Prerequisites: Junior standing and previous hospitality experience OR Junior standing and 30 hours HADM class work, OR instructor approval.

I. Course Description:
Supervised experience in an approved workstation related to a future career in the hospitality industry. This includes management and/or supervisory experience in multiple aspects of a hospitality organization. Employer evaluations submitted via Qualtrics.

Course Justification:
HMS 420 Practicum (3 credits) is a supervised on-the-job training experience in with an approved organization within the field of hospitality. For the 3 credit hour practicum, students will work 300 hours. Students will complete practicum in fields directly related to their career or academic objectives, and practicum sites will foster development of career-related skills. In addition to onsite work expectations, students will have required academic deliverables: written work (journals, appropriate work relative to the practicum site, reading, project summary of practicum experience, etc.). There will also be a mid-term and final evaluation by the intern supervisor. These activities, inclusive of the on-site expectations and academic components, average a minimum of 27 hours a week.

Critical assignment: Intern supervisor is required to complete a midterm and final evaluation of intern using Qualtrics; successful completed on 300 hours.

II. Intended Learning Outcomes/Goals/Objectives (Program/Student Learning Outcomes):
The complete listing of the standards associated with the PLOs, SLOs, assignments, and assessments are located on the PCOE website.

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. Internship period 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.

- 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 submitted via D2L by their due date and 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 evaluated as part of the grading process. Only electronic submissions accepted. Handwritten assignments are NOT acceptable. Should there be a necessity to fax reports or information, please use 936-468-2140; inform the professor you are sending a fax.

Assignments include but are not limited to the following:
Orientation paper, weekly journals, reading activities, power point presentation, thank you note, verification of hours, and midterm and final evaluation from supervisor(s).

IV. Evaluation and Assessments (Grading):
<table>
<thead>
<tr>
<th>ITEMS</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Evaluation Report</strong></td>
<td></td>
</tr>
<tr>
<td>SLO 1 - 5</td>
<td></td>
</tr>
<tr>
<td>Midterm Supervisor Evaluation</td>
<td>150</td>
</tr>
<tr>
<td><em>MUST be above midpoint to receive full points; below midpoint will result in half credit.</em></td>
<td></td>
</tr>
<tr>
<td>Final Supervisor Evaluation</td>
<td>200</td>
</tr>
<tr>
<td><em>MUST be above midpoint to receive full points; below midpoint will result in half credit.</em></td>
<td></td>
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<tr>
<td>Final Student-Self Evaluation</td>
<td>25</td>
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<tr>
<td><strong>TOTAL Evaluations</strong></td>
<td>375</td>
</tr>
<tr>
<td><strong>Weekly Journals</strong></td>
<td></td>
</tr>
<tr>
<td>SLO 1 - 5</td>
<td></td>
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<tr>
<td>Weekly journal reports and hours</td>
<td>325</td>
</tr>
<tr>
<td>Journals will NOT be accepted late or at the end of the semester. It is the student’s responsibility to keep up with weekly journals</td>
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<tr>
<td><strong>Course Assignments</strong></td>
<td></td>
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<tr>
<td>Book Assignment</td>
<td>60</td>
</tr>
<tr>
<td>PowerPoint</td>
<td>20</td>
</tr>
<tr>
<td>Orientation Report</td>
<td>15</td>
</tr>
<tr>
<td>Thank you Letter</td>
<td>15</td>
</tr>
<tr>
<td>Final Documentation of 300 hours</td>
<td>300</td>
</tr>
<tr>
<td>Students must complete 300 hours for full credit. Failure to complete 300 hours may result in course failure. <em>PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE.</em></td>
<td></td>
</tr>
<tr>
<td><strong>Total Course Assignments</strong></td>
<td>410</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1110</td>
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</tbody>
</table>

*PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE.*

Revised May 2, 2019
V. Tentative Course Outline/Calendar:

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Prior to May 1, 2019</th>
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<tbody>
<tr>
<td>The contact information will enhance communication with you and the person responsible for supervising your internship at the work site. 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.</td>
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</table>

<table>
<thead>
<tr>
<th>Orientation Report</th>
<th>June 14 by 11:30 pm</th>
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<tbody>
<tr>
<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? I also need your direct supervisor’s name and email. <strong>Submit a one page paper APA format – in “Dropbox” - about what your orientation was or was not like.</strong> 15 points</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Journals (weekly)</th>
<th>Weekly - Due every Monday starting at the end of your first week. A sample of dates might be:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each student will maintain a <strong>weekly</strong> 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. <strong>Points will be deducted for journal entries that are not posted on a weekly basis.</strong> Weekly Journal entries should be typed and submitted through the “Discussion” tool in BRIGHTSPACE. Include your time summary and Student Progress Report responses (see Handbook) <strong>A weekly summary report is required for your entire 300 hours for a total of 325 points.</strong></td>
<td></td>
</tr>
<tr>
<td>Your particular internship may include different dates. This is intended to be an example to demonstrate when journals will be due. They will begin the first week of your internship and a total for however many weeks in order to reach 300 hours. <strong>Points will be deducted for late journal submissions</strong></td>
<td></td>
</tr>
</tbody>
</table>

A 1110-999
B 998-888
C 887-777
D 776-666
F 665 and below
### Mid-Point Evaluation
The coordinator of your internship at the work site completes two evaluations, one at mid-term and one at the end of the internship. This information should be shared with you and used to assist in your development. The MUST be above midpoint to receive full points; below midpoint will result in half credit. The evaluation will be completed to your supervisor via a Qualtrics link by **July 15 by 11:30 pm**.

**150 points**

### NICE CUBE Assignments from required reading

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. **Due dates** are posted in Dropbox.

**60 points total (20 pts ea.)**

### PowerPoint presentation
A 6 - 10 slide depiction of you in your work environment. You should have 4-5 pictures of you “in action” at your work. Please list your place of work and your responsibilities in bullet format due **August 9**.

Submit Power Point through **Dropbox**.

**20 points**

### Documentation of 300 Hours
Using whatever method you and your supervisor deem necessary, submit a documented completion of 300 hours. The easiest way to do this is have your supervisor type a letter confirming you have successfully completed the required 300 hours; scan/picture and submit in Dropbox **by 11:30 pm**. Failure to complete 300 hours may result in course failure. **PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE**

**300 points**

### Final Evaluation
The coordinator of your internship at the work site completes two evaluations, one at mid-term and one at the end

**No later than August 9 by 11:30 pm.**
of the internship. This information should be shared with you and used to assist in your development. The **MUST be above midpoint to receive full points; below midpoint will result in half credit.** The evaluation will be completed to your supervisor via a Qualtrics link by **August 9 by 11:30 pm. 200 points**

| **Thank You letter.** You are to send a hand written thank you letter to your employer related to the internship. A copy is to be sent to me **No later than August 9 by 11:30 pm.** This is to be a “Letter”, not an email or scratch note. You’ll do it the old fashioned way, thank you. **15 points** |
| **Self Evaluation** You will complete a self evaluation through Qualtrics. **No later than August 9 by 11:30 pm. 25 points.** |
| **Bonus Points** – Send a post card or something comparable so we can brag about your excellent work and locations! **10 points** |

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**VI. Readings (Required and recommended—including texts, websites, articles, etc.):**


**VII. Course Evaluations:**

Near the conclusion of each semester, students in the Perkins College of Education electronically evaluate courses taken within the PCOE. 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 PCOE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!"

In the Perkins 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:** Found at [http://www.sfasu.edu/policies/](http://www.sfasu.edu/policies/)

**Class Attendance and Excused Absence: 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 BRIGHTSPACE in an email with the assignment attached or discussion (weekly journals). Course content is delivered via learning modules, assigned readings, assignments, and discussion board questions directly related to the course content. **Students should check the homepage on a daily basis for notices, email, and assignments.** Neglecting to check the homepage is NOT a valid excuse for missing an assignment due date.
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.

Regular documented of participation and 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 participation as well as note this information in required reports (including the first 12 day attendance report) and in determining final grades. Students may be excused from attendance for reasons such as health, family emergencies, (filing documentation with Student Rights and Responsibilities) 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.

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. Faculty members must promote the components of academic integrity in their instruction, and course syllabi are required to provide information about penalties for cheating and plagiarism, as well as the appeal process.

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;
- 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;
- 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 http://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.

IX. Other Relevant Course Information: