School of Human Sciences  
HMSC 4120.640, Hospitality Internship  
Summer 2024

Instructor: Dr. Mary Olle  
Office: 106 B HMSN  
Office Phone: 936-468-1873

Course Time & Location: BRIGHTSPACE  
Office Hours: F2F/ZOOM T 12:00 pm - 2:00 pm,  
W 10:00 am – 12:00 pm

Email: ollemary@sfasu.edu

Credits: 3  
Other Contact Information: 936-468-4502

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. Employer evaluation is submitted via Qclassroom.

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.

James I. Perkins College of Education Diversity Statement is found at the following link: http://coe.sfasu.edu/about-us/

II. Intended Learning Outcomes/Goals/Objectives:
Program Learning Outcomes
- The student will display the professional dispositions (academic excellence, life-long learning, collaboration, openness, integrity, and service) relative to the field of Human Sciences.

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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 Educations 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**

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation Report</td>
<td></td>
</tr>
<tr>
<td>Midterm Supervisor Evaluation MUST be above midpoint to receive full points; below midpoint will result in half credit.</td>
<td>150</td>
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</tbody>
</table>

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<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Final Supervisor Evaluation</td>
<td>200</td>
</tr>
<tr>
<td>MUST be above midpoint to receive full points; below midpoint will result in half credit.</td>
<td></td>
</tr>
<tr>
<td>Final Student-Self Evaluation</td>
<td>25</td>
</tr>
<tr>
<td>TOTAL Evaluations</td>
<td>375</td>
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<tr>
<td>Journals</td>
<td>350</td>
</tr>
<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>490</td>
</tr>
<tr>
<td>Book Assignment</td>
<td>140</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 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></td>
</tr>
<tr>
<td>Total Course Assignments</td>
<td>490</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1215</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>1215-1093</td>
</tr>
<tr>
<td>B</td>
<td>1092-972</td>
</tr>
<tr>
<td>C</td>
<td>971-850</td>
</tr>
<tr>
<td>D</td>
<td>849-729</td>
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<tr>
<td>F</td>
<td>728 and below</td>
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V. Tentative Course Outline/Calendar:

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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, 2024</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 4120. Both are available from the Internship Coordinator for the semester, Dr. Olle</td>
<td></td>
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<table>
<thead>
<tr>
<th>Orientation Report</th>
<th>June 4 2024</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. Submit a one page paper – in “Dropbox” - about what your orientation was or was not like. 15 points</td>
<td></td>
</tr>
<tr>
<td>As you may have started earlier, you are to have your orientation report submitted after the first week of starting your internship.</td>
<td></td>
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<table>
<thead>
<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>
</tr>
</thead>
<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 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></td>
<td></td>
</tr>
<tr>
<td>May 30 – June 2</td>
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<tr>
<td>June 2 – June 9</td>
<td></td>
</tr>
<tr>
<td>June 10 – June 11, etc.</td>
<td></td>
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<tr>
<td>Your particular internship may include different dates. This is intended to be an example to demonstrate when journals will be due.</td>
<td></td>
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</tbody>
</table>
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 **350 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 **June 30 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.
**Due dates** are posted in Dropbox.
**140 points total (20 pts ea).**
<table>
<thead>
<tr>
<th><strong>PowerPoint presentation</strong></th>
<th>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 2 by 11:30 pm</strong>. Submit Power Point through “Dropbox” <strong>20 points</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Documentation of 300 Hours</strong></td>
<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 300 points</strong></td>
</tr>
<tr>
<td><strong>Final Evaluation</strong></td>
<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 6, by 11:30 pm. 200 points</strong></td>
</tr>
<tr>
<td><strong>Thank You letter.</strong></td>
<td>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 <strong>No later than August 2 by 11:30 pm.</strong> This is to be a “Letter”, not an email or scratch note. You’ll do it the old-fashioned way, thank you. <strong>15 points</strong></td>
</tr>
</tbody>
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Self-Evaluation You will complete a self-
evaluation through Qualtrics. No later than 
August 2 by 11:30 pm 25 points.

<table>
<thead>
<tr>
<th>Bonus Points</th>
<th>No later than August 2 by 11:30 pm.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a post card or something comparable so we can brag about your excellent work and locations! 10 points</td>
<td>No later than August 2 by 11:30 pm.</td>
</tr>
</tbody>
</table>

VI. Required Readings:

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 Policy
Institutional Absences (*HOP 04-110*)
An Institutional Absence may be granted to a student who participates as a representative of the University in academic (including research), extra- or cocurricular, or athletic activities. Students will be excused for institutional purposes from otherwise required academic activity only when a valid Institutional Absence is approved by the appropriate administrative unit or official and the documentation of approval is provided to the faculty member at least five (5) days in advance.

Institutional absences will not be approved for keystone events, defined as: a special or unique assignment, test, project, experience, or other academic exercise identified by the faculty member as critical for successful completion of standards of the class and unable to
be missed. These events must be identified on the syllabus at the beginning of the semester and communicated to the students. Events added to the syllabus at a later date will not qualify for Keystone Event status. Keystone Events where the date/time is changed will no longer be considered a Keystone Event. Students should make themselves aware of any Keystone Events identified in the syllabus to ensure there are no conflicts.

For keystone events where the assignment dates vary, it is incumbent upon the students to work with their faculty member to not select a conflicting date.

More information on Institutional Absences, including how to apply, can be found at https://www.sfasu.edu/deanofstudents/student-resources/institutional-absences.

**Code of Student Conduct and Academic Integrity** (In addition, you may include your guidelines for academic integrity as appropriate).

- The Code of Student Conduct and Academic Integrity (HOP 04-106) outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.
Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially. For additional information, go to [https://www.sfasu.edu/docs/hops/04-106.pdf](https://www.sfasu.edu/docs/hops/04-106.pdf).

Withheld Grades *Semester Grades Policy (HOP policy 02-206)*
Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the coursework 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. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course to compute the grade point average. For additional information, go to [https://www.sfasu.edu/docs/hops/02-206.pdf](https://www.sfasu.edu/docs/hops/02-206.pdf).

- **Students with Disabilities**
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, 468-3004 / 468-1004 (TDD) 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 promptly may delay your accommodations. For additional information, go to [http://www.sfasu.edu/disabilityservices/](http://www.sfasu.edu/disabilityservices/).

- **Student Wellness and Well-Being**
SFA values students’ overall well-being, mental health and the role it plays in academic and overall student success. Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, emotional well-being, alcohol and other drugs, identities, finances, etc.
If you are experiencing concerns, seeking help, 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.

- **Other important course-related policies:**
  
  ***Other SFA policy information is found in the Handbook of Operating Procedures (HOP)***

**IX: Resources**

- **On-campus Resources:**
  - **The Dean of Students Office** (Rusk Building, 3rd floor lobby)  
    www.sfasu.edu/deanofstudents  
    936.468.7249  
    dos@sfasu.edu
  - SFASU Counseling Services • www.sfasu.edu/counselingservices  
    Health and Wellness Hub (corner of E. College and Raguet) • 936-468-2401
  - SFASU Human Services Counseling Clinic • www.sfasu.edu/humanservices/139.asp  
    Human Services Room 202 • 936-468-1041
  - **The Health and Wellness Hub** “The Hub”  
    Location: corner of E. College and Raguet St.
    - To support the health and well-being of every Lumberjack, the Health and Wellness Hub offers comprehensive services that treat the whole person – mind, body and spirit. Services include:
      - Health Services
      - Counseling Services
      - Student Outreach and Support
      - Food Pantry
      - Wellness Coaching
      - Alcohol and Other Drug Education
    www.sfasu.edu/thehub  
    936.468.4008  
    thehub@sfasu.edu

- **Crisis Resources:**
  - Burke 24-hour crisis line 1(800) 392-8343
  - National Suicide Crisis Prevention: 9-8-8
  - Suicide Prevention Lifeline 1(800) 273-TALK (8255)
  - Crisis Text Line: Text HELLO to 741-741

**XI: Other Relevant Course Information**

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