

**San José State University**  
**Department of Hospitality, Tourism and Event Management**  
**HSPM 140 Meeting, Convention and Event Industry**  
**Fall 2020**

**Course and Contact Information**

Instructor:	Jie Gao, Ph.D.
Office Location:	Cyberspace
Email:	<a href="mailto:jie.gao@sjsu.edu">jie.gao@sjsu.edu</a>
Office Hours:	MoTuWed 8:00am – 9:00am, or by appointment
Class Days/Time:	This is a fully online course delivered via Canvas.
Classroom:	Cyberspace

**Course Description**

Leisure service system planning through explanation of the scope and segmentation of the conference, convention and event market. Strategies in planning, developing and implementing meeting and convention services.

**Course Learning Outcomes (CLO)**

Upon successful completion of this course, students will be able:

- To demonstrate an adequate professional vocabulary.
- To recognize the key players in the convention and meetings industry and describe their roles and contributions.
- To describe the general purpose of destination marketing organizations and destination management companies.
- To describe the basic operations of convention centers.
- To identify technological tools that are beneficial for meeting planners and attendees.
- To identify various aspects of food and beverage functions.
- To develop and implement sustainability plan for conventions and meetings.
- To develop an international perspective that embraces the globalization of MEEC.
- To design a meeting event, including objectives, strategies, logistics, and management.

**Required Texts/Readings**

- *Fenich, G. (2019). Meetings, Expositions, Events, and Conventions: An Introduction to the Industry, Fifth Edition. Pearson. ISBN-13: 9780134735900.*

## Recommended Textbook

- Ramsborg, G. (2015). *Professional Meeting Management: A Guide to Meetings, Conventions and Events, Sixth Edition*. Agate Publishing. ISBN-13: 9781932841978.

*Additional readings and resources will be distributed in class and/or posted on Canvas.*

## Course Requirements and Assignments

- 1. Discussions & Participation:** There will be weekly discussions assigned throughout the semester. They will be used to enhance students' understanding of course material. Taken together, these exercises will count for 15% of the final grade. *\*Missing an exercise will result in zero for the exercise unless 1) resulting from a University Sanctioned excuse and an official university documentation is required, or 2) an excuse letter from a medical provider is provided in the situation of being sick.*
- 2. Quizzes:** There are three quizzes in this class. Each quiz is based on lectures, online discussion, class exercises, videos, required text and readings, and is worth 15% of the final grade. The total for the 3 quizzes is 45% of the final grade. Use of the textbook or notes will not be allowed during the quizzes. *\*Failing to take the test at the appointed time will result in a zero being assigned for the test unless 1) prearranged with instructor, 2) resulting from a University Sanctioned excuse.*
- 3. Cvent Certification:** Complete the one-hour long Cvent University training and take the certification exam online. In total, you will spend an approximately three hours on the training and exam. Cvent University is a free certification program on the Supplier Network to Hospitality and Tourism Management programs across the country. You will be learning about how to create an online request for proposal and acquiring a professional certificate during the process. Your grade points on this assignment are based on Cvent exam score received. The Cvent Certification will count for 5% of the final grade.
- 4. Meeting & Convention Software Report:** This assignment intends to help you learn about development and application of software and technology in the meeting and convention industry. A list of software programs/technologies is provided on Canvas, and you will conduct in-depth research on the technologies that you are interested in. Detailed guidelines will be provided. *\*If the report is turned in late, 25% of the points will be deducted for every 24-hour period it is late. Papers that are more than one day late will NOT be accepted without prior arrangement with the instructor.*
- 5. Final Group Project on Meetings:** Students will work in groups to complete a meeting and convention related project. Information, requirements, and grading criteria for the group project will be provided later in the semester and posted on Canvas. The group project will

count for 20% of the final grade. *\*If the report is turned in late, 25% of the points will be deducted for every 24-hour period it is late. Papers that are more than one day late will NOT be accepted without prior arrangement with the instructor.*

### Grading Information

Rubrics will be posted on Canvas.

Grading will be based on the following assignments:

Assignments	Total %
1. Discussions & Participation	15%
2. Quizzes (15%*3)	45%
3. Cvent Certification	5%
4. Meeting Software Report	15%
5. Final Group Project on Meetings	20%
<b>Total</b>	<b>100%</b>

All the final grades are based on the percentages as shown in the following table.

Letter Grade	% Earned
A plus	96 to 100
A	93 to 95.99
A minus	90 to 92.99
B plus	86 to 89.99
B	83 to 85.99
B minus	80 to 82.99
C plus	76 to 79.99
C	73 to 75.99
C minus	70 to 72.99
D plus	66 to 69.99
D	63 to 65.99
D minus	60 to 62.99
F	59.99 and below

## Course Policies

### *Required Computer Skills*

If this is your first online course, please read the SJSU eCampus Canvas introduction and help web pages (<http://www.sjsu.edu/at/ec/canvas/>). If you are new to Canvas, you may find valuable resources at [http://www.sjsu.edu/at/ec/canvas/student\\_resources/index.html](http://www.sjsu.edu/at/ec/canvas/student_resources/index.html). Please use a web browser to surf the Canvas pages, which serve as the primary medium for the course. In addition to a web browser, there are a few other programs or plug-in required. Please read Canvas Technical Requirements, <https://guides.instructure.com/m/4214/1/82542-what-are-the-basic-computer-specifications-for-canvas>. To take an online course, it is your responsibility to maintain your computer and related equipment in order to participate in the online portion of the course.

### *System Requirements*

You may "attend" the on-line class lessons from anywhere you have access to a computer equipped with a reliable Internet connection. Canvas also has a mobile app. You can download it to your mobile devices. If you are operating on a system with a "Firewall" or other security system, those security systems might interrupt your participation or ability to download and open files. Please contact the University Help Desk for help, [http://www.sjsu.edu/ecampus/students/Technical\\_Support/](http://www.sjsu.edu/ecampus/students/Technical_Support/).

### *Canvas Helpful Links*

Canvas login URL is <https://sjsu.instructure.com>

Username: SJSU 9-digit ID

Password: SJSUOne Password

Please note that you are required to change the password for every 180 days. If you have questions and need more Information about Canvas, please contact SJSU eCampus Student Help Webpage: <http://www.sjsu.edu/at/ec/canvas/index.html>.

### *Important Announcements*

Class syllabus, additional required readings, guidelines for assignments, weekly announcements and other reminders will be posted on Canvas. Important class dates and announcements will be distributed through Canvas mail utility. Please check your emails and Canvas site often every week. Make sure your Canvas email is forwarding appropriately. In Canvas, you may set up an e-mail address where Canvas will forward all announcements to your e-mail account. It is the student's responsibility to read Canvas messages and e-mails regularly. Students are also responsible for keeping track of changes in the course syllabus made by the instructor throughout the semester.

### *Submission Deadlines*

The syllabus acts as the overall instructions for this course, including course schedule, assignments, due dates, grading, etc. The due dates (i.e., deadlines) are the designated dates on which the assignments fall due. If you have a late submission, please note our late policies for each assignment. For each assignment, detailed instructions will be distributed along with the assignment being announced in class. The syllabus, assignment instructions, due dates, late policies and other policies together contribute to a normal and positive learning community.

### *Submission Requirements*

All assignments should be typed and double-spaced using 12-pt., Times New Roman font with 1-inch margins all around in a .doc or .docx format. The Apple Pages or Numbers format files are not accepted. All submissions should be on Canvas. For the Canvas record purpose, please do not email your submissions. Please name your file as "Lastname\_Assignment\_Date." Please include your name, date, assignment name, and course # on the first page of all documents. Please ensure that you properly cite any and all references. If assignments fail to follow this format, points will be deducted.

### **University Policies**

Per [University Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf) (<http://www.sjsu.edu/senate/docs/S16-9.pdf>), relevant information to all courses, such as academic integrity, accommodations, dropping and adding, consent for recording of class, etc. is available on Office of Graduate and Undergraduate Programs' [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>". Make sure to visit this page, review and be familiar with these university policies and resources.

## Course Schedule

\* The instructor reserves the right to revise this tentative schedule for the purpose of enhancing the achievement of learning objectives. Any revision will be announced on Canvas. It is the student's responsibility to be aware of all readings, discussions, exams, assignments/project, and changes in the course requirements.

WEEK	DATE	TOPIC	ASSIGNMENTS
1	8/19-8/23	<ul style="list-style-type: none"> <li>Welcome and Syllabus</li> </ul>	<ul style="list-style-type: none"> <li>Read syllabus</li> <li>Discussion #1</li> </ul>
<i>Module 1: Introduction</i>			
2	8/24-8/30	<ul style="list-style-type: none"> <li>Introduction to Meetings and Conventions</li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapter 1</li> <li>Discussion #2</li> </ul>
3	8/31-9/6	<ul style="list-style-type: none"> <li>Careers and Trends in and around the MEEC industry</li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapter 1</li> <li>Discussion #3</li> </ul>
4	9/7-9/13	<ul style="list-style-type: none"> <li>Destination Marketing Organizations &amp; Destination Marketing Companies</li> <li>Cvent Training and Certification</li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapters 3 &amp; 7</li> <li>Discussion #4</li> <li>Cvent Certificate due by 9/13</li> </ul>
<i>Module 2: Key Players</i>			
5	9/14-9/20	<ul style="list-style-type: none"> <li>Exhibitions &amp; Tradeshows</li> <li><i>Announce the Final Project</i></li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapter 5</li> <li>Discussion #5</li> </ul>
6	9/21-9/27	<ul style="list-style-type: none"> <li>Exam 1 Review</li> <li>Exam 1</li> </ul>	<ul style="list-style-type: none"> <li>Exam 1 Study Guide on Canvas</li> <li>Exam 1 due on 9/27</li> </ul>
<i>Module 3: Planning Meetings and Conventions</i>			
7	9/28-10/4	<ul style="list-style-type: none"> <li>Planning Meeting Gatherings</li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapter 13</li> <li>Discussion #6</li> </ul>
8	10/5-10/11	<ul style="list-style-type: none"> <li>Meeting Software &amp; Technology</li> </ul>	<ul style="list-style-type: none"> <li>Readings on Canvas</li> <li>Meeting Software Report due by 10/11</li> </ul>
9	10/12-10/18	<ul style="list-style-type: none"> <li>Producing Meetings and Conventions</li> </ul>	<ul style="list-style-type: none"> <li>Fenich (2019) Chapter 14</li> <li>Discussion #7</li> </ul>

10	10/19-10/25	<ul style="list-style-type: none"> <li>• Exam 2 Review</li> <li>• Exam 2</li> </ul>	<ul style="list-style-type: none"> <li>• Exam 2 Study Guide on Canvas</li> <li>• Exam 2 due on 10/25</li> </ul>
<i>Module 4: Important Elements in Meeting Planning</i>			
11	10/26-11/1	<ul style="list-style-type: none"> <li>• Food and Beverage</li> </ul>	<ul style="list-style-type: none"> <li>• Fenich (2019) Chapter 9</li> <li>• Discussion #8</li> </ul>
12	11/2-11/8	<ul style="list-style-type: none"> <li>• Be Green: Sustainable Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Fenich (2019) Chapter 12</li> <li>• Discussion #9</li> </ul>
13	11/9-11/15	<ul style="list-style-type: none"> <li>• Final Project Progress Week</li> </ul>	<ul style="list-style-type: none"> <li>• Fenich (2019) Chapter 15</li> <li>• Discussion #10</li> </ul>
14	11/16-11/22	<ul style="list-style-type: none"> <li>• International Aspects</li> <li>• Data Analytics in Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Readings on Canvas</li> <li>• Discussion #11</li> </ul>
15	11/23-11/29	<i>Thanksgiving Break – No Class ☺</i>	
16	11/30-12/6	<ul style="list-style-type: none"> <li>• Exam 3 Review</li> <li>• Exam 3</li> </ul>	<ul style="list-style-type: none"> <li>• Exam 3 Study Guide on Canvas</li> <li>• Exam 3 due on 12/6</li> </ul>
17	Final Week – Group paper due by 11:59pm, 12/13		