

**George Mason University**  
**College of Education and Human Development**  
**School of Sport, Recreation, and Tourism Management**

**PRLS 410 DL1 – Administration of Sport, Recreation and Tourism**  
**Organizations I**  
**3 Credits – Summer 2020**

**Faculty**

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**Prerequisites/Corequisites**

60 hours or permission of instructor.

**University Catalog Course Description**

Focuses on operation and management of health, fitness, and recreation services organizations. Covers management and leadership theories and techniques, problem-solving and decision making, organizational communications, design of organizational structures, and budgeting.

**Course Delivery**

This course will be delivered online (76% or more) using [select either a synchronous or an asynchronous] format via Blackboard Learning Management system (LMS) housed in the MyMason portal. You will log in to the Blackboard (Bb) course site using your Mason email name (everything before @masonlive.gmu.edu) and email password.

**Under no circumstances, may candidates/students participate in online class sessions (either by phone or Internet) while operating motor vehicles. Further, as expected in a face-to-face class meeting, such online participation requires undivided attention to course content and communication.**

*Technical Requirements*

To participate in this course, students will need to satisfy the following technical requirements:

- High-speed Internet access with standard up-to-date browsers. To get a list of Blackboard's supported browsers see:  
[https://help.blackboard.com/Learn/Student/Getting\\_Started/Browser\\_Support#supported-browsers](https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support#supported-browsers)
- To get a list of supported operation systems on different devices see:  
[https://help.blackboard.com/Learn/Student/Getting\\_Started/Browser\\_Support#tested-devices-and-operating-systems](https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support#tested-devices-and-operating-systems)
- Students must maintain consistent and reliable access to their GMU email and Blackboard, as these are the official methods of communication for this course.

- Students may be asked to create logins and passwords on supplemental websites and/or to download trial software to their computer or tablet as part of course requirements.
- The following software plug-ins for PCs and Macs, respectively, are available for free download:
  - Adobe Acrobat Reader: <https://get.adobe.com/reader/>
  - Windows Media Player: <https://support.microsoft.com/en-us/help/14209/get-windows-media-player>
  - Apple Quick Time Player: [www.apple.com/quicktime/download/](http://www.apple.com/quicktime/download/)

### *Expectations*

- **Course Week:**  
Because asynchronous courses do not have a “fixed” meeting day, our week will start on **Thursday**, and finish on **Wednesday** by 11:59p.m.
- **Log-in Frequency:**  
Students must actively check the course Blackboard site and their Mason email for communications from the instructor regarding the course at least [#3] times per week. Units following the text, will be introduced on Thursdays, Discussion Boards submitted by Sunday nights, and Assignments submitted by Wednesday nights.
- **Participation:**  
Students are expected to actively engage in all course activities throughout the semester, which includes viewing all course materials, completing Discussion Boards and assignments.
- **Technical Competence:**  
Students are expected to demonstrate competence in the use of all course technology. Students who are struggling with technical components of the course are expected to seek assistance from the instructor and/or College or University technical services.
- **Technical Issues:**  
Students should anticipate some technical difficulties during the semester and should, therefore, budget their time accordingly. Late work will not be accepted based on individual technical issues.
- **Workload:**  
Please be aware that this course is **not** self-paced. Students are expected to meet *specific deadlines* and *due dates* listed in the **Class Schedule** section of this syllabus. It is the student’s responsibility to keep track of the weekly course schedule of topics, readings, activities and assignments due.
- **Instructor Support:**  
Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. You can meet with the instructor via telephone or web conference. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/times.
- **Netiquette:**  
The course environment is a collaborative space. Experience shows that even an innocent remark typed in the online environment can be misconstrued. Students must always re-read their responses carefully before posting them, so as others do not consider them as personal offenses. *Be positive in your approach with others and diplomatic in selecting your words.*

Remember that you are not competing with classmates, but sharing information and learning from others. All faculty are similarly expected to be respectful in all communications.

- **Accommodations:**

Online learners who require effective accommodations to insure accessibility must be registered with George Mason University Disability Services.

### **Student Objectives**

The course is designed to enable students to do the following:

1. Discuss management practices and principles developed and successfully used in business, industry and public agencies.
2. Discuss and apply a behavioral approach to facilitating individual development within sport, recreation, and tourism (SRT) organizations.
3. Identify problems affecting the management and operation of organizations and the delivery of sport, recreation and tourism services.
4. Discuss the principles of organizing, allocating and managing organizational resources in order to provide equitable delivery of sport, recreation and tourism services.
5. Apply budgeting principles and techniques to developing and managing operational budgets of SRT organizations.
6. Describe the barriers to effective communications and strategies for communicating in a multicultural society.

### **Professional Standards**

Upon completion of this course, students will meet the following professional accreditation standards from the *Council on Accreditation of Parks, Recreation, Tourism and Related Professions* (COAPRT):

7.3 Students graduating from the program shall be able to demonstrate entry-level knowledge about operations and strategic management/administration in parks, recreation, tourism and/or related professions.

### **Required Texts**

Bateman, T.S., Snell, S.A., & Konopaske, R. (2020). *M: Management, (6th edition)*; NY: McGraw-Hill Education. Available as an e-Textbook for rent or purchase at [www.barnesandnoble.com](http://www.barnesandnoble.com) ISBN: 978-1-260-06288-5

### **Course Performance Evaluation**

Students are expected to submit all assignments on time. This course will be graded on a point system, with a total of 100 possible points.

#### ***Requirements***

Discussion Board (class participation)	40 points
Assignments: Semester Project (4 assignments)	40 points
Journal Article:	20 points
	100 points

### **Assignments**

## **SEMESTER RESEARCH PROJECT**

### **Profile a SRT Organization**

### **Summary and General Instructions**

Objective: To conduct research and apply concepts learned in the course to profile a Sport, Recreation or Tourism/Hospitality/Event Management business organization that you see yourself working in.

*Basic Requirements:*

- The organization profiled can be made up by you, an existing or start-up agency.
- The organization will have at least 5+ full-time paid employees (or equivalent).
- The business may be in any sector – commercial/private, non-profit/private, or government/public.
- To receive full credit for the assignments, you must demonstrate evidence of research **with citations** for each assignment. You will accomplish this by:
  - Finding websites to help create your business information about the organization.
  - Use other references, the journal article, and your text to support and justify your work.
- Use present tense in your narrative, except when discussing history or future plans.
- Narrative should be “business professional”. Avoid jargon and redundancy. Note also that you are not “selling” the organization; I suggest using third person tense (vs. the first person “I”, “we” or “us”) when discussing the organization.
- With the possible exception of Assignment 1, do not repeat assignment instructions verbatim in the body of the paper. You may use headings to separate the sections if desired.
- Generally speaking, do not copy information! If deemed necessary to do so, properly cite.

*Recommendations:*

- Ensure that you understand the scope of research required for the summer project by becoming familiar with all individual assignment requirements from the start.
- APA (<http://www.apastyle.org/> and <http://www.apastyle.org/learn/tutorials/basics-tutorial.aspx>) or Chicago style([http://www.chicagomanualofstyle.org/tools\\_citationguide.html](http://www.chicagomanualofstyle.org/tools_citationguide.html)) is recommended for use in these assignments.

- **ASSIGNMENT 1 – Organization Overview**

**5 points** – Due by W June 10

**Grade/no grade; failure to submit this assignment by the due date will result in an automatic 4-point deduction on Assignment 2**

Provide an overview of your selected organization. Include:

- The name of the organization.
- The purpose of the organization – why it exists; what need(s) it meets.
- Who the organization serves; describe the client/customer base.
- Which sector (public, not-for-profit, commercial) the organization falls under; explain why your organization is in this sector.
- Explain why you chose to profile this organization.

General guidelines

- You may use an outline/bullet-point format for this assignment if preferred. The other assignments will be in report form.
- This submission should be 1-2 pages in length.

- **ASSIGNMENT 2 – The Organization**

**8 points (includes Assignment 1)** – Due by W June 17

Provide a written overview of the organization you have decided to profile, reiterating and expanding upon Assignment 1 content, without bullets.

#### Embed General Information

- The name of the organization
- Mission Statement – purpose of the organization
- Explain which sector (public, not-for-profit, commercial) the organization falls under and why it is in that sector.

#### History and Service

- What is the history of the organization; how and why was this organization established?
- Where the organization is located? Describe made up or real physical administrative and program space.
- Describe the services that your organization provides and the target markets. In other words, who are the services designed to serve and/or what customers/clients/constituents are most likely to use the services? How are services delivered to customers?
- Describe the organizations' stakeholders (not customers or employees).
- Name and explain at least three specific factors/activities in the Macroenvironment, including its subset, the **Competitive Environment**, that the organization should monitor regularly and how the organization will monitor these activities.
  - Consider specific activities in the Political, Economic, Social and Technological realms.  
Think in terms of all **five competitive forces** e.g. In the social area, look at demographics and values in both the market and the workforce. For instance, who are the rivals (direct competitors who can be made up or real)? What other services could be substitutes for the organization's offerings?

#### Organization Plan

- Present 2 SMART business (vs. program) goals that the organization is attempting to accomplish within the next year. Business goals are related to revenue generation and/or expense control (in the commercial sector, profitability), growth and customer service.
- **For each goal**, list 2-3 organizational plans (actions) the organization will execute to achieve those goals.
- Describe the 5-year vision for the organization. Describe two challenges that you believe that the organization will be facing in the future. Explain why you believe these challenges will exist and what steps you think the organization should take now to prepare for them.

#### References/Bibliography

Demonstrate research and use of course and outside resources - provide references.

#### General guidelines

- This paper should be 2-4 pages in length.
- Review Summary and General Instructions for additional details.
- **ASSIGNMENT 3 – Staffing the Organization**  
**10 points** – Due by W June 24 by 11:59p.m.

#### Leadership

#### Organizational Chart – 3 points

- What is the organizational chart for the organization. The chart should fit on one 8 x 11" page. Depending on the size of the organization, boxes may represent "work" at the individual job level or as a grouping of jobs. If the organization is very large, you may choose to represent a division or department of the organization (as opposed to the entire organization); please specify if this is the case and provide a brief overview of where this division/department fits into the overall organizational structure.
- Organizational Chart Narrative:
  - Explain which of the four structures discussed in class (Functional, Divisional, Matrix, Network, or a combination of these) best represents your organization's structure. Explain why that is the most efficient and effective way for your organization to get work done. Consider: Is your organization dynamic or stable? How much diversification is there in company businesses, products, customers and/or locations? Who should make strategic decisions? How much does the organization rely on lower level employees to be creative and autonomous in decision-making?
  - Provide any additional background information necessary to explain how the business is organized for action. Ensure that all critical business functions (administration, finance, HR, sales, marketing, and similar), as well as service and production, are clearly represented in the organizational chart OR described in the narrative

#### The Job Description – 3 points

Select one position from your organizational chart and create/find a job description for that position. This position must report to a supervisor (should not be the CEO for instance) AND must be a manager, supervising a minimum of one employee. **Include all of the recommended content of a job description.**

#### References/Bibliography/Interview – 2 points

Demonstrate research and use of course and outside resources - provide references.

#### General guidelines

- This paper should be 3-6 pages in length.
- Review Summary and General Instructions for additional details.

### • **ASSIGNMENT 4 - PROJECT PRESENTATION**

**15 points** – Due by F July 3 by 11:59p.m.

Develop a presentation that gives an **overview** of your semester project. Include the following **KEY** points:

1. The organization is... (name, location, size, sector). It was formed when... (history).
2. Our mission (purpose) is to ...
3. The organization offers... (services) that are designed to serve..... (markets)
4. One business goal that the organization plans to complete in the next year is...
5. The organization will achieve this goal by...
6. In the next 5 years the organization will ... (vision)
7. In the next 5 years, the leadership expects to have to overcome the following challenges...
8. Here is the organizational chart. The ... (structure type). This structure best represents the organization because...
9. The most valuable part of this project for me was...because...
10. The assignment (or aspect) that I found most challenging was...because...
11. Provide a complete bibliography of ALL references/resources used for this project, including footnotes.

Evaluation will be based on:

General guidelines

- Use any appropriate presentation format, such as Power Point, Prezi, video presentation or other.
- Stay on topic! The presentation should take no more than 10 minutes.
- Provide a full bibliography of references used in all aspects of this project

**Journal Article:**

Find and read a recent (within the last 10 years) and relevant article from a credible and reputable journal that is about your type of organization you selected for your summer project. You should be able to relate the content to business administration in sports, recreation, tourism/hospitality or event management.

Ability to summarize the article’s main points clearly and concisely.

Relevancy of the article to your project and/or the sports, recreation, and tourism/hospitality or event management industries.

Your "take-away"; how the reading was meaningful to you and what you learned. Describe how the article relates to your semester project, and the sports, recreation, and tourism/hospitality or event management industries.

Bibliographical reference.

**Grading**

*Attendance Policy:*

There is NO make-up work.

Written work is to be typed and spell checked to avoid point deduction. Assignments are due on assigned days unless approved ahead of time and no late Discussion Boards will be available.

**Grading Scale**

A = 90-100	B = 80-89	C = 70-79	D = 60-69	F = 0-59
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**Course Calendar for PRLS 410**

ASSIGNMENT DUE		
<b>Thursday, June 4</b> Unit One	<b>Sunday, June 7</b> <b>Discussion Board Due</b> by 11:59p.m.	<b>Wednesday, June 10</b> <b>Assignment #1</b> Completed by 11:59p.m. (5 points)
<b>Thursday, June 11</b> Unit Two	<b>Sunday, June 14</b> <b>Discussion Board Due</b> by 11:59p.m.	<b>Wednesday, June 17</b> <b>Assignment #2</b> Completed by 11:59p.m. (8 points)
<b>Thursday, June 18</b>	<b>Sunday, June 21</b>	<b>Wednesday, June 24</b>

Unit Three	<b>Discussion Board</b> Due by 11:59p.m.	<b>Assignment #3</b> Completed by 11:59p.m. (10 points)
<b>Thursday</b> , June 25 Unit Four	<b>Sunday</b> , June 28 <b>Discussion Board</b> Due by 11:59p.m.	<b>Wednesday</b> , July 1 <i>Journal Article</i> Completed by 11:59p.m. (20 points)
<b>Thursday</b> , July 2 Unit Five		<b>Friday</b> , July 3 <b>Assignment #4</b> Completed by 11:59p.m. (15 points)

*Faculty reserves the right to alter the schedule as necessary, with notification to students.*

### **Core Values Commitment**

The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles: <http://cehd.gmu.edu/values/>.

### **GMU Policies and Resources for Students**

#### *Policies*

- Students must adhere to the guidelines of the Mason Honor Code (see <https://catalog.gmu.edu/policies/honor-code-system/> ).
- Students must follow the university policy for Responsible Use of Computing (see <https://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>).
- Students are responsible for the content of university communications sent to their Mason email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students **solely** through their Mason email account.
- Students with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see <https://ds.gmu.edu/>).
- Students must silence all sound emitting devices during class unless otherwise authorized by the instructor.

#### *Campus Resources*

- Support for submission of assignments to Tk20 should be directed to [tk20help@gmu.edu](mailto:tk20help@gmu.edu) or <https://cehd.gmu.edu/aero/tk20>. Questions or concerns regarding use of Blackboard should be directed to <https://its.gmu.edu/knowledge-base/blackboard-instructional-technology-support-for-students/>.



- For information on student support resources on campus, see <https://ctfe.gmu.edu/teaching/student-support-resources-on-campus>

**Notice of mandatory reporting of sexual assault, interpersonal violence, and stalking:**

As a faculty member, I am designated as a “Responsible Employee,” and must report all disclosures of sexual assault, interpersonal violence, and stalking to Mason’s Title IX Coordinator per University Policy 1202. If you wish to speak with someone confidentially, please contact one of Mason’s confidential resources, such as Student Support and Advocacy Center (SSAC) at 703-380-1434 or Counseling and Psychological Services (CAPS) at 703-993-2380. You may also seek assistance from Mason’s Title IX Coordinator by calling 703-993-8730, or emailing [titleix@gmu.edu](mailto:titleix@gmu.edu).

**For additional information on the College of Education and Human Development, please visit our website <https://cehd.gmu.edu/students/>.**

PRLS 410 RUBRIC - SEMESTER PROJECT ASSIGNMENT

**Create and Profile a SRT Organization**

<i>COAPRT 7.03 Students graduating from the program shall be able to demonstrate entry-level knowledge about operations and strategic management/administration in parks, recreation, tourism and/or related professions</i>	<b>Outstanding</b>  100 %	<b>Competent</b>  75 – 99%	<b>Minimal</b>  50 – 74%	<b>Unsatisfactory</b>  0-49%
Content Areas – 20-40% each (standards are “per section”)	Includes all required elements; demonstrates understanding of each element	Missing one required element OR does not fully demonstrate understanding of up to two elements	Missing 1-2 required elements AND/OR does not fully demonstrate understanding of up to three elements	Missing two or more required elements AND/OR does not demonstrate understanding of the content area subject
Evidence of Research – 20%	References at least two model organizations in content and bibliography/footnotes; Cites additional sources to support content	References at least two model organizations OR one model organization and additional sources	References at least one model organization OR additional sources	No references
Presentation – up to 10% deduction	Follows format and general guidelines as stated in assignment instructions	Does not follow format or general guidelines in 1-2 areas	Does not follow format or general guidelines in multiple areas	Does not follow format and general guidelines in multiple areas

Grammar and spelling – up to 10% deduction	Uses correct grammar and spelling	Infrequent grammar or spelling errors	Frequent grammar and spelling errors; does not interfere with conveyance of meaning	Frequent grammar and spelling errors that interfere with content delivery
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