

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

TOUR 110 – Professionalism and Civility
1 Credit, Spring 2024
Online

Faculty

Name: Tina Jones
Office Hours: By appointment
Text/Phone Contact: 703-993-2062
Email Address: tjonesq@gmu.edu

Prerequisites

None

University Catalog Course Description

Focuses on developing competencies in the areas of professionalism and civility in a variety of settings including professional image, conduct at work, telephone, written, oral, and electronic etiquette, table manners, and social networking with an emphasis on the cultural needs for honoring commitments and obligation.

Course Overview

George Mason University's strategic goals opening mission statement stresses "the institutions commitment to promoting an atmosphere of civility and respect at a very diverse university". Professionalism and Civility promotes positive respectful and sincere behaviors that encourage inclusiveness, serving as a basis for distinctive and acceptable living.

Course Delivery Method

This course will be delivered online (76% or more) using an asynchronous format via the Blackboard learning management system (LMS) housed in the MyMason portal. You will log in to the Blackboard course site using your Mason email name (everything before @masonlive.gmu.edu) and email password. The course site will be available on or before Tuesday, January 16th at 9:00 a.m.

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 a standard up-to-date browser, either Internet Explorer or Mozilla Firefox is required (note: Opera and Safari are not compatible with Blackboard).
- 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://windows.microsoft.com/en-us/windows/downloads/windows-media-player/>]
 - [Apple Quick Time Player: www.apple.com/quicktime/download/]

Expectations

- Course Week: Because asynchronous courses do not have a "fixed" meeting day, our week will start on Monday, and finish on Saturday.
- Log-in Frequency: Students must actively check the course Blackboard site and their GMU email for communications from the instructor, class discussions, and/or access to course materials at least 3 times per week.
- Participation: Students are expected to actively engage in all course activities throughout the semester, which includes viewing all course materials, completing course activities and assignments, and participating in course discussions and group interactions.
- 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. Those unable to come to a Mason campus 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 ensure accessibility must be registered with George Mason University Disability Services.

Learner Outcomes

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

1. Experience and practice personal and professional success through professionalism and civility.
2. Encourage respect, tolerance and sincere behavior in personal and business settings.
3. Learn peacekeeping skills vital to the enhancement of social and professional settings.
4. Promote positive, respectful, and ethical behaviors in yourself and others.

Required Text

None – Assigned reading will be given throughout the semester

Professional Dispositions

Students are expected to exhibit professional behaviors and civil dispositions at all times. These behaviors and dispositions are also learning outcomes for this course.

Assignments and Examinations

Blogs – *Students will participate in weekly blogs. Students are required to answer the blog questions and then are encouraged to comment on other classmates' posts. Blog assignments must be submitted on time in order to receive credit. Late blog responses and comments will not receive any credit. Blog comments should be thoughtful and provide detailed explanations of your responses.*

Short Assignments - *Students will be required to submit short assignments which will cover material introduced in the course materials and the textbook. Short assignments must be turned in on time in order to receive credit. Late submissions will not receive any credit.*

Etiquette Dinner – *Thursday, February 15th, 5:30-7:00 p.m. We will have one face-to-face class meeting on campus with dining services where you will get a chance to learn about dining etiquette and experience a delicious 4-course meal.*

Final Exam will cover all materials presented throughout the semester.

Other Requirements

Students are held to the George Mason University Honor Code.

Students will read the textbook and supplementary reading materials (provided), watch instructional videos, actively participate in discussions, and fulfill assignments.

Students are responsible for staying in contact with instructor via e-mail regarding absence.

Students are expected to submit all assignments on time in the manner outlined by the instructor. Final grades are based on student performance on the evaluation items identified in the syllabus.

Note that the final grade is earned as described above. There are no opportunities for extra points through additional assignments, do-overs, make-up work, or bonus items.

All assignments must be presented in a professional format.

Blog Assignments and Short Assignments –None of these assignments will be accepted late, nor can they be made up.

Exam – The exam must be completed on the scheduled dates. Only documented medical absences will be considered for make-up exams.

Course Performance Evaluation Weighting

Assignment	Points
5 Short Assignments @ 10 points each	50
6 Blogs @ 5 points each	30
Etiquette Dinner	10
Final Exam	10

Total	100
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Grading Scale

A+ = 97-100	B+ = 87 – 89	C+ = 77 – 79	D = 60 – 69
A = 94 – 96	B = 84 – 86	C = 74 – 76	F = 0 – 59
A- = 90 – 93	B- = 80 – 83	C- = 70 – 73	

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Students are expected to exhibit professional behaviors and dispositions at all times.

Class Schedule

Week	Topics / Activities
Week 1 1/16 – 1/20	<i>Introduction/ Definition: Civility and Professionalism</i> <ul style="list-style-type: none"> • Blog #1 due Saturday • Assignment #1 due Saturday
Week 2 1/22 – 1/27	<i>Civility in the Home</i> <ul style="list-style-type: none"> • Blog #2 due Saturday • Assignment #2 due Saturday
Week 3 1/29 – 2/3	<i>Civility in Community and School</i> <ul style="list-style-type: none"> • Blog #3 due Saturday • Assignment #3 due Saturday
Week 4 2/5 – 2/10	<i>Civility & Professionalism in the Workplace</i> <ul style="list-style-type: none"> • Blog #4 due Saturday • Assignment #4 due Saturday
Week 5 2/12 – 2/17	Dining & Social Interactions <ul style="list-style-type: none"> • Blog #5 due Saturday • Etiquette Dinner on campus – Thursday 2/15 from 5:30-7:00 p.m.
Week 6 2/19 – 2/24	<i>Civility, Professionalism and Racism</i> <ul style="list-style-type: none"> • Blog #6 due Saturday • Assignment #5 due Saturday
Week 7 2/26 – 3/2	Final Exam available 2/29 – 3/2

Note: The instructor reserves the right to alter the schedule as necessary, but will notify of any adjustments and distribute a revised syllabus.

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

Students must be fully familiar with the document, “Safe Return to Campus and Remote Learning Guidance for Students Enrolled in CEHD Courses,” which is posted as an addendum under the “Syllabus” tab of the course Blackboard site.

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see <http://oai.gmu.edu/the-mason-honor-code/>).
- 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 follow the university policy stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to VIA should be directed to viahelp@gmu.edu or <https://cehd.gmu.edu/aero/assessments>. 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, sexual harassment, interpersonal violence, and stalking: As a faculty member, I am designated as a “Non-Confidential Employee,” and must report all disclosures of sexual assault, sexual harassment, 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 or support measures from Mason’s Title IX Coordinator by calling 703-993-8730, or emailing titleix@gmu.edu.

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

