HMS 420.001 Practicum  
School of Human Sciences  
Hospitality Internship  
Summer II 2018

Instructor: Mary Olle, PhD  
Course Time & Location: D2L
Office: 106B HMSN  
Office Hours: T/W 10:00 am – 11:30 am online
Office Phone: 936-468-1873 or by appointment
Credits: 3
Other Contact Information: 936-468-4502 Email: ollemary@sfasu.edu
Prerequisites: Junior standing and previous hospitality experience OR Junior standing and 30 hours HRM class work, OR instructor approval.

I. Course Description:
   Individualized instruction; supervised on-the-job training program in the field. Supervised experience in an approved work situation related to a future career in the hospitality industry. This includes management and/or supervisory experience in multiple aspects of a hospitality organization. **LiveText is required in this course.** Employer evaluation is submitted into LiveText.

II. Intended Learning Outcomes/Goals/Objectives:
   The College of Education’s mission is to prepare competent, successful, caring and enthusiastic professionals dedicated to responsible service, leadership, and continued professional and intellectual development.
   In the College of Education at Stephen F. Austin State University, we value and are committed to:
   • Academic excellence through critical, reflective, and creative thinking
   • Life-long learning
   • Collaborative and shared decision making
   • Openness to new ideas, culturally diver people, and innovation and change
   • Integrity, responsibility, diligence and ethical behavior, and
   • Service the enriches the community

The following objectives are in concert with the College of Education vision, mission, goals and core values. The intended learning outcomes will be pivotal in the preparing competent, successful, caring and enthusiastic professionals from diverse backgrounds dedicated to responsible service, leadership, social justice and continues professional and intellectual development in an interconnected global society. The need for professional managers in the hospitality industry has never been greater. The internship period is designed to be a major introduction for the student into the hospitality community and the reality of what it represents to the State of Texas and United States economies.

Revised May 15, 2018
• Improve communication skills, both written and oral
• Apply conflict resolution/negotiation/interpersonal communication
• Apply hospitality management skills through a variety of positions
• Analyze and apply critical thinking skills
• Gain a working knowledge of the philosophy of a particular company
• Professional Organization Standards related to this course include: https://www.ahlei.org, cmaa.org, clubcorp.com, ichrie.org

Program Learning Outcomes
1. The student will display the professional disposition (academic excellence, life-long learning, collaboration, openness, integrity, and service relative to the field of Human Sciences.
2. The student will exhibit professional behavior (strong communication skills, a professional image, a good work ethics, and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences.
3. The student will demonstrate competences in his/her discipline using oral and written forms.
4. The student will demonstrate a positive service attitude.

Student Learning Outcomes
Upon successful completion of this course, students will be able to:
1. Gain awareness of the professions related to the field of hospitality.
2. Gain firsthand knowledge and apply management theory to analyze the practices of management in the industry.
3. Increase knowledge of professional networking and relationships within the field of hospitality.
4. Develop interpersonal skills and gain awareness of ethical responsibilities related to the professional work environment.
5. Demonstrate an attitude and demeanor of professionalism as a prospective manager in the hospitality industry.

III. Course Assignments, Activities, Instructional Strategies, use of Technology:
All assignments are to be submitted no later than their due date posted in D2L. They should be presented in a professional format (12 pt font, double spaced, 1" margins, etc.) Include a cover sheet and follow the particular guidelines for each assignment. Be sure to include the cover sheet, page numbers, and headers with your name on each sheet. Spelling and grammar will be evaluated as part of the grading process. Only electronic submissions will be accepted. Handwritten assignments are NOT acceptable. Should there be a necessity to fax reports or information, please use 936-468-2140.

IV. Evaluation and Assessments (Grading):
<table>
<thead>
<tr>
<th>ITEMS</th>
<th>POINTS</th>
<th>PERCENTAGE</th>
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<tbody>
<tr>
<td><strong>Evaluation Report</strong></td>
<td></td>
<td>40%</td>
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<tr>
<td>Midterm Supervisor Evaluation</td>
<td>100</td>
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<tr>
<td>Final Supervisor Evaluation</td>
<td>200</td>
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<tr>
<td>Final Student-Self Evaluation</td>
<td>100</td>
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<tr>
<td><strong>Weekly Journals</strong></td>
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<td>30%</td>
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<tr>
<td>Weekly journal reports and hours</td>
<td>300</td>
<td></td>
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<tr>
<td><strong>Course Assignments</strong></td>
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<td>15%</td>
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<tr>
<td>Book Assignments/Activities (3-25 pts ea)</td>
<td>75</td>
<td></td>
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<tr>
<td>PowerPoint</td>
<td>75</td>
<td></td>
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<tr>
<td><strong>Internship Paper Work</strong></td>
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<td>15%</td>
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<tr>
<td>Application</td>
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<td>Contact Info</td>
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<tr>
<td>Signed Contract</td>
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<tr>
<td>Orientation Report</td>
<td>25</td>
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<tr>
<td>Thank you Letter</td>
<td>25</td>
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<td>Final Documentation of 300 hours</td>
<td>25</td>
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<td><strong>TOTAL</strong></td>
<td>1000</td>
<td>100%</td>
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**FEM:**
In this course you must purchase and activate the LiveText add-on, Field Experience Module (FEM), PRIOR to your first day of field experience/clinical teaching. **Failure to purchase and activate the account and/or submit the required assignment(s) within the FEM system may result in course failure.** FEM must be purchased from www.livetext.com for a fee of $18.00.

**LiveText:**
This course uses the LiveText data management system to collect critical assessments for students who are Perkins College of Education majors (undergraduate, graduate, and doctoral) or majors in other colleges seeking educator certification through the Perkins
College of Education. Students who do not have an existing LiveText account will receive an access code via the SFA email system within the first week of class. You will be required to register your LiveText account, and you will be notified how to do this via email. If you forward your SFA e-mail to another account and do not receive an e-mail concerning LiveText registration, please be sure to check your junk mail folder and your spam filter for these e-mails.

V. Tentative Course Outline/Calendar:

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<th><strong>Contact Information</strong></th>
<th>Prior to May 1, 2018</th>
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<tr>
<td>The contact information will enhance communication with you and the person responsible for supervising your internship at the work sight. This must be turned in BEFORE beginning your internship. In addition you will need a contract form for HMS 420. Both are available from the Internship Coordinator for the semester, Dr. Olle 75 points</td>
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<tr>
<th><strong>Orientation Report</strong></th>
<th>DUE: Based on your start dates; orientation report submitted after the first week of starting your internship.</th>
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<td>The first week should be spent getting to know everything you can about the property, the surrounding community, the organizational structure, and how you fit in. What, if anything, did your employer do to acclimate you to the industry culture? <strong>Submit a one page paper – in “Dropbox” - summarizing what your orientation was or was not like. 25 points</strong></td>
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<tr>
<th><strong>Weekly Journals AND Log of Weekly Hours</strong></th>
<th>Weekly - <strong>Due every Monday</strong> starting at the end of your first week. A sample of dates might be: June 6 - 12 June 13 - 19, etc.</th>
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<tr>
<td>Each student will maintain a weekly summary learning journal. This journal is for reflection. Take time each day/evening to write in this journal and discuss your thoughts regarding the day. Be sure to reflect on your management style, human resource philosophy, and items that you have learned during the day. Weekly Journals are submitted through the LIVETEXT as an attachment. <strong>Refer to the format example posted on the homepage of the course.</strong> Points will be deducted for journal entries that are not posted on a weekly basis.</td>
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<th><strong>300 points</strong></th>
<th><strong>Points will be deducted for late journal submissions</strong></th>
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<td><strong>Mentor/Supervisor Mid-Point Evaluation</strong>&lt;br&gt;The coordinator of your internship at the work site completes two evaluations, one at mid-point and one at the end of the internship. This information should be shared with you and used to assist in your development. These should be completed through the Field Experience Module (FEM). Mid-Point Supervisor Evaluation Due on <strong>July 17th</strong>&lt;br&gt;<strong>100 points</strong></td>
<td>No later than <strong>July 17</strong> - You are your supervisor should complete the Mid-Point Evaluation on or before the due date.</td>
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<td><strong>NICE CUBE Assignments from required reading</strong>&lt;br&gt;From the required reading: “The Power of NICE How to Conquer the Business World with Kindness” by Kaplan Thaler, L. and Koval, R. ISBN: 978-0-385-51892-5.&lt;br&gt;Complete required NICE CUBE Assignments located at the end the chapter of The Power of Nice. Instructions for assignments are located in D2L under NICE CUBE Assignments in Dropbox.&lt;br&gt;<strong>Due dates</strong> are posted in Dropbox.&lt;br&gt;<strong>75 points total (25 pts ea).</strong></td>
<td><strong>Due Dates posted in Dropbox</strong>&lt;br&gt;<strong>June 26, July 17, and August 7</strong></td>
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<td><strong>PowerPoint presentation</strong>&lt;br&gt;A 6 – 7 slide depiction of you in your work environment. You should have 3-4 pictures of you “in action” at your work. Please list your place of work and your responsibilities in bullet format due <strong>August 7</strong>. Submit Power Point through “<strong>Dropbox</strong>”&lt;br&gt;<strong>75 points</strong></td>
<td><strong>August 10 – in Dropbox</strong></td>
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<tr>
<td><strong>Documentation of 300 hours</strong>&lt;br&gt;Using whatever method you and your <strong>August 10 – in Dropbox</strong></td>
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supervisor deem necessary, submit a documented completion of 300 hours. Submit in Dropbox by **August 10 25 points**

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<thead>
<tr>
<th>Mentor/Supervisor Final Evaluation</th>
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<tr>
<td>The coordinator of your internship at the work site completes two evaluations, one at Mid-Point and one at the end of the internship. This information should be shared with you and used to assist in your development. These should be completed through the Field Experience Module (FEM). Final Supervisor Evaluation Due by <strong>August 10, 200 points</strong></td>
</tr>
<tr>
<td><strong>No later than August 10</strong> - You are your supervisor should complete the <strong>Final Evaluation</strong> on or before the due date.</td>
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<tr>
<th>Student Final Self-Evaluation</th>
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<tr>
<td>You will complete a self-evaluation through the FEM. This should be completed through the Field Experience Module at the <strong>end of your internship</strong>, no later than <strong>August 10</strong> at noon. <strong>100 points.</strong></td>
</tr>
<tr>
<td><strong>No later than August 10</strong> - You are your supervisor should complete the <strong>Final Student Self Evaluation</strong> before the due date.</td>
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<tr>
<th>Thank You letter.</th>
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<tr>
<td>You are to send a <strong>handwritten</strong> thank you letter to your employer related to the internship. A copy is to be sent to me no later than <strong>August 10</strong>. This is to be a “Letter”, not an email or scratch note. You’ll do it the old fashion way, thank you. <strong>25 points</strong></td>
</tr>
<tr>
<td><strong>No August 10</strong></td>
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<tr>
<th>Bonus Points</th>
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<tr>
<td>Send a post card or something comparable so we can brag about your excellent work and locations! <strong>10 points</strong></td>
</tr>
<tr>
<td><strong>No August 10</strong></td>
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### VI. Required Readings:


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If you have questions about obtaining or registering your LiveText account, call ext. 1267 or e-mail SFALiveText@sfasu.edu. Once LiveText is activated, if you have technical questions, call ext. 7050 or e-mail livetext@sfasu.edu. Failure to activate the account and/or submit the required assignment(s) within the LiveText system may result in course failure.

VII. Course Evaluations:
Near the conclusion of each semester, students in the College of Education electronically evaluate courses taken within the COE. Evaluation data is used for a variety of important purposes including: 1. Course and program improvement, planning, and accreditation; 2. Instruction evaluation purposes; and 3. Making decisions on faculty tenure, promotion, pay, and retention. As you evaluate this course, please be thoughtful, thorough, and accurate in completing the evaluation. Please know that the COE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the College of Education, the course evaluation process has been simplified and is completed electronically through MySFA. Although the instructor will be able to view the names of students who complete the survey, all ratings and comments are confidential and anonymous, and will not be available to the instructor until after final grades are posted.

VIII. Student Ethics and Other Policy Information: Policy 6.7
Attendance: A real world work situation will expect you to show up when scheduled. Don't be surprised. Assignments have due dates. Remember that early is always OK but late is not. All assignments are to be sent via D2L in drop box or discussion (weekly journals).

Regular, punctual attendance, documented participation, and, if indicated in the syllabus, submission of completed assignments are expected at all classes, laboratories, and other activities for which the student is registered. Based on university policy, failure of students to adhere to these requirements shall influence the course grade, financial assistance, and/or enrollment status. The instructor shall maintain an accurate record of each student’s attendance and participation as well as note this information in required reports and in determining final grades. Students may be excused from attendance for reasons such as
health, family emergencies, or student participation in approved university-sponsored
events. However, students are responsible for notifying their instructors in advance, when
possible, for excusable absences. Whether absences are excused or unexcused, a student is
still responsible for all course content and assignments. Students with accepted excuses may
be permitted to make up work for up to three weeks of absences during a semester or one
week of a summer term, depending on the nature of the missed work. Make-up work must
be completed as soon as possible after returning from an absence.

Communications: I make every attempt to answer email and voice mail in a timely manner
(within 24 hours). Please do not expect me to answer emails or voice mails over the
weekend, or after office hours.

Academic Accommodation for Students with Disabilities: Policy 6.1 and 6.6
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students
with disabilities must contact the Office of Disability Services (ODS), Human Services
Building, and Room 325, 936-468-3004 as early as possible in the semester. Once verified,
ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to
be provided. Failure to request services in a timely manner may delay your accommodations.
For additional information, go to http://www.sfasu.edu/disabilityservices/.

Student Academic Dishonesty: Policy 4.1
Abiding by university policy on academic integrity is a responsibility of all university faculty
and students.

Definition of Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not
limited to:
- using or attempting to use unauthorized materials on any class assignment or exam;
- falsifying or inventing of any information, including citations, on an assignment; and/or;
- helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own.
Examples of plagiarism include, but are not limited to:
- submitting an assignment as one’s own work when it is at least partly the work of another
  person;
- submitting a work that has been purchased or otherwise obtained from the Internet or
  another source; and/or,
- incorporating the words or ideas of an author into one’s paper or presentation without
giving the author credit.

Penalties for Academic Dishonesty
Penalties may include, but are not limited to reprimand, no credit for the assignment or exam,
re-submission of the work, make-up exam, failure of the course, or expulsion from the university
Student Appeals
A student who wishes to appeal decisions related to academic dishonesty should follow procedures outlined in Academic Appeals by Students (6.3).

Withheld Grades: Policy 5.5
At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy [i.e., Active Military Service (6.14)]. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

Student Code of Conduct: Policy 10.4
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program. Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic or other penalties. This policy applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare: Early Alert Program at SFA. Information regarding the iCare program is found at https://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.

Additional Information:

To complete Certification/Licensing Requirements in Texas related to public education and other professional settings, you will be required to:

1. Undergo criminal background checks for field or clinical experiences on public school campuses; the public school campuses are responsible for the criminal background check; YOU are responsible for completing the information form requesting the criminal background check. If you have a history of criminal activity, you may not be allowed to complete field or clinical experiences on public school campuses. At that point, you may want to reconsider your major while at SFASU.

2. Provide one of the following primary ID documents: passport, drivers license, state or providence ID cards, a national ID card, or military ID card to take the TExES exams (additional information available at www.texas.ets.org/registrationBulletin/ <http://www.texas.ets.org/registrationBulletin/>). YOU must provide legal documentation to be allowed to take these mandated examinations that are related to
certification/licensing requirements in Texas. If you do not have legal documentation, you may want to reconsider your major while at SFASU.

3. Successfully complete state mandated a fingerprint background check. If you have a history of criminal activity, you may want to reconsider your major while at SFASU.

For further information concerning this matter, contact Katie Martin 936-468-1740 or snyderke1@sfasu.edu.

IX. Other Relevant Course Information: