



## **GAM 334: Casino Management I**

### **Spring 2022 Sample Syllabus**

Instructor Name:

Phone:

E-Mail:

Office Hours:

Office Location:

Course Meeting Time:

### **COURSE DESCRIPTION**

Examination of the current level of casino gaming technology use, the potential uses of existing technology, and emerging technologies in the casino industry with an emphasis on the role of technology as a strategic tool in casino operations.

Note: This course is delivered entirely on-line and, depending on your learning style, *it may be more time consuming than a traditional course delivered in the classroom*. The course material and set up will require about 15-17 hours each week. Please plan your time commitment for this course accordingly.

### **COURSE PREREQUISITES**

Enrollment in the Gaming Management Subplan of the MHA program.

### **COURSE OBJECTIVES**

- Review the history and proliferation of the gaming industry;
- Exposure to the mechanics, fundamentals, and structure of the race and sportsbook operations;
- Identify primary sources and uses of cash flows within destination and repeater-market casino properties;
- Describe the structure and operating protocol of the casino cage;
- Review slot operations, with topics covering the evolution, game structure, mechanics, forms, and strategy;
- Examine the operating protocol and evolution of select table games such as the following: Chemin de fer, baccarat, twenty-one, poker, and roulette;
- Exposure to the table game hold calculation and its many impacts on the management of the modern casino, including a review of best- and worst-demonstrated practices; and
- Emphasize the “Why” of casino management, over the “How.”

## **REQUIRED TEXT, READING, AND INSTRUCTIONAL RESOURCES**

Lucas, A.F. & Kilby, J., (1<sup>st</sup> ed.). *Introduction to Casino Management*. Gamma:San Diego, CA.

This text is required for a good reason. You will need it to pass the exams. Please do not assume that the PowerPoint lectures and the recorded videos are viable substitutes for the text. I assure you, they are not. These materials are important, but they are designed to supplement the text rather than replace it. This admonition/advice comes from many conversations with former students.

## **COURSE GRADING SCALE**

The course grade will be determined from the following criteria:

| Items:                                 | Percentage |
|--|------------|
| Participation/Attendance/Homework/Quiz | 15%        |
| Midterm Exam #1 (20% or drop)          | 60%        |
| Midterm Exam #2 (20% or drop)          |            |
| Midterm Exam #3 (20% or drop)          |            |
| Midterm Exam #4 (20% or drop)          |            |
| Final Exam (Compulsory)                | 25%        |

The lowest score on the Midterms Exams will be automatically dropped, with the remaining scores comprising 60% of the final grade. The number of Midterms Exams may vary. There are no make-up exams. Everyone must take the Final Exam. There is no extra credit in this class.

## **GRADING POLICIES**

### **Participation and Attendance**

No cell phone use in the classroom.

Laptops will be permitted for in-class use, provided that such use is related to the course (e.g., notetaking and/or research). Laptops will be prohibited if the instructor determines that they are a distraction to the user or others.

Students are expected to attend class and participate in the discussions, as everyone benefits from the positive contribution of others. However, student conduct in the modern classroom has become an issue. *As a result of this trend, students can lose points for disruptive behavior (e.g., repeated incidents of non-participatory talking during class lectures, unprofessional conduct, or incivility of any stripe).* Repeated incidences of disruptive behavior can result in a negative point total, effectively cutting into points from other grade components (e.g., exam grades). If classes are missed, students are responsible for obtaining any materials distributed during their absence. This is not an online class.

Points can be lost for failure to participate, non-participatory talking and disruptive behavior, as previously described. The magnitude of any point deductions are at the discretion of the instructor. When the instructor calls on a student for an answer to a question in the lecture slides or the assigned homework problems, the student needs to demonstrate that he/she prepared for the class. Failure to do so may result in a loss of points.

Students must bring a scantron, calculator and number 2 pencil to every class. These items are required for in-class quizzes. Students may not need any or all of these items in a given class period, but it is the

student's responsibility to have these items available in the event of a pop quiz. Scantron forms are available at no charge in the Moyer Student Union.

If classes are missed, students are responsible for (1) obtaining any materials distributed during their absence; and (2) any course-related announcements made in the classroom, including revisions to the course/exam schedule. This is not an online class.

## Exam Grade

These exams will cover material from the text. **Please bring a number 2 pencil, scantron form, and calculator to all exams. No cell phones are permitted on exam days (i.e., in lieu of a calculator).** There are no make-up exams.

## WebCampus/Canvas Announcements

Students must check WebCampus for announcements each week. Invariably, necessary adjustments related to course material and/or exam dates occur throughout the semester. WebCampus offers a convenient way to manage these changes. This communication link is especially crucial when a class meets only one day a week.

## Course Grading Scale:

|     |               |
|-----|---------------|
| A   | 93 – 100%     |
| A - | 90 – 92.9%    |
| B+  | 87 – 89.9%    |
| B   | 83 – 86.9%    |
| B-  | 80 – 82.9%    |
| C+  | 77 – 79.9%    |
| C   | 73 – 76.9%    |
| C-  | 70 – 72.9%    |
| D+  | 67 – 69.9%    |
| D   | 63 – 66.9%    |
| D - | 60 – 62.9%    |
| F   | 59% and below |

## Late Work

Any work turned-in past the due date will lose 10 points per late day (one letter grade for each late day). In the business world you will be expected to work as a team player. Part of that responsibility is meeting deadlines. Due dates should not be taken lightly or considered as negotiable. Form habits as a student that will help you as a professional.

## Access Issues

Students must be able to access WebCampus. You must be officially registered for the course to access WebCampus.

## Grade Negotiation

I do not negotiate grades. I believe that grades are earned. This position is a critical component of the degree-granting process, with respect to credibility, academic integrity, and professional responsibility.

While you may believe that your circumstances are somehow different from those of others, please remember that what I do for one, I must do for all. Making exceptions to the course policies opens the door to an unmanageable number of accommodations.

### Contacting the Instructor

I am more than happy to answer your questions or to help you learn. But like you, I have many responsibilities. While likely not perfect, this syllabus was carefully designed to answer frequently asked questions. Therefore, if you ask me a question that is answered in this syllabus, I may respond, but don't expect a response. Reading the syllabus is important. This is why we take a quiz on it, i.e., to encourage and reward you for reading it. As painful as it may be, I would encourage you to read the syllabus in all of your classes.

### COURSE SCHEDULE

| Class Session     | Reading to be Discussed / Topics  | Assignment Due Date   |
|-------------------|---|---|
| 1/19 - #1         | Introductions and Syllabus  |   |
| 1/24 - #2         | Text: Ch. 1   |   |
| 1/26 - #3         | Text: Ch. 1   | Ch. 1 HW questions  |
| 1/31 - #4         | Text: Ch. 15  |   |
| 2/2 - #5          | Text: Ch. 15  |   |
| 2/7 - #6          | Text: Ch. 15  | Ch. 15 HW questions   |
| <b>2/9 - #7</b>   | <b>Midterm Exam #1</b>  |   |
| 2/14 #8           | Text: Ch. 2   |   |
| 2/16 - #9         | Text: Ch. 2   | Ch. 2 HW questions  |
| <b>2/21</b>       | <b>No Class: Washington's Birthday= Recess (a.k.a. Presidents' Day)</b> |   |
| 2/23 - #10        | Text: Ch. 3   |   |
| 2/28 - #11        | Text: Ch. 3   | Ch. 3 HW questions  |
| <b>3/2 - #12</b>  | <b>Midterm Exam #2</b>  |   |
| 3/7 - #13         | Text: Ch. 7   |   |
| 3/9 - #14         | Text: Ch. 7   | Ch. 7 HW questions  |
| <b>3/14</b>       | <b>No Class: Spring Break!</b>  |   |
| <b>3/16</b>       | <b>No Class: Spring Break!</b>  |   |
| 3/21 - #15        | Text: Ch. 12  |   |
| 3/23 - #16        | Text: Ch. 12  | Ch. 12 HW questions   |
| <b>3/28 - #17</b> | <b>Midterm Exam #3</b>  |   |
| 3/30 - #18        | Text: Ch. 9   |   |
| 4/4 - #19         | Text: Ch. 9   | Ch. 9 HW questions  |
| 4/6 - #20         | Text: Ch. 10  |   |
| 4/11 - #21        | Text: Ch. 10  | Ch. 10 HW questions   |
| <b>4/13 - #22</b> | <b>Midterm Exam #4</b>  |   |
| 4/18 - #23        | Poker Chapter (to be posted on WebCampus/Canvas)                        |   |
| 4/20 - #24        | Poker Chapter   | Poker Chapter HW questions (questions located at the end of the posted chapter) |
| 4/25 - #25        | Table Game Hold Chapter (to be posted on WebCampus/Canvas)              |   |

| Class Session               | Reading to be Discussed / Topics                      | Assignment Due Date  |
|-----------------------------|---|--|
| 4/27 - #26                  | Table Game Hold Chapter<br>In-class hold % exercises. | Table Game Hold ChapterHW<br>questions (questions located at<br>the end of the posted chapter) |
| 5/2 - #27                   | Flex: In class exercise –blackjack                    |  |
| 5/4 - #28                   | Flex: Australian Club Market                          |  |
| <b>Wed., May 11<br/>#29</b> | <b>Final Exam: 3:10 – 5:10 pm, Same<br/>Room</b>      | <b>Please verify date &amp; time on the<br/>UNLV website</b>                                   |

Syllabus dates, topics, and grading criteria are tentative and subject to change. Although I have every intention of following this course outline, my first priority is to provide the best possible learning experience. If necessary, I will alter the material/course/course requirements to that end.

## University Policies

### **Public Health Directives**

Face coverings are mandatory for all faculty and students in the classroom. Students must follow all active UNLV public health directives while enrolled in this class. UNLV public health directives are found at [Health Requirements for Returning to Campus](https://www.unlv.edu/coronavirus/health-requirements), <https://www.unlv.edu/coronavirus/health-requirements>. Students who do not comply with these directives may be asked to leave the classroom. Refusal to follow the guidelines may result in further disciplinary action according to the [UNLV Student Conduct Code](#),

[https://www.unlv.edu/sites/default/files/page\\_files/27/StudentConduct-Code.pdf](https://www.unlv.edu/sites/default/files/page_files/27/StudentConduct-Code.pdf), including being administratively withdrawn from the course.

### **Academic Misconduct**

Academic integrity is a legitimate concern for every member of the University community. We all share in upholding the fundamental values of honesty, trust, respect, fairness, responsibility, and professionalism. By choosing to join the UNLV community, students accept the expectations of the Student Academic Misconduct Policy and are encouraged to always take the ethical path whenever faced with choices. Students enrolling at UNLV assume the obligation to conduct themselves in a manner compatible with UNLV's educational mission. An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another person, from the Internet or any other source without proper citation of the source(s). See the [Student Conduct Code](#), <https://www.unlv.edu/studentconduct/student-conduct>.

### **Auditing a Course**

Auditing a course allows a student to continue attending the lectures and/or laboratories and discussion sessions associated with the course, but the student will not earn a grade for any component of the course. Students who audit a course receive the same educational experience as students taking the course for a grade, but will be excused from exams, assessments, and other evaluative measures that serve the primary purpose of assigning a grade.

### **Classroom Conduct**

Students have a responsibility to conduct themselves in class and in the libraries in ways that do not interfere with the rights of other students to learn, or of instructors to teach. Use of devices such as cellular phones and pagers, or other potentially disruptive activities are only permitted with the prior explicit consent of the instructor. Students are specifically prohibited to record classes without instructor authorization, including online/remote classes (either audio only, or video and audio). The

instructor may rescind permission at any time during the class. If a student does not comply with established requirements or obstructs the functioning of the class, the instructor may initiate an administrative withdrawal of the student from the course.

Since the COVID-19 pandemic forced some instruction to be delivered remotely starting in Spring 2020, numerous students have asked instructors to record their synchronous classes, so that they can access them at their convenience. Instructors who agree to record their classes (audio only, or video and audio) should inform students in advance. Recorded lectures may not be broadly released to anyone but made available exclusively to those students enrolled in the class during the particular academic term. Recorded lectures must be stored securely and are subject to the Nevada System of Higher Education's Records Retention Policy, meaning that the recordings can only be deleted 120 days after the end of class (i.e., after grades are posted). Once this requirement is met, the recordings should be deleted. Class recordings are protected from disclosure, as they are deemed part of an educational record under the Family Educational Rights and Privacy Act (FERPA).

### **Copyright**

The University requires all members of the University Community to familiarize themselves with, and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The University will neither protect nor defend you, nor assume any responsibility for student or employee violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under university policies. Additional [copyright policy information](https://www.unlv.edu/provost/copyright) is available at <https://www.unlv.edu/provost/copyright>.

### **Disability Resource Center (DRC)**

The [UNLV Disability Resource Center](https://www.unlv.edu/drc) (Student Services Complex, SSC-A, Room 143, <https://www.unlv.edu/drc>, telephone 702-895-0866) provides resources for students with disabilities. Students who believe that they may need academic accommodations due to a permanent disability, temporary or permanent medical need, or academic support due to pregnancy are encouraged to contact the DRC as early as possible in the academic term. A Disabilities Specialist will discuss what options may be available to you. Students who are already registered with the DRC should request their accommodations online each semester and make an appointment to discuss their accommodations with their instructors.

### **Final Examinations**

The University requires that final exams given at the end of a course occur on the date and at the time specified in the Final Exam schedule. The Final Exam schedule is typically available at the start of the semester, and the classroom locations are available approximately one month before the end of the semester. See the [Final Exam Schedule](https://www.unlv.edu/registrar/calendars), <https://www.unlv.edu/registrar/calendars>.

### **Identity Verification in Online Courses**

All UNLV students must use their Campus-issued ACE ID and password to log in to WebCampus-Canvas.

UNLV students enrolled in online or hybrid courses are expected to read and adhere to the [Student Academic Misconduct Policy](https://www.unlv.edu/studentconduct/misconduct/policy), <https://www.unlv.edu/studentconduct/misconduct/policy>, which states that "acting or attempting to act as a substitute for another, or using or attempting to use a substitute, in any academic evaluation or assignment" is a form of academic misconduct. Intentionally sharing ACE

login credentials with another person may be considered an attempt to use a substitute, and could result in investigation and sanctions, as outlined in the Student Academic Misconduct Policy.

UNLV students enrolled in online courses are also expected to read and adhere to the [Acceptable Use of Computing and Information Technology Resources Policy](https://www.it.unlv.edu/policies/acceptable-use-computing-and-information-technology-resources-policy), <https://www.it.unlv.edu/policies/acceptable-use-computing-and-information-technology-resources-policy>, which prohibits sharing university accounts with other persons without authorization.

To the greatest extent possible, all graded assignments and assessments in UNLV online courses should be hosted in WebCampus-Canvas or another UNLV-managed platform that requires ACE login credentials for access.

### **Incomplete Grades**

The grade of "I" (Incomplete) may be granted when a student has satisfactorily completed three-fourths of course work for that semester/session, but cannot complete the last part of the course for reason(s) beyond the student's control and acceptable to the instructor, and the instructor believes that the student can finish the course without repeating it. For undergraduate courses, the incomplete work must be made up before the end of the following regular semester. Graduate students receiving "I" grades in 500-, 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the period indicated, a grade of "F" will be recorded, and the student's GPA will be adjusted accordingly. Students who are fulfilling an Incomplete grade do not register for the course, but make individual arrangements with the instructor who assigned the "I" grade.

### **Library Resources**

Librarians are available to consult with students on research needs, including developing research topics, finding information, and evaluating sources. To make an appointment with a subject expert for this class, please visit the [Libraries' Research Consultation](https://guides.library.unlv.edu/appointments/librarian) website, <https://guides.library.unlv.edu/appointments/librarian>. You can also [ask the library staff](https://ask.library.unlv.edu/) questions via chat and text message at <https://ask.library.unlv.edu/>.

### **Missed Classwork**

Any student missing class, quizzes, examinations, or any other class or laboratory work because of observance of religious holidays will be given an opportunity during that semester to make up the missed work. The make-up opportunity will apply to the religious holiday absence only. It is the responsibility of the student to notify the instructor within the first 14 calendar days of the course for Fall and Spring courses (except for modular courses), or within the first 7 calendar days of the course for Summer and modular courses, of their intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit the Missed Classwork policy, under Registration Policies, on the [Academic Policies](https://catalog.unlv.edu/content.php?catoid=32&navoid=8271&hl=) webpage, <https://catalog.unlv.edu/content.php?catoid=32&navoid=8271&hl=>.

In accordance with the policy approved by the Faculty Senate regarding missed class time and assignments, students who represent UNLV in any official extracurricular activity will also have the opportunity to make up assignments, provided that the student submits official written notification to the instructor no less than one week prior to the missed class(es).

The spirit and intent of the policy for missed classwork is to offer fair and equitable assessment opportunities to all students, including those representing the University in extracurricular activities.

Instructors should consider, for example, that in courses which offer a “Drop one” option for the lowest assignment, quiz, or exam, assigning the student a grade of zero for an excused absence for extracurricular activity is both contrary to the intent of the Faculty Senate’s policy, and an infringement on the student’s right to complete all work for the course.

This policy will not apply in the event that completing the assignment or administering the examination at an alternate time would impose an undue hardship on the instructor or the University that could be reasonably avoided. There should be a good faith effort by both the instructor and the student to agree to a reasonable resolution. When disagreements regarding this policy arise, decisions can be appealed to the Department Chair/School Director, College/School Dean, and/or the Faculty Senate Academic Standards Committee.

For purposes of definition, extracurricular activities may include, but are not limited to academic recruitment activities, competitive intercollegiate athletics, fine arts activities, liberal arts competitions, science and engineering competitions, and any other event or activity sanctioned by a College/School Dean, and/or by the Executive Vice President and Provost.

### **Rebelmail**

Rebelmail is UNLV’s official email system for students and by university policy, instructors and staff should only send emails to students’ Rebelmail accounts. Rebelmail is one of the primary ways in which students receive official University communications, information about deadlines, major Campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the University. Sending emails within WebCampus-Canvas is also acceptable.

### **Tutoring and Coaching**

The Academic Success Center (ASC), at the Claude I. Howard Building, provides tutoring, academic success coaching, and other academic assistance for all UNLV undergraduate students. For information regarding tutoring subjects, tutoring times, and other ASC programs and services, please visit the [ASC website](https://www.unlv.edu/asc), <https://www.unlv.edu/asc>, or call 702-895-3177. The ASC is located across from the Student Services Complex (SSC). Academic success coaching is located on the second floor of SSC A, Room 254. Drop-in tutoring is located on the second floor of the Lied Library, and on the second floor of the College of Engineering building (TBE A 207).

### **UNLV Writing Center**

One-on-one or small group assistance with writing is available free of charge to UNLV students at the [Writing Center](https://writingcenter.unlv.edu/), <https://writingcenter.unlv.edu/>, located in the Central Desert Complex, Building 3, Room 301 (CDC 3–301). Walk-in consultations are sometimes available, but students with appointments receive priority assistance. Students may make appointments in person or by calling the Center, telephone 702-895-3908. Students are requested to bring to their appointments their Rebel ID Card, a copy of the instructions for their assignment, and two copies of any writing they have completed on their assignment.

### **Diversity Statement**

As an institution of higher learning, UNLV represents a rich diversity of human beings among its faculty, staff, and students, and is committed to aspiring to maintain a Campus environment that values that diversity. Accordingly, the University supports understanding and appreciation of all members of its community, regardless of race, sex, age, color, national origin, ethnicity, creed, religion, disability, sexual orientation, gender, gender identity, marital status, pregnancy, genetic information, veteran status, or



political affiliation. Please see [University Statements and Compliance](https://www.unlv.edu/about/statements-compliance), <https://www.unlv.edu/about/statements-compliance>.

A successful learning experience requires mutual respect and trust between the students and the instructor. Accordingly, the instructor asks that students be willing to listen to one another's points of view, acknowledging that there may be disagreements, keep discussion and comments on topic, and use first person, positive language when expressing their perspectives.