

**George Mason University
College of Education and Human Development
Tourism and Events Management**

TOUR 110 DL6 – Professionalism and Civility
1 Credit, Spring 2020
Online (January 21 – March 14, 2020)

Faculty

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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 using an asynchronous (not "real time") 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 full course site will be available by December 19, 2019.

Under no circumstances, may 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: some other browsers 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.
- 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 once every 72 hours.

- 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 should 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. If a Blackboard-originated technical problem is encountered during either test, take time-stamped screenshots that illustrate the problem, and advise Dr. Brayley by email with 30 minutes of encountering the problem.
- Workload: Please be aware that this course is not self-paced. Students are expected to meet *specific deadlines* and *due dates* listed in the Course Schedule section of this syllabus. Deadlines are in Eastern Standard Time. It is the student's responsibility to keep track of the weekly course schedule of topics, readings, activities and assignments due. Late assignments will not be accepted.

- 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 Dr. Brayley via telephone or web conference. Students should email Dr. Brayley 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.

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

Brayley, R.E. (2017) *Civility and Professionalism: Principles and Applications* ISBN 978-1-36-622601-3

Professional Dispositions

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

Course Schedule:

<u>Week 1 (January 21-25)</u>	<i>Definition: Civility and Professionalism</i>
	Textbook Chapters 1 and 2
	Discussion (due January 23rd)
	Assignment #1 (due January 24th)
<u>Week 2 (Jan 27 – Feb 1)</u>	<i>Civility in the Home</i>
	Textbook Chapter 3, Application 1

Discussion (due January 30th)

Assignment #2 (due February 1st)

Week 3 (February 3-8)

Civility at School

Textbook Chapter 4, Application 2

Test 1 (to be completed on Friday, February 7th, between 7:00 a.m. and 7:00 p.m.)

Week 4 (February 10-15)

Civility in the Community

Textbook Chapter 5, Application 3

Discussion (due February 13th)

Assignment #3 (due February 15th)

Week 5 (February 17-22)

Civility and Professionalism in the Workplace

Textbook Chapter 6, Application 4

Discussion (due February 20th)

Assignment #4 (due February 22nd)

Week 6 (February 24-29)

The Dispositions of a Civil Person

Textbook Chapter 7, Application 5

Discussion (due February 27th)

Assignment #5 (due February 29th)

Week 7 (March 2-7)

Personal Commitment to Professionalism and Civility

Readings

Test 2 (to be completed on Friday, March 6th, between 7:00 a.m. and 7:00 p.m.)

Week 8 (March 9-14)

Spring Break

Course Evaluation (on-line)

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

Evaluation:

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. Late arrival or early departure will result in a lower grade.

Assignments, reports, research, and presentations are due on dates noted or no credit will be awarded.

This course will be graded on a point system, with a total of 100 possible points.

97 - 100 = A+	(A grades indicate excellent performance on evaluated items)
93 - 96 = A	
90 - 92 = A-	
87 - 89 = B+	(B grades indicate very good performance on evaluated items)
83 - 86 = B	
80 - 82 = B-	
77 - 79 = C+	(C grades indicate adequate performance on evaluated items)
73 - 76 = C	
70 - 72 = C-	
65 - 69 = D	(a D grade indicates marginal performance on evaluated items)
0 - 64 = F	(an F grade indicates unacceptable performance on evaluated items)

Requirements:

Discussion posts	(5 x 5 points)
Assignments	(5 x 10 points)
Test 1	(10 points)
Test 2	<u>(15 points)</u>
TOTAL	100 points

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.

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 <http://oai.gmu.edu/the-mason-honor-code/>).
- Students must follow the university policy for Responsible Use of Computing (see <http://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 <http://ods.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 Tk20 should be directed to tk20help@gmu.edu or <https://cehd.gmu.edu/aero/tk20>. Questions or concerns regarding use of Blackboard should be directed to <http://coursessupport.gmu.edu/>.
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing (see <http://writingcenter.gmu.edu/>).
- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance (see <http://caps.gmu.edu/>).
- The Student Support and Advocacy Center staff helps students negotiate life situations by connecting them with appropriate campus and off-campus resources. Students in need of these services may contact the office by phone (703-993-5376). Concerned students, faculty and staff may also make a referral to express concern for the safety or well-being of a Mason student or the community by going to <http://studentsupport.gmu.edu/>, and the OSS staff will follow up with the student.

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