

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

RMGT 410 DL1 – Administration of Sport, Recreation and Tourism
Organizations I
3 Credits – Summer 2024
May 13 – June 17

Faculty

Name: Brenda Wiggins, Ph.D.
Office hours: Via Zoom
Office location: Remote
Office phone: 703 993-2068 voicemail
Email address: bwiggins@gmu.edu

Prerequisites/Corequisites

60 hours or permission of instructor.

University Catalog Course Description

Focuses on operation and management of sport, recreation and tourism 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/Ultra/Getting_Started/Browser_Support
- 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.

Expectations

- Course Week:

Because asynchronous courses do not have a “fixed” meeting day, our week will start on **Wednesday**, and finish on **Tuesday**.

- **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. In addition, students must log-in for all scheduled online synchronous meetings.
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 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. & Konopaske, R. (2022). M: *Management, (7th edition)*; NY: McGraw-Hill Education. Available as an e-Textbook for rent or purchase at www.barnesandnoble.com ISBN: 9781260735185

Course Performance Evaluation

Students are expected to submit all assignments on time with no exceptions. This course will be graded on a point system, with a total of 100 possible points.

Requirements

Discussion Boards A, B & C (class participation)	45 points
Assignments:	
#1 Organization Overview	5 points
#2 The Organization	8 points
#3 Staffing the Organization	10 points
#4 Semester Project Presentation/Journal Article	<u>32 points</u>
	100 points

Assignments

SEMESTER RESEARCH PROJECT Profile a SRT Organization

Summarized

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 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 and other products to help create your business information about the organization.

- Use other references such as 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) is recommended for use in these assignments.

- **ASSIGNMENT #1 – Organization Overview**

5 points – Due on *Assignments* by **T May 21** no later than 11:59p.m.

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-see **below**) the organization falls under; explain why your organization is in this sector.

Commercial - objective: maximize the wealth of their owners and shareholders

-pursuit of profit is the primary motivation, and financial decisions to profit maximization

- revenue sources: investors, sale of goods and services
- investors measure success based on return on investment
- no economic reward= no interest from investors
- ex: retail, corporations, etc.

Public - objective: provide programs and services designed to enrich the quality of life of the total population

- make financial decisions to provide programs and services based on the needs of the community, not the ability of the users to pay
- revenue source: taxes, user fees, alternate funding sources
- ex: law enforcement, education, most govt jobs

Non profit sector - objective: provide programs and services for members or targeted constituencies

- provide services on a break even or partial cost recovery basis
- MYTH: non-profits don't make money or pay well
- can generate revenue in excess of expenses and accumulate working capital and fund balances to accomplish their mission

- cannot distribute accumulated funds as a return to capital to people who fund or control the organization
- revenue sources: membership dues, gifts and donations, sale of goods and services
- ex: NFL, churches, humane society

- 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 on Assignments by T May 28th by 11:59p.m.

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 on *Assignments T June 11th* 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.**

Interview – 2 points

Choose questions in your interview that fill in the blanks regarding the research you have learned to date. **Provide both a section on the questions asked and a separate section on answers learned during the face to face interview** or via Zoom or phone with a professional consultant. Be sure to **identify the job title** of the employee interviewed. Provide both the questions and the answers. *Suggested questions* might include:

- confirming what you stated in Assignment #2 regarding the 5-year vision for the organization
- find out what s/he sees as two challenges they believe the organization will be facing in the future
- validate with s/he the organizational chart
- anything you see as helpful to round out the agency's information.

References/Bibliography– 2 points

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

General guidelines

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

- **ASSIGNMENT #4 - PROJECT PRESENTATION**

32 points – Due on *Assignments* during Exams between Thursday, June 20th and no later than 11:59p.m. Saturday, June 22nd

Part I of two parts

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. Two SMART goals that the organization plans to complete in the next year explaining each letter - S M A R T...
5. The organization will achieve these goals ... (*perhaps* by interview answers)
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 (at least two) of ALL references/resources used for this project.

Evaluation will be based on:

- Use any appropriate presentation format - Power Point or other video presentation.
- **You must include voiceover.**
- 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.

Part II of two parts

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. (See *Assignments* for possible journals).

Plan to discuss in your paper 1). a summary of the article's main points clearly and concisely, 2). relevancy of the article to your project and/or how it relates to the sports, recreation, and tourism/hospitality or event management industries, 3). your "take-away"; how the reading was meaningful to you and what you learned and 4). all bibliographical references.

Grading

Attendance Policy:

There is NO make-up work.

Written work uploaded is to be typed and spell checked to avoid point deduction. Assignments are due on the assigned days **unless approved ahead of time**. No late Discussion Boards or Assignments 1 – 4 will be available. There is no extra credit.

Grading Scale

A = 90-100	B = 80-89	C = 70-79	D = 60-69	F = 0-59
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Professional Dispositions

See <https://cehd.gmu.edu/students/polices-procedures/>

Course Calendar for RMGT 410

Weeks	Assignments and Discussion Board Due Dates	
#One begins Wednesday, May 15	Saturday, May 18 Discussion Board A Due by 11:59p.m.	Tuesday, May 21 Assignment #1 Completed by 11:59p.m. (5 points)
#Two begins Wednesday, May 22		Tuesday, May 28 Assignment #2 Completed by 11:59p.m. (8 points)
#Three begins Wednesday, May 29	Saturday, June 1 Discussion Board B Due by 11:59p.m. Sign up for a Zoom time that works for you for Tuesday, June 11 th	
#Four begins Wednesday, June 5		Tuesday, June 11 Assignment #3 Completed by 11:59p.m. (10 points)
#Five begins		Tuesday, June 18 Discussion Board C Zoom with Dr. Wiggins regarding Assignment #4 (15 points)

Finals week		<p>Thursday, June 20 through Saturday, June 22 by 11:59p.m. (32 points)</p> <p>Assignment #4 and Journal Article <i>any one of those days</i></p>
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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 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/>.

RMGT 410 RUBRIC for Creation and Profile of a SRT Organization

	Unsatisfactory (1)	Minimal (2)	Competent (3)	Outstanding (4)
Content Areas COAPRT 7.03	Missing two or more required elements AND does not demonstrate understanding of the content area subject	Missing 1-2 required elements OR does not fully demonstrate understanding of up to three elements	Required element BUT does not fully demonstrate understanding of up to two elements	Includes all required elements demonstrates understanding of each element
Evidence of Research COAPRT 7.03	No references	References at least one model organization OR additional sources	References at least two model organizations OR one model organization and additional sources	References at least two model organizations in content and bibliography/footnotes; Cites additional sources to support content
Presentation –	Does not follow format and general guidelines in multiple areas	Does not follow format or general guidelines in multiple areas	Does not follow format or general guidelines in 1-2 areas	Follows format and general guidelines as stated in assignment instructions
Grammar and spelling –	Frequent grammar and spelling errors that interfere with content delivery	Frequent grammar and spelling errors; does not interfere with conveyance of meaning	Infrequent grammar or spelling errors	Uses correct grammar and spelling



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