HMSC 4120.641, Hospitality Internship
Summer 2021

Instructor: Dr. Mary Olle
Office: 106 B HMSN
Office Phone: 936-468-1873
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 HADM class work, OR instructor approval.

I. Course Description:
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 via Qualtrics.

**Course Justification:** HMSC 4120 Practicum (3 credits) is a supervised on-the-job training experience with an approved organization or community agency. Typically, for a 3-hour practicum, students will work 300 hours (67 hours per unit of credit). 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, essays, or other appropriate work relative to the practicum site), and during the final examination period a final self-evaluation assessment and project summarizing their practicum experiences. These activities, inclusive of the on-site expectations and academic components, average a minimum of 16 hours a week.

**Course Modality:** This course is taught as a hybrid course.

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

James I. Perkins College of Education Diversity Statement is found at the following link: [http://coe.sfasu.edu/about-us/](http://coe.sfasu.edu/about-us/)
II. Intended Learning Outcomes/Goals/Objectives: The complete listing of the standards associated with the PLOs, SLOs, assignments, and assessments are located on the PCOE website.

Program Learning Outcomes
- The student will display the professional dispositions (academic excellence, lifelong learning, collaboration, openness, integrity, and service) relative to the field of Human Sciences.
- The student will exhibit the professional behavior (strong communication skills, a professional image, a good work ethic and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences.
- The student will demonstrate competence in his/her specific discipline using oral and written forms.
- The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.

Student Learning Outcomes
- 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.
- The above objectives are in concert with the College of Education's vision, mission, goals and core values. The intended learning outcomes will be pivotal in the forming of caring, professional, and concerned citizens.

III. Course Assignments, Activities, Instructional Strategies, use of Technology:
All assignments are to be submitted no later than their due date via BRIGHTSPACE. 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):
Course Grading

Updated 5/10/2021
HMSC 4120.641
M. Olle
<table>
<thead>
<tr>
<th>ITEMS</th>
<th>POINTS</th>
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<tbody>
<tr>
<td>Evaluation Report</td>
<td></td>
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<tr>
<td>Midterm Supervisor Evaluation</td>
<td>150</td>
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<tr>
<td>MUST be above midpoint to receive full points; below midpoint will result in half credit.</td>
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<tr>
<td>Final Supervisor Evaluation</td>
<td>200</td>
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<tr>
<td>MUST be above midpoint to receive full points; below midpoint will result in half credit.</td>
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<tr>
<td>Final Student-Self Evaluation</td>
<td>25</td>
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<tr>
<td>TOTAL Evaluations</td>
<td>375</td>
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<tr>
<td>Journals</td>
<td>325</td>
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<tr>
<td>Weekly journal reports and hours 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>Course Assignments</td>
<td></td>
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<tr>
<td>Book Assignment</td>
<td>140</td>
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<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 Students must complete 300 hours for full credit. Failure to complete 300 hours may result in course failure. PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE.</td>
<td>300</td>
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<tr>
<td>Total Course Assignments`</td>
<td>490</td>
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<td>TOTAL</td>
<td>1190</td>
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PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE.

Updated 5/10/2021
HMSC 4120.641
M. Olle
### V. Tentative Course Outline/Calendar:

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.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Prior to May 1, 2021</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 <strong>BEFORE</strong> beginning your internship. In addition, you will need a contract form for HMSC 4120. Both are available from the Internship Coordinator for the semester, Dr. M. Olle.</td>
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<thead>
<tr>
<th>Orientation Report</th>
<th>June 15, 2021</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. If you are doing the Disney Internship I do not need this. <strong>Submit a one-page paper – in “Dropbox” - about what your orientation was or was not like.</strong> 15 points</td>
<td></td>
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<tr>
<td><strong>However</strong> as some of you may have started earlier, you are to have your orientation report submitted after the first week of starting your internship. Also, some of you may start later. Just get it to me after that first week of work.</td>
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<tr>
<th>Work Journals (weekly)</th>
<th>Weekly - <strong>Due every Monday</strong> starting at the end of your first week. A sample of dates might be:</th>
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<tbody>
<tr>
<td>Each student will maintain a weekly learning journal. This journal is for reflection. Take time each day/evening to write in this journal and</td>
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Updated 5/10/2021
HMSC 4120.641
M. Olle
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.

**Points will be deducted for journal entries that are not posted on a weekly basis.**

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)

A weekly summary report is required for your entire 300 hours for a total of **325 points.**

**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 6 at 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.

**June 8**
**June 15**
**June 22**

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.

**Points will be deducted for late journal submissions**

**Due Dates posted in Dropbox**
**June 8, June 15, June 22, June 29, July 6, July 13, July 20**

Updated 5/10/2021
HMSC 4120.641
M. Olle
**Due dates** are posted in Dropbox.  
140 points total (20 pts ea).

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Date</th>
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<tr>
<td><strong>PowerPoint presentation</strong></td>
<td>No later than August 3 by 11:30 pm at noon</td>
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<tr>
<td>A 4-6 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 3 by 11:30 pm</strong>. Submit Power Point through “Dropbox” <strong>20 points</strong>.</td>
<td></td>
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<tr>
<td><strong>Documentation of 300 Hours</strong></td>
<td>No later than August 3 by 11:30 pm</td>
</tr>
<tr>
<td>Using whatever method you and your supervisor deem necessary, submit a documented completion of 300 hours. Failure to complete 300 hours may result in course failure. <strong>PLEASE NOTE- TERMINATION FROM YOUR INTERNSHIP FOR ANY REASON MAY RESULT IN COURSE FAILURE</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Final Evaluation</strong></td>
<td>No later than August 3 by 11:30 ppm</td>
</tr>
<tr>
<td>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 <strong>MUST be above midpoint to receive full points; below midpoint will result in half credit</strong>. The evaluation will be completed to your supervisor via a Qualtrics link by <strong>August 3 at noon</strong>.</td>
<td></td>
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<tr>
<td><strong>200 points</strong></td>
<td></td>
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<tr>
<td><strong>Thank You letter.</strong> You are to send a hand written thank you letter to your employer</td>
<td>No later than August 3 by 11:30 pm</td>
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Updated 5/10/2021  
HMSC 4120.641  
M. Olle
related to the internship. A copy is to be sent to me **No later than August 3 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.

<table>
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<tr>
<th>15 points</th>
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<tr>
<td><strong>Self-Evaluation</strong> You will complete a self-evaluation through Qualtrics. <strong>No later than August 3 by 11:30 pm</strong></td>
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<thead>
<tr>
<th>25 points</th>
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<tbody>
<tr>
<td><strong>Bonus Points</strong> – Send a post card or something comparable so we can brag about your excellent work and locations! <strong>No later than August 3 by 11:30 pm.</strong></td>
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**VI. Required Readings:**

**LiveText:**
This course uses the LiveText/Watermark 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/Watermark 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/Watermark 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/Watermark registration, please be sure to check your junk mail folder and your spam filter for these e-mails.

If you have questions about obtaining or registering your LiveText/Watermark account or any technical questions, call 936-468-7050 or e-mail [LiveText@sfasu.edu](mailto:LiveText@sfasu.edu). Failure to activate the account and/or submit the required assignment(s) within the LiveText/Watermark 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,

Updated 5/10/2021
HMSC 4120.641
M. Olle
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: Found at http://www.sfasu.edu/policies/

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).

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.

Class Attendance and Excused Absence: Policy 6.7
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 (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, 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.

Students with Disabilities— Academic Accommodation for Students with Disabilities: Policy 6.1 and 6.6 To obtain disability related accommodations, alternate formats and/or auxiliary

Updated 5/10/2021
HMSC 4120.641
M. Olle
aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 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; 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.

If a student has been found guilty of academic dishonesty, a grade of “WP” or “WH” may be changed to “WF” at the discretion of the faculty member. In the case of a grade change to “WF”, the course will not count towards the six courses drop limit since the student is incurring an academic penalty.

Student Code of Conduct: Policy 10.4
Disruptive Behavior--Interference or disruption of students, faculty, administration, staff, the educational mission, or routine operations of the university is prohibited. Such activity includes, but is not limited to, behavior in a classroom or instructional program that interferes with the instructor or presenter’s ability to conduct the class or program, or the ability of others to profit from the class or program. To remain in the vicinity of activity that is disrupting normal university functions when requested to leave by a university official is prohibited. 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 Early Alert Program at SFA.

Masks (cloth face coverings) must be worn over the nose and mouth at all times in this class and appropriate physical distancing must be observed. Students not wearing a mask and/or not observing appropriate physical distancing will be asked to leave the class. All incidents of not wearing a mask and/or not observing appropriate physical distancing will be reported to the Office of Student Rights and Responsibilities. Students who are reported for multiple infractions of not wearing a mask and/or not observing appropriate physical distancing may be subject to disciplinary actions.


Updated 5/10/2021
HMSC 4120.641
M. Olle
SFASU values students’ mental health and the role it plays in academic and overall student success. SFA provides a variety of resources to support students mental health and wellness. Many of these resources are free, and all of them are confidential.

**On-campus Resources:**
SFASU Counseling Services  
www.sfasu.edu/counselingservices  
3rd Floor Rusk Building  
936-468-2401

SFASU Human Services Counseling Clinic  
www.sfasu.edu/humanservices/139.asp  
Human Services Room 202  
936-468-1041

**Crisis Resources:**  
Burke 24-hour crisis line 1(800) 392-8343  
Suicide Prevention Lifeline 1(800) 273-TALK (8255)  
Crisis Text Line: Text HELLO to 741-741

**IX. Other Relevant Course Information:**  
Practicum experiences, like any other activity that exposes an individual to the general public, have always presented a risk that one might come in contact with a contagious disease or virus. Currently, the most notorious risk is exposure to COVID-19. Symptoms common to COVID-19 include fever, cough, chills, muscle pain, sore throat, and shortness of breath. By participating in the practicum experience, you acknowledge and accept the risks associated with potentially being exposed to a contagion, including COVID-19. You agree to follow the site’s and university’s health and safety protocols, including any disclosure and distancing requirements. Practicum sites are not owned or controlled by the university and therefore outside its ability to manage and minimize exposure risk. The university cannot ensure the practicum site is free of contagions. You should monitor your own personal health status and determine whether the practicum environment is in your best interest this semester.