ul style="list-style-type: none"> Respond to the questions posted for the weekly discussions and respond to peers' postings.

	<p>Making</p> <ul style="list-style-type: none"> Control 	<ul style="list-style-type: none"> Read chapter 18 of the textbook. Read chapter 19 of the textbook. <p>Guest Speakers</p>	<ul style="list-style-type: none"> Read the week's case study and answer the questions on the discussion board and in class discussions. <p>Final Exam Due 5/8</p>

Course Policies:

Preparation and Participation

Attendance will be taken at each session, and is, along with class participation, a component of the final grade. Please note that since this course is taught via the hybrid delivery mode, timely participation in assigned online activities will count towards your preparation and participation grade. Hence, completion of online activities equates to attendance. Such activities include reading posted documents; participating in online discussions; submitting assignments and taking exams. If an emergency arises and you cannot attend class (or participate online in a timely manner), please contact the professor immediately. Ultimately, it is your responsibility to attend all classes, read and prepare for class assignments in a timely basis. Please note that you will need to make up missed assignments or readings on your own schedule. Points for participation and preparedness will accumulate based on the student's command of the information contained in reading materials as demonstrated by his/her contributions to class participation as determined by the professor. Please note that students are not allowed to sign for those who are late or absent.

Classroom Etiquette

Students are expected to be courteous and respectful of each other and the professor and hence, disruptive behavior will not be tolerated. Disruptive behavior is student behavior in a classroom or other learning environments (including both on and off-campus locations as well as online), which disrupts the educational process. Note that disruptive class behavior for this purpose is defined by the instructor. Such behavior includes, but is not limited to, verbal or physical threats, disparaging remarks to other students, using offensive language, unreasonable interference with class discussion, making/receiving personal phone calls or text messages during class, excessive tardiness, leaving and entering class frequently in the absence of notice to instructor of illness or other extenuating circumstances, and persisting in disruptive personal conversations with other class members. For purposes of this policy, it may also be considered disruptive behavior for a student to exhibit threatening, intimidating, or other inappropriate behavior towards the instructor or classmates. Students are encouraged to obtain and read the University's student conduct policy set forth at: https://scai.kennesaw.edu/KSU_Codes_of_Conduct_2019-2020.pdf. Please note that students are expected to arrive no later than five minutes after the scheduled starting

time. Students who do not adhere to the classroom etiquette may be asked to leave the class.

Academic Misconduct

All students at Kennesaw State University are expected to demonstrate scholarly behavior, academic honesty, and ethical behavior always. It is reasonable to assume that individuals who are unethical business students are more likely to become unethical business practitioners. As a result, our school has an obligation to our business partners, other students, faculty, and staff to react quickly to address concerns of academic misconduct. All forms of academic misconduct or unethical conduct related to academic work, including without limitation, plagiarism, self-plagiarism, cheating, misrepresentation, unauthorized collaboration, falsification, and multiple submissions (a form of self-plagiarism) will result in immediate sanctions/or penalties.

Please note that lack of knowledge of this policy or receiving help from someone that you didn't know had plagiarized are not acceptable defenses to any charge of academic misconduct. Please see the policy set forth at: <https://scai.kennesaw.edu/codes.php> for examples and definitions that clarify the standards by which academic misconduct is judged.

Attendance Policy

Attendance will be taken at each session, and is, along with class participation, a component of the final grade. If an emergency arises and you cannot attend class, please contact the professor immediately. Ultimately, it is your responsibility to attend all classes, read and prepare for class assignments on a timely basis. Please note that you will need to make up what you miss on your own schedule. Each class session and topics covered are important, therefore, please refrain from asking your professor if you missed anything important (if you miss class(es)). Points for participation and preparedness will accumulate based on the student's command of the information

contained in reading materials as demonstrated by his/her contributions to online/or in-class participation, as determined by the professor. The professor will randomly call on/or post questions to specific students to encourage full participation. Special caveat - if you do not attend class regularly (or login frequently) it is difficult to participate.

Assignments

Students are required to complete and submit assignments for grading by the due date into the appropriate drobox/or forum. The course agenda gives precise dates for each week's submissions. Due dates will also be posted on the announcement board in D2L. Further, your professor will inform you if there are changes to assignment submission dates.

All assignments must be submitted before the deadline on the assigned due dates. Late assignments will receive a reduction in grade of 10% per day, for each day the assignment is late. Assignments that are five or more days late will not be accepted. If an assignment is not submitted, the student will receive zero for that part of his/her overall grade.

Makeup Exams

No make-up exams will be given, except for a very serious documented situation. If a student encounters a serious problem, she/he must request consideration from the professor for a make-up examination as soon as possible after the event occurs. All situations will be subject to proof of acceptable documentation from the student to the instructor. It is the sole discretion of the instructor, and the instructor reserves the right to refuse granting any make up exams including but not limited to the final exam. If an exam is not taken, the student will receive zero for that part of the grade.

Communication

1. Course Announcements

1. All course announcements will be posted on the course's home page in D2L, under "Announcements". Please visit the course's D2L home page often for announcements and updates.

Emails

1. Email (the e-mail address listed above) is the preferred way to contact me. All emails should be sent to me at my KSU email address (mjone720@kennesaw.edu). You must also send your emails from your KSU email account, and not your personal accounts.
 1. During the week, expect a response within 24 hours. For emails sent over the weekend, expect a response on the following Monday. This would also hold true for holidays. If you do not receive a response within 24 hours, please follow-up with another email as technical difficulties could prevent your email from successful transmission.
 2. Emails to the entire class will be done through the D2L email platform. Therefore, please check your D2L email frequently or configure it so that emails are forwarded to your preferred email account.

Telephone

1. If you have an emergency and need to contact me, please text, or call me at (470-851-4821). Please include your name, class, and a brief description of your emergency. I will call you as soon as possible after receiving your text. Please do not leave a message on the office telephone as I might be delayed in getting back to you.

Grading

1. Grades for quizzes and exams will be posted in D2L within 5 days of the exam close date.
1. Grades for assignments will be posted in D2L within 7 days of the submission date.

Exceptions and Unusual Circumstances

1. If stated deadlines cannot be met due to unforeseen circumstances, an e-mail will be sent to the class in D2L prior to the due date. A message will also be posted in the announcement area on D2L

Modified Operations Policy:

Kennesaw State University is committed to remaining open and continuing full operations, including class schedules, whenever possible. The Office of the President, in consultation with the KSU Office of Emergency Management and other officials, will determine when an emergency impacts KSU's normal operations. When the University is closed due to an emergency, all classes will be canceled, and non-essential personnel will not be expected to work.

When the University shifts to modified operations, Cabinet members, in consultation with the Office of the President or designee and the Office of Emergency Management, will be responsible for determining appropriate operational continuity for their divisions. This may include remote work. During modified operations, each faculty member will be responsible for instructional continuity for their classes. To ensure instructional continuity, all Academic Colleges and Departments are expected to maintain and regularly update instructional continuity plans. All syllabi should also include an instructional continuity plan statement specific to that course.

During a weather event or other emergency, those commuting to campus should exercise their best judgment when determining travel options. If the University remains open and an employee elects not to report to work, the employee will be required to use their accrued vacation time.

The University will announce campus closures and delayed schedules in several ways. The cell phone number on file with the university will automatically receive KSU Alerts, so make sure your information in OwlExpress is accurate at all times. An email will also be sent to your university account.

In addition, announcements will be made by a notice on the Kennesaw State University home page.

Our class continuity plan includes:

Communication: Please check D2L Brightspace or e-mail for necessary instructions.

Virtual Classes: If in-person classes are not possible, we may transition to virtual classes using MS Teams.

Assignments and Assessments: Deadlines for assignments and assessments may be adjusted to accommodate the emergency situation.

We understand that emergencies create unique challenges. If you need additional support during an emergency, reach out via Brightspace or e-mail. The university also offers resources such as counseling and academic support, which can be accessed remotely.

Policy on the Usage of Artificial Intelligence: In this class, you are welcome to use AI for any purpose. However, you should note that all AI generative tools still tend to make up incorrect facts and fake citations, code generation models tend to produce inaccurate outputs, and image/art generation tools can produce copied work or offensive products. You will be responsible for any inaccurate, biased, offensive, or otherwise unethical content you submit regardless of whether it originally comes from you or an AI tool. If you use an AI tool, its contribution must be credited in your submission. The use of an AI tool without acknowledgement is cheating and constitutes a violation of the KSU Code of Academic Integrity.

Institutional Policies:

Academic Integrity Statement:

Every KSU student is responsible for upholding the provisions of the [Student Code of Conduct](#), as published in the Undergraduate and Graduate Catalogs. Section 5c of the Student Code of Conduct addresses the university's policy on academic honesty, including provisions regarding plagiarism and cheating, unauthorized access to university materials, misrepresentation/falsification of university records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the Department of Student Conduct and Academic Integrity (SCAI), which includes either an "informal" resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the Code of Conduct's minimum one semester suspension requirement.

KSU Disruption of Campus Life policy:

All students are responsible for knowing the information, policies and procedures outlined in the Kennesaw State University Codes of Conduct. [Student Conduct and Academic Integrity \(SCAI\)](#) includes: the general Student Code of Conduct, the Residential Code of Conduct, and the Code of Academic

Integrity.

KSU Web Accessibility:

Federal law Section 508 Subsection 1194.22 of the Rehabilitation Act and the Board of Regents (BOR) of the University System of Georgia (USG) Web Accessibility Guidelines require that all web content meet the federal government's accessibility guidelines. As such, KSU complies with USG guidelines.

University accessibility assistance is provided by several offices as noted below. Staff in these offices work to accommodate requests for access or assistance with access as soon as possible in order to either accommodate the request or identify an effective alternative for the requester.

Request for Office Contact Number Contact Email

- Student Support Services Student Disability Services 470-578-2666 sds@kennesaw.edu
- Student Technology Assistance Student Technology Assistance
- University Information Technology Services 470-578-3555 studenthelpdesk@kennesaw.edu
- Third Party Technology Assistance University Information Technology Services 470-578-6999 service@kennesaw.edu

KSU Reasonable Accommodations:

Students with qualifying disabilities under the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act who require "reasonable accommodation(s)" to complete the course may request those from Office of Student Disability Services. Students requiring such accommodations are required to work with the University's Office of Student Disability Services rather than engaging in this discussion with individual faculty members or academic departments. If, after reviewing the course syllabus, a student anticipates or should have anticipated a need for accommodation, he or she must submit documentation requesting an accommodation and permitting time for a determination prior to submitting assignments or taking course quizzes or exams. Students may not request retroactive accommodation for needs that were or should have been foreseeable. Students should contact the office as soon as possible in the term for which they are seeking accommodations. Student Disability Services is located in Kennesaw Hall, Room 1205 on the Kennesaw campus and Building A in Suite 160G on the Marietta campus. Please visit the [Student Disability Services \(SDS\) website](#) for more information, or call the office at 470-578-2666 (Kennesaw campus) or 470-578-7361 (Marietta campus).

KSU Enrollment Management/Course Attendance:

Students are solely responsible for managing their enrollment status in a class; nonattendance does not constitute a withdrawal.

Copyright Law:

It is the responsibility of KSU faculty and students to respect the rights of copyright holders and complying with copyright law. The University System of Georgia recognizes that the exclusive rights of copyright holders are balanced by limitations on those rights under federal copyright law, including the right to make a fair use of copyrighted materials and the right to perform or display works in the course of face-to-face teaching activities.

The University System of Georgia facilitates compliance with copyright law and, where appropriate, the exercise in good faith of full fair use rights by faculty and staff in teaching, research, and service activities. The University System of Georgia ensure compliance with copyright law in the following ways.

1. The USG informs and educates students, faculty, and staff about copyright law, including the limited exclusive rights of copyright holders as set forth in 17 U.S.C. § 106, the application of the four fair use factors in 17 U.S.C. § 107, and other copyright exceptions.
2. The USG develops and makes available tools and resources for faculty and staff to assist in determining copyright status and ownership and determining whether use of a work in a specific situation would be a fair use and, therefore, not an infringement under copyright law;
3. The USG facilitates use of materials currently licensed by the University System of Georgia and provides information on licensing of third-party materials by the University System; and
4. The USG identifies individuals at the University System and member institutions who can counsel faculty and staff regarding application of copyright law.

Protecting Students' Privacy (FERPA):

Students have certain rights to privacy. These rights are mandated by federal policy. [The Student Handbook](#) contains information regarding Rights Pertaining to Student Records, and FERPA specific details are available on the [KSU FERPA website](#).

A key requirement of the formal evaluation process is the protection of individual privacy rights concerning educational grading. The University's online learning system and email system is designed to prevent unauthorized individuals from gaining access to sensitive information or information protected by federal or state law. Consequently, faculty and students are strongly encouraged to only communicate regarding course matters through the University's designated technology learning system.

Information should not be made public in any way in which a student's grades, social security number, or other personal information may be identified. Grade information may be shared with members of the KSU community who also have a legitimate educational interest in student success (e.g. academic advisors or members of the Behavioral Response Team). Faculty may be asked to provide early alert information if there is a concern that a student is at risk, academically or otherwise.

KSU Sexual Misconduct:

In accordance with federal and state law including, Title IX of the Education Amendments of 1972 ("Title IX") and Title VII of the Civil Rights Act of 1964

(Title VII), the University System of Georgia (USG), including Kennesaw State University, prohibits discrimination on the basis of sex in any of its education programs or activities or in employment. The USG is committed to ensuring the highest ethical conduct of the members of its community by promoting a safe learning and working environment. To that end, Kennesaw State University follows USG Board of Regents Policy Manual, Section 6.7. [Visit Title IX.](#)

Withdrawal from Classes:

A student who officially withdraws from a course by the end of the last day to withdraw without academic penalty will receive a grade of "W" and receive no credit.

A student will receive a refund only when the student withdraws from ALL courses for the applicable semester and only by the schedule outlined in the University refund policy found in the Tuition, Expenses, & Financial Aid section of the undergraduate and graduate university catalogs.

Students should be aware that a reduction in their hours might result in the loss of full-time student status and thus affect their financial aid, scholarships, athletic and ticket eligibility, University housing accommodations, use of University resources and access to University facilities, visa for international students, and Veterans Educational Benefits. Students should contact the appropriate office and their academic advisor with questions about the impact of their withdrawal from a course before initiating a withdrawal. Veterans and dependents of veterans who receive educational benefits must notify the Veterans Education Benefits Area in the Office of the Registrar of any course load reductions.

Hardship Withdrawals

If a student experiences significant personal hardship (e.g., medical or family emergency, prolonged illness), the Dean of Students can approve a hardship withdrawal from all courses in the term for which the student is currently registered. In the case of an approved hardship withdrawal from all courses, the Registrar will assign grades of "W" for those classes. The deadline for final approval of a hardship withdrawal by the Dean of Students is the last day of class for which the hardship withdrawal is sought. If the hardship withdrawal process is not complete by the last day of class for which the hardship withdrawal is sought, a student must appeal for a retroactive hardship withdrawal from the Academic Standing Committee.

Appeals for retroactive hardship withdrawals must be directed to the Academic Standing Committee. Retroactive hardship withdrawals are rarely granted if it has been more than one year since the last day of class for which the withdrawal is sought. Extraordinary justification must be shown. In the case of approved retroactive hardship withdrawals, the Registrar will assign a grade of "W."

University Initiated Withdrawals

If a student is suspended by the Office of Student Conduct following a violation of the University's Code of Conduct not related to academic dishonesty, the Office of Student Conduct may facilitate a University-initiated withdrawal from courses for which a student is registered for the term. The Registrar will assign grades of "W" for those classes.

Military Withdrawals

A student will receive a "WM" symbol for all courses and a full refund of tuition and mandatory fees and a pro rata refund of other fees for military and other service, as defined by [BOR Policy Manual, Section 7.3.5.3](#). To request a military withdrawal, the student must submit a copy of official orders to the Office of the Registrar.

Academic Feedback:

Institutional Chief Academic Officers will encourage faculty to clarify for students, at the beginning of each course, the basis on which grades will be determined and to provide timely academic feedback as the course progresses ([BOR Academic and Student Handbook Policy 2.18](#))

Netiquette: Communication Courtesy:

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats (link forthcoming).

Course Delivery:

KSU may shift the method of course delivery at any time during the semester in compliance with University System of Georgia health and safety guidelines. In this case, alternate teaching modalities that may be adopted include hyflex, hybrid, synchronous online, or asynchronous online instruction. Please refer to the Instructional Continuity statement included in each course syllabus for specific plans.

University Sponsored Academic Resources:

University Academic Resources:

- [Academic Tutoring Services](#)
- [Disability Resources](#)
- [Library](#)
- [Supplemental Instruction](#)
- [The Writing Center](#)
- [Virtual Smart Center](#)
- [Academic Advising](#)

Student Resources:

- [Student Support Links for Online Learning](#)
- [Student Success Resources](#)
- [Scholarships and Financial Aid](#)
- [Office of the Registrar](#)
- [Office of the Bursar](#)

Grade Appeals and Student Complaints:

KSU desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. The [complaints and concerns webpage](#) was developed to assist current and prospective students in submitting complaints and appeals, and to direct them to the most effective venue for accurate information and resolution. The resources on the page will direct students to the specific venue to appropriately address the related student complaint.

Complaints for online students are resolved following the same general procedures for students who attend classes on campus. However, for any process that requires a student appear in person, the university may make other arrangements. For processes that cannot be completed via telephone, email, or written correspondence, the university may set up a two-way video-conference site in place of a meeting on the KSU campus.

Technology Resources:

For issues with technical difficulties, please contact the Student Helpdesk:

[Fill out a service form](#)

Email: studenthelpdesk@kennesaw.edu

Call 470-578-3555

[New Students Technology Services](#)- Steps that will help you meet the technological requirements of the University.

Any request for make-ups due to technical issues MUST be accompanied by the ticket number received from UITS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Additional Technology Resources:

- [1:1 Training Session](#)
- [Computer Labs](#)
- [Browser Checker](#)
- [My KSU Site for Accessing Online Tools](#)
- [USG Desire2Learn Help Center](#)
- [D2L Training Options & Resources for Students](#)
- [Owltrain Online Courses](#)
- [Check Service Outages](#)

Student Support and Wellness Resources:

YOU MATTER at KSU, and your well-being is a priority to us. College is exciting, but it can cause students to experience stress and feel overwhelmed. Through counseling, health education, addiction and recovery support, fitness and recreation activities, and access to basic needs, Wellbeing@KSU is here to help you do well and be well.

- [Department of Career Planning & Development](#)
- [Student Health Clinic](#)
- [Military and Veteran Services](#)

Faculty Profile (USG CV Requirement):

Directory Information:

Name	Title	Department
Maya Jones	Lecturer of Hospitality Management	Michael A. Leven School of Management, Entrepreneurship and Hospitality

Degrees Earned:

MS Global Hospitality Management |

BBA Hospitality Administration/Management |

Teaching Interests:

I teach courses such as Introduction to Hospitality, Hospitality and Travel Law, Event Planning & Management, and Hotel Management & Operations. I take a hands-on, industry-focused approach, regularly integrating current hospitality trends and real-world case situations to prepare students with the leadership, analytical, and practical competencies required to excel as innovative hospitality professionals.

Research Interests:

N/A

Recent Scholarship:

N/A















