EXPERIENCE INDUSTRY MANAGEMENT

Agricultural Sciences Bldg. (11), Room 261
Phone: 805.756.1288
https://eim.calpoly.edu

Department Head: Joey Gray

ACADEMIC PROGRAMS

<table>
<thead>
<tr>
<th>Program name</th>
<th>Program type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Planning and Experience Management</td>
<td>Minor</td>
</tr>
<tr>
<td>Recreation, Parks, &amp; Tourism Administration</td>
<td>BS</td>
</tr>
</tbody>
</table>

The Experience Industry is a cornerstone of American culture and critical to both the United States and global economies. Globally, the experience industry sees approximately $980 billion in spending; in the United States, international tourism generates approximately $250 billion and the US is consistently ranked as one of the top tourism earners in the world. The experience industry includes (but is not limited to) event planning, sport management, travel, hospitality, tourism, destination management, leisure, and parks and recreation, providing structured and co-created experiences that contribute to quality of life, economic vitality, sustainability, and social equity. The industry offers numerous experience management employment opportunities, both in the United States and abroad.

Students are prepared for professional employment in destination management and marketing, corporate, mega, and social event planning, sport promotion and game-day operations, experiential marketing, hospitality management, tourism operations, park management, community recreation, employee experiences, outdoor recreation leadership, and convention and meeting management. Students select a concentration in event planning and experience management; tourism, hospitality, and destination management; and sport and recreation management.

To prepare students for their professional careers, the major includes a required 400-hour internship (one quarter) with an organization within the experience industry management umbrella. Students must also complete 1,000 hours of paid or volunteer experience prior to the internship.

Graduates employed nationally and internationally strategize, design, create, plan, organize, execute and evaluate experience industry programs and services for visitors, guests, customers, and clients in a variety of settings. Management, marketing, and planning skills, developed through coursework and through practical, hands-on applications, allow for career progress into executive management positions within the experience industry.

Students develop those competencies through a myriad of partnerships developed by the department with local, state, national, and international organizations. These partnerships allow students, both in and out of the classroom, to gain valuable Learn by Doing experiences that set them apart from other entry-level professionals in the global market.

Undergraduate Programs

BS Recreation, Parks, and Tourism Administration

The Experience Industry Management (EIM) department prepares students to be leaders in an industry that promotes healthy lifestyles, protects memorable places, and facilitates life-enhancing experiences for individuals, communities, and the global society. The program is accredited by the Council on Accreditation of Parks, Recreation, Tourism and Related Professions (COAPRT).

In addition to major requirements, the curriculum provides a full range of general education and support courses. These courses are designed to fully educate and prepare students for culturally diverse and inclusive environments, community engagement, and international understanding in a global society.

Concentrations

Event Planning & Experience Management
Prepares students for a professional career in experience design, event planning, leadership, and management for a variety of structured and co-created experiences, including festivals, celebrations, conventions, meetings, and expositions, social life-cycle events, mega and hallmark events, sporting, international, and non-profit events. Courses focus on strategic event planning, marketing, structured experience and co-created experience design, implementation, and management.

Sport & Recreation Management
Prepares students for management positions with sport and recreation entities ranging from professional sport franchises to community nonprofit organizations to adventure recreation outlets and intercollegiate athletic programs. Career elective tracks include: Professional Sport and Intercollegiate Athletics, Adventure Sport and Outdoor Recreation, Coaching and Sports-Based Youth Development, and Community and Nonprofit Recreation. Areas of study include: sport marketing and promotions, sport and environmental ethics, leadership and facilitation, special event planning, sports-based youth development, community relations, grant funding and development, and coaching.

Tourism, Hospitality & Destination Management
Prepares students for a professional career with organizations that provide experience industry products or services for national and international tourists. Students may choose to emphasize in areas such as resort and lodging experience management, tourism planning and destination management, food and beverage experience management, tour operations, tourism, hospitality, and destination marketing, and entrepreneurship.

Event Planning & Experience Management Minor
This minor prepares students for a professional career in experience design, event planning, leadership, and management for a variety of event genres including corporate events, conventions, festivals, meetings, exhibitions, mega and hallmark events, sporting, international, and non-profit events. Principles of experience design, structured and co-created experiences will be explored. Courses focus on strategic event design, planning, implementation, and management. Not open to RPTA majors. See department head to apply.
RPTA Courses

RPTA 101. Introduction to the Experience Industry. 4 units
Prerequisite: RPTA majors only.
History, philosophy, theory, and organization of the experience industry. Exploration of the experience industry profession; emphasis upon functions, areas, facilities, clientele, and career opportunities. 4 lectures.

RPTA 110. Orientation and College Success in Experience Industry Management. 1 unit
CR/NC
Prerequisite: Recreation, Parks and Tourism Administration majors only.
Orientation to Experience Industry Management and Recreation, Parks, and Tourism Administration fields. Development of two- to four-year plan toward graduation. Exploration of skills, learning strategies, and problem solving for college success. Career planning in experience industry management and introduction to professionalism. Credit/No Credit grading only. 1 activity.

RPTA 112. Introduction to Parks and Outdoor Recreation. 4 units
Introduction to park and outdoor recreation systems. History, philosophy, policy, and principles of outdoor recreation, wilderness, park management, environmental education, outdoor education, visitor experiences, and natural resources recreation at the local, regional, national, and international levels. Field trips required. 3 lectures, 1 laboratory.

RPTA 114. Introduction to Hospitality and Travel. 4 units
History and development of the hospitality and travel industries. Exploration of different sectors of the hospitality and tourism industries, travel motivations, supply and demand for tourism products and services, trends and issues, and effects of tourism on individuals, cultures and the natural environment. Career opportunities in the hospitality and travel industries. Field trips required. 4 lectures.

RPTA 121. Theories and Frameworks of Experience Design. 4 units
Foundational knowledge, introductory frameworks, and entry level experience design theory. Human-centered design. Examine experience design in terms of the experience industry as well as broader concepts of experience. Creative tools and processes including design thinking, narrative storyboarding, and experience mapping. 4 lectures.

RPTA 160. Introduction to Sport Management. 4 units
Introduction to the philosophy, organization, issues and career paths of sport management. Emphasis on ethical decision-making and career opportunities in youth, interscholastic, intercollegiate, professional, and international sport. 4 lectures.

RPTA 201. Sociocultural Dimensions of Work and Leisure. 4 units
2020-21 or later catalog: GE Area D2
2019-20 or earlier: GE Area D2 or D3
History and theoretical frameworks associated with the interplay between work and leisure in the United States; global perspective examining sociocultural differences and marginalization of groups; issues impacting work-life balance including technology, demography, geography, corporate culture, and career fields. Course may be offered in classroom-based or online format. 4 lectures. Fulfills GE Area D2 (GE Area D2 or GE Area D3 for students on the 2019-20 or earlier catalogs).

RPTA 203. Resource Law Enforcement. 3 units
Law enforcement applied to natural resource conservation on public and private lands. Examination of state and federal laws related to fish and wildlife management. Problems associated with implementation of resource laws examined. 3 lectures. Crosslisted as NR/RPTA 203.

RPTA 210. Experience Design. 4 units
Prerequisite: Recreation, Parks, and Tourism Administration major; and sophomore standing.
Methods of experience design, program planning, theme creation, execution, and evaluation in experience industry settings. Interrelationship of built and natural resources with structured and co-created experiences. Emphasis on experience design, program planning, and scheduling. 3 lectures, 1 activity.

RPTA 216. Resort and Lodging Operations. 4 units
Prerequisite: major in RPTA, or minor in Event Planning and Experience Management, and sophomore standing.
Exploration of the technical operations integral to resort and lodging: food, beverage and restaurant; housekeeping and engineering; sales and catering departments; staff management and state, national, and international classification systems. Field trips required. 3 lectures, 1 activity.

RPTA 221. Professionalism and Customer Experiences. 4 units
Prerequisite: major in RPTA, or minor in Event Planning and Experience Management, and sophomore standing.
Service qualities and behaviors across the experience industry, including recreation, parks, tourism, sport, events, outdoor and community environments. Professionalism and ethics, developing customer relationships, delivering memorable and meaningful customer experiences, and creating service-focused organizations. Developing competencies to enhance customer and participant experiences. 4 lectures.

RPTA 255. Leadership and Diverse Groups. 4 units
2019-20 or later catalog: GE Area E
2017-19 or earlier catalog: GE Area D4
Development and application of leadership skills in recreation activity settings. Emphasis on leadership techniques for working with groups consisting of people from diverse populations, such as people with disabilities or special needs, diverse social and cultural groups, and diversity of ages. 3 lectures, 1 activity. Fulfills GE Area E (GE Area D4 for students on the 2017-19 or earlier catalogs). Formerly RPTA 257.

RPTA 260. Community Relations and Sports-Based Youth Development. 4 units
Prerequisite: Sophomore standing.
Philosophy, foundations, policy and techniques underlying community relations and sports-based youth development in public, private and commercial settings. Methods of program planning, organization, implementation and evaluation with emphasis on program planning and mission development. 3 lectures, 1 activity.

RPTA 270. Selected Topics. 1-4 units
Prerequisite: Open to undergraduate students and consent of instructor.
Directed group study of selected topics. The Class Schedule will list topic selected. Total credit limited to 8 units. 1 to 4 lectures.
RPTA 275. Facilitation and Teambuilding. 2 units
Techniques and models used in leadership, facilitation, and teambuilding. Emphasis on leadership and facilitation styles and models, teambuilding and group dynamics, and working with various populations. Field trip required. 2 seminars. Crosslisted as MSL/RPTA 275.

RPTA 302. Environmental and Wilderness Education. 4 units
Prerequisite: RPTA 210 with C- or better or consent of instructor; and junior standing.

Education and teaching techniques that apply to learning experiences in an outdoor environment. Impact of natural resource usage that affects sociological, cultural, biological and physical resources. Educational strategies for presenting environmental learning to grades K-12 in selected environments. 3 lectures, 1 activity.

RPTA 313. Sustainability in the Experience Industry. 4 units
Prerequisite: RPTA 210 with C- or better or consent of instructor; and junior standing.

Investigation of the experience industry from a sustainability perspective. Emphasis on facility design, industry practices, and services provisions in the Experience Industry Management field that sustain social, cultural, heritage, and natural environments while generating economic development. 3 lectures, 1 laboratory.

RPTA 314. Sustainable Travel and Tourism Planning. 4 units
Prerequisite: RPTA 210 with C- or better or consent of instructor; and junior standing.

The planning and development of tourism destinations, agencies, and services from a sustainable development perspective. Examination of alternative forms of tourism. Emphasis on sustainable tourism. Travel research and planning models. Field trips required. 3 lectures, 1 laboratory.

RPTA 317. Hospitality, Convention and Meeting Management. 4 units
Prerequisite: RPTA major or Event Planning and Experience Management minor; and junior standing.

Role of conventions, meetings management, and events in the hospitality and travel industry. Factors involved in meeting planning for small and large groups to include committees, amenities, operations logistics, venue selection, technology, virtual meetings, registration, catering arrangements, sustainable operations and evaluation. Field trips required. Course may be offered in classroom-based or hybrid format. 3 lectures, 1 activity.

RPTA 318. Destination Marketing & Management. 4 units
Prerequisite: RPTA major or Event Planning and Experience Management minor; and junior standing.

Examination of the development and critical roles that destination management and marketing organizations, destination management companies, and convention and visitors bureaus play in the tourism industry. Exploration of the major areas of destination management including service, roles and responsibilities, research, and product development. 4 lectures.

RPTA 320. Strategic Event Planning. 4 units
Prerequisite: major in RPTA, or major in WVIT, or minor in Event Planning and Experience Management; and junior standing.

Strategy and successful practices in special event planning. Emphasis on conceptualization, strategy, analysis, and planning considerations of small to large-scale events. Exploration of event planning and experience management as a profession. 3 lectures, 1 activity.

RPTA 321. Visitor Services in Experience Industry Management. 1-4 units
Prerequisite: RPTA 210.

Management issues in meeting the needs of experience industry businesses and organizations. Topics to include customer satisfaction, service quality, visitor experiences, customer service skills and procedures, and creating a customer focused organization. The Schedule of Classes will list topic selected. Total credit limited to 12 units. 1-4 seminars.

RPTA 323. Sport Marketing and the Fan Experience. 4 units
Prerequisite: one of the following: RPTA major, Event Planning and Experience Management minor, or Exercise and Sport Studies minor; and junior standing.

Exploration of professional sports and intercollegiate athletics through the lens of sport marketing and the fan experience. Development of marketing strategies employed to increase attendance, enhance attendee experiences, and build fan loyalty. 4 lectures.

RPTA 325. Leadership in Outdoor Experiences. 4 units
Prerequisite: RPTA 205, RPTA 255, or RPTA 257; and junior standing.

Theoretical principles and experience in leadership, judgment, and decision-making in outdoor and adventure settings. Field trip required. The Class Schedule will list topic selected. Total credit limited to 8 units. 3 lectures, 1 activity.

RPTA 328. Environmental Leadership and Community Engagement. 4 units
2020-21 or later: Upper-Div GE Area D
2019-20 or earlier catalog: GE Area D5
Prerequisite: Junior standing; completion of GE Area A with grades of C- or better; one course in GE Area B4 with a grade of C- or better (GE Area B1 for students on the 2019-20 or earlier catalogs); one lower-division course in GE Area D; and completion of GE Area E (GE Area D4 for students on the 2017-19 or earlier catalogs).

Theories and practices of leadership and community engagement for a wide range of environmental issues. Development of personal leadership skills and methods for effectively working with non-profit organizations, governmental agencies, community groups, and the private sector to advance sustainability principles. 4 lectures. Crosslisted as NR/RPTA 328. Fulfills GE Upper-Division D (GE Area D5 for students on the 2019-20 or earlier catalogs).

RPTA 330. Directed Field Experience. 4 units
CR/NC
Prerequisite: RPTA 210 with C- or better; and consent of instructor.

Practical work experience in related phases of the experience industry in an organization under qualified supervision. Minimum of 12 hours per week. Total credit limited to 8 units. Credit/No Credit grading only.
RPTA 340. Risk Management for the Experience Industry. 4 units
Prerequisite: RPTA 210 with C- or better or consent of instructor, and junior standing.
Legislative and legal aspects of public, private, commercial, and non-profit experience industry organizations. Emphasis on risk management, including liability, insurance, and negligence. Understanding of legal foundations and the legislative process. Field trip may be required. 3 lectures, 1 laboratory.

RPTA 350. Sport and Event Venue Management. 4 units
Prerequisite: major in RPTA, or minor in Event Planning and Experience Management, and junior standing.
Management of sport and event venues: clientele considerations, facility and outdoor area site planning; day-to-day operations of common sport and event venues from sport stadiums to multi-use wineries to city streets (e.g., parades, marathons, etc.). Field trip required. 3 lectures, 1 activity.

RPTA 360. Assessment and Evaluation of Experience Industry Management. 4 units
Prerequisite: RPTA 210 with C- or better or consent of instructor; STAT 217 or STAT 218 or STAT 251 or STAT 252; and junior standing.
Evaluation of experience industry programs using a variety of research methodologies. Needs assessment, program evaluation, research design, and decision making based on data analysis. 3 lectures, 1 laboratory.

RPTA 370. Experiential Marketing Strategies for Experience Industry Management. 4 units
Prerequisite: major in RPTA, or minor in Event Planning and Experience Management, and junior standing.
Core principles of experiential marketing within the realm of tourism, hospitality, and destination management; sport and recreation experience management, and event planning and experience management. Emphasis on strategies to actively engage consumers in experience industry settings. 4 lectures.

RPTA 393. Hospitality Sales and Service. 4 units
Prerequisite: RPTA major; Event Planning and Experience Management minor, or Sales minor; junior standing; and RPTA 114.
Hospitality sales and service in the convention and event industry, with emphasis on customer organization characteristics, site selection, sales, and service provision. Hotel and venue sales, contract negotiation, sales management and catering/event service operations. 4 lectures.

RPTA 400. Special Problems for Advanced Undergraduates. 1-4 units
Prerequisite: RPTA 210 with C- or better and consent of instructor.
Individual investigation, research, studies, or surveys of selected problems. Total credit limited to 8 units, with a maximum of 4 units per quarter.

RPTA 405. Principles of Experience Industry Management. 4 units
Prerequisite: RPTA 205, RPTA 255, or RPTA 257; RPTA 210; and senior standing.
The study, analysis, and practice of management processes as they are applied to experience industry management organizations: planning, organizing, leading, and controlling. Emphasis upon application of theories, practices and case studies in experience industry management settings. 4 lectures.

RPTA 412. Advanced Experience Industry Management Applications. 1-4 units
Prerequisite: RPTA 210.
Selected topics on aspects of experience industry management. Field trip may be required. The Class Schedule will list topic selected. Total credit limited to 12 units, repeatable in same term. 1 to 4 seminars.

RPTA 413. Tourism and Protected Area Management. 4 units
Prerequisite: RPTA 210 and junior standing.
Practices of tourism and recreation resource management in protected areas. History and principles of protected areas. Social, cultural, economic, and environmental benefits of and risks to protected areas and communities. Environmental stewardship in tourism and recreation resource management worldwide. 3 lectures, 1 laboratory.

RPTA 416. Interpreting Experience Industry Data Analytics. 4 units
Prerequisite: RPTA 360.
Interpretation of data and metrics used in the experience industry. Exploration of methods to measure customer experiences and translate data into strategic decisions. Analytics software (CRM, PowerBI) will be used to visualize datasets. Techniques for interpreting datasets and building compelling presentations. 3 lectures, 1 laboratory.

RPTA 420. Festival and Event Management. 4 units
Prerequisite: RPTA 320 and junior standing.
Management strategies and practices for small to large scale community festivals and events. Emphasis on sponsorship, marketing, staffing, production, and budgeting. 4 lectures.

RPTA 424. Financial Management in the Experience Industry. 4 units
Prerequisite: AGB 214 or BUS 212; AGB 323 or BUS 215; RPTA 360 with C- or better or consent of instructor; and senior standing. Recommended: ENGL 310.
Financing experience industry products and services in public, private, commercial and voluntary settings. Emphasis on sources and methods of financing; operational/financial cost analysis; forecasting, budgeting, pricing and fiscal master planning through use of computer technology. 4 lectures.

RPTA 450. Resource and Grant Development. 4 units
Prerequisite: Junior, senior or graduate standing.
Explores principles of grant writing and resource development including: researching grant funding resources from both the private and public sector, preparing grant proposals, grant administration, partnerships, and sponsorships. 4 lectures.

RPTA 460. Senior Project in Experience Industry Management. 4 units
Prerequisite: ENGL 310 and completion of the Graduation Writing Requirement; RPTA 360 with a C- or better or consent of instructor; and senior standing.
Selection and completion of an individual senior project. Ability to collect data and/or synthesize and evaluate information and draw conclusions based on that process. Project results are presented in a formal oral and written report. Information synthesis and evaluation. Emphasis on critical thought and analysis of industry trends and issues. 3 lectures, 1 laboratory.
RPTA 461. Senior Project. 3 units  
Prerequisite: Senior standing and completion of RPTA 460 with C- or better or consent of instructor.

Completion, under faculty supervision, of an investigative project typical of problems which graduates must solve in their fields of employment. Required minimum of 90 hours. Analytical, formal report is required.

RPTA 463. Pre-Internship Seminar. 1 unit  
CR/NC  
Prerequisite: RPTA majors only and junior standing. Recommended: Enrollment two quarters prior to RPTA 465.

Exploration of professionalism, internship opportunities and practices. Internship selection process and procedures introduced. Credit/No Credit grading only. 1 seminar.

RPTA 465. Internship. 6-12 units  
CR/NC  
Prerequisite: Minimum GPA of 2.0; 1,000 verified hours of advisor-approved paid and/or volunteer experience subsequent to high school; completion of all university coursework other than Internship; or approval of Internship Coordinator.

400 hours of full-time concentration-specific practical work experience over a ten-week period in an approved organization. Comprehensive involvement in organization's programs and services. Credit/No Credit grading only.

RPTA 470. Selected Advanced Topics. 1-4 units  
Prerequisite: Consent of instructor.

Directed group study of selected topics for advanced students. Open to under-graduate and graduate students. The Class Schedule will list topic selected. Total credit limited to 8 units. 1 to 4 lectures.

RPTA 471. Selected Advanced Laboratory. 1-4 units  
Prerequisite: Consent of instructor.

Directed group laboratory study of selected topics for advanced students. Open to graduate and undergraduate students. The Schedule of Classes will list title selected. Total credit limited to 8 units. 1-4 laboratories.

RPTA 472. Leadership Practice. 1 unit  
Prerequisite: Junior standing.

Tasks associated with development of personal leadership skills. Study and practice in setting goals and objectives; developing, evaluating and implementing a project independently and as part of a team; decision making and problem-solving emphasized. Total credit limited to 4 units. 1 laboratory. Crosslisted as NR/RPTA 472.

RPTA 500. Individual Study. 1-6 units  
Prerequisite: Graduate standing and consent of department head.

Advanced independent study planned and completed under the direction of a member of the department faculty. Total credit limited to 6 units.

RPTA 502. Current Issues in Recreation, Parks and Tourism. 4 units  
Prerequisite: Graduate standing or consent of instructor.

Societal issues that influence the management and delivery of recreation, parks, and tourism services. Critical investigation of current research and trends. 4 seminars.

RPTA 527. Leisure Behavior and Theory. 4 units  
Prerequisite: Graduate standing.

Theories of recreation and leisure; conceptual and theoretical foundations of leisure; the role of leisure behavior in modern day society. The Class Schedule will list topic selected. Constructs that contribute to contemporary understanding of leisure behavior. Connection of theories to individual research. Total credit limited to 8 units. 4 lectures.

RPTA 539. Graduate Internship in Recreation, Parks and Tourism. 1-9 units  
Prerequisite: Consent of internship instructor.

Application of theory to the solution of problems of recreation, parks and tourism or related businesses in the field. Analyze specific management problems and perform general management assignments detailed in a contract between the student, the firm or organization, and the faculty advisor before the internship commences. Degree credit limited to 6 units.

RPTA 550. Individual Study. 1-6 units  
Prerequisite: Graduate standing and consent of instructor.

Advanced independent study planned and completed under the direction of a member of the department faculty. Total credit limited to 6 units.

RPTA 559. Thesis in Recreation, Parks and Tourism. 1-9 units  
Prerequisite: Graduate standing and consent of instructor.

Individual research in recreation, parks and tourism management under the general supervision of faculty, leading to a graduate thesis. Degree credit limited to 9 units. Students must enroll each quarter advisement is received.