Term Information

Effective Term

Summer 2012

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)

Change credit hours from 1 credit hour (fixed) to 2 credit hours.

What is the rationale for the proposed change(s)?

When the semester plan for 4800 (560 lecture) and 4800 (552) were completed, 3 credits were allocated to the lecture and 1 credit to the lab. This does not accurately reflect the credit hours that the lab utilizes and puts more focus on the lecture over the lab. The plan that we have for these courses now is a more equal relationship for learning objectives in both lab and lecture. Because of this we want to change the 4800 to 2 credit hours and 4810 to 2 credit hours.

Students who still need to take the class are already required to take both courses concurrently and the total number of credit hours has not changed.

The advising sheets will be updated with the change of credit hours, the overall total of the concurrent course would remain the same as well as the program credit hour total.

What are the programmatic implications of the proposed change(s)?

(e.g. program requirements to be added or removed, changes to be made in available resources, effect on other programs that use the course)?

Little to no programmatic implications. These courses are required to be taken concurrently and the total number of credit hours remains the same between the courses. Other programs that use these courses have been updated of the potential change but this will not negatively impact our program or theirs as the total number of credit hours between the two courses remains the same.

Is approval of the request contingent upon the approval of other course or curricular program request? No

Is this a request to withdraw the course? No

General Information

Course Bulletin Listing/Subject Area

Consumer Sci: Hospitality Mgt

Fiscal Unit/Academic Org

Dept Of Consumer Sciences - D1255

College/Academic Group

Education & Human Ecology

Level/Career

Undergraduate

Course Number/Catalog

4810

Course Title

Hotel Systems Laboratory

Transcript Abbreviation

Hotel Systems Lab

Course Description

Provide exposure to the lodging/hotel sector via experiences in Front of the House and Heart of the House in a real operating environment.

Previous Value

Fixed: 2

Fixed: 1

Offering Information

Length Of Course

14 Week, 7 Week, 4 Week (May Session), 12 Week (May + Summer)

Flexibly Scheduled Course

Never

Does any section of this course have a distance education component?

No

Grading Basis

Letter Grade

Repeatable

No

Course Components

Laboratory
Prerequisites and Exclusions

Prerequisites/Corequisites
Prereq: 1600 (230) and AcctMIS 310. Concur: 4800.

Exclusions
Not open to students with credit for 552.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code 52.0901
Subsidy Level Baccalaureate Course
Intended Rank Junior, Senior

Quarters to Semesters

Quarters to Semesters Modified or re-envisioned course that includes substantial parts of the content and learning goals of one or more quarter courses
List the current courses by number and title that are to be subsumed into proposed course CSHspMg 552: Introductory Internship: Lodging/Hotels. Course hotel internship redesigned into a laboratory taken concurrently with the hotel systems class.

Requirement/Elective Designation

Required for this unit's degrees, majors, and/or minors

Course Details

Course goals or learning objectives/outcomes
• Understand hotel/lodging industry norms and ethics
• Obtain experience in hotel/lodging specific areas of operation
• Acquire marketable skills and make valuable industry contacts

Content Topic List
• Management supervision and service skills for the general manager
• Human resources in action
• Accounting and revenue management
• Front office
• Housekeeping and maintenance
• Food and beverage
• Safety and property safety
COURSE CHANGE REQUEST
4810 - Status: PENDING
Last Updated: Zircher, Andrew Paul
05/09/2012

Attachments

• CS HSPMT 4810 Hotel Systems Laboratory - Semester Syllabus.docx: Syllabus

(Other Supporting Documentation. Owner: Montalto, Catherine P)

Comments

Workflow Information

<table>
<thead>
<tr>
<th>Status</th>
<th>User(s)</th>
<th>Date/Time</th>
<th>Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted</td>
<td>Zircher, Andrew Paul</td>
<td>05/07/2012 04:53 PM</td>
<td>Submitted for Approval</td>
</tr>
<tr>
<td>Approved</td>
<td>Fox, Jonathan Jay</td>
<td>05/07/2012 05:10 PM</td>
<td>Unit Approval</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Achterberg, Cheryl L Blount, Jackie Marie Zircher, Andrew Paul</td>
<td>05/07/2012 05:10 PM</td>
<td>College Approval</td>
</tr>
</tbody>
</table>
Instructor  
Anne Turpin  
262D Campbell Hall  
Email: turpin.26@osu.edu

Course Description
The Introductory Internship should provide exposure to the hospitality site (lodging/hotel), via experiences in Front of the House (FOH) and/or Heart of the House (HOH) of the facility, and the intern will learn how these areas interface. Students will be placed in specific learning locations as determined by the internship site management. Interns will be given additional tasks to learn about hotel operations. Internship site coordinators and supervisors are expected to mentor the student, and to evaluate the student’s performance.

The students are required to complete at least 100 hours of work for the semester in order to satisfy the requirements to pass the class. The course includes assignments throughout the quarter to document the experience ending in a final project/portfolio. All course information will be online through CARMEN.

Prerequisite(s)
- In Consumer Sciences with a major in Hospitality Management
- Hospitality Management 230, 350.01, and 370
- Minimum cumulative GPA 2.00
- Written permission of the Instructor

Responsibility of Student:
Following successful completion of this course, the student should be able to:
1. Obtain practical experience in hospitality management/hotel areas.
2. Understand industry norms and ethics
3. Acquire marketable skills and make valuable industry contacts.
4. Represent himself/herself and the University appropriately
5. Notify Instructor of any problems or concerns regarding the internship experience and/or employer.

Responsibility of Instructor:
1. Provide students with industry contacts and employers currently seeking interns.
2. Assist students in creating a resume and cover letter as requested.
3. Advise students in the internship search and interview process.
4. Monitor internship activities through coursework and site visits to ensure that the internship experience is beneficial for all parties involved.

Responsibility of Employer:
1. Interview and hire interns.
2. Determine employment conditions.
3. Supervise the work experience.
4. Ensure a quality learning experience in which interns are exposed to a variety of projects, tasks, and operations that will facilitate the application of concepts learned in coursework.
5. Notify the Instructor immediately of any problems or concerns regarding interns.
Course Requirements and Grading

\[
\begin{array}{ll}
\text{A} = 93-100 \% & \text{A-} = 90-92.9 \\
\text{B+} = 87-89.9 & \text{B} = 83-86.9 \\
\text{C+} = 77-79.9 & \text{B-} = 80-82.9 \\
\text{D+} = 65-69.9 & \text{C} = 73-76.9 \\
\text{D} = 60-64.9 & \text{C-} = 70-72.9 \\
\end{array}
\]

All assignments must be turned in by the deadline stated. Late assignments will be accepted by the “late assignment deadline” and will be penalized. Assignments will not be accepted pass the stated date for the late deadline irrespective of circumstances. There is no penalty for submitting assignments early and with this industry, it is recommended to plan ahead so that it does not negatively effect your grade if unexpected events come up.

Course Requirements

- Learning Agreement 25 points
- Post a description of your internship 25 points
- Post a description of your project 25 points
- 3 Projects 75 points (25 pts each)
- Portfolio 100 points
- Final Employer evaluation 25 points
- Time Log 25 points

- TOTAL 300 points

Expectations for Student Conduct and Participation  Since this is a web-based course/internship, students are expected to complete the required number of hours of work for their credit hours assigned and turn in all assignments in a timely manner through the CARMEN DROP BOX feature. Assignments will not be accepted via fax, email or mailbox (unless specified otherwise).

Academic Misconduct  The Ohio State University’s Code of Student Conduct (Section 3335-23-04) defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, and possession of unauthorized materials during an examination. Ignorance of the University’s Code of Student Conduct is never considered an “excuse” for academic misconduct, so I recommend that you review the Code of Student Conduct and, specifically, the sections dealing with academic misconduct.

If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct. If COAM determines that you have violated the University’s Code of Student Conduct (i.e., committed academic misconduct), the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University. For additional information, see the Code of Student Conduct (http://studentaffairs.osu.edu/info_for_students/csc.asp).

Course accommodations  Any student who feels she/he may need an accommodation based on the impact of a disability should contact one of the instructors privately to discuss specific needs. The Office of Disability Services is relied upon for assistance in verifying the need for accommodations and developing accommodation strategies. Please contact the Office for Disability Services at 614-292-3307 (V) or 614-292-0901 (TDD) in room 150 Pomerene Hall to coordinate reasonable accommodations; http://www.ods.ohio-state.edu/.

Grievances and Solving Problems  According to University Policies, available from the Division of Student Affairs, if you have a problem with this class, “You should seek to resolve a grievance concerning a grade or academic practice by speaking first with the instructor or professor; then, if necessary, with the department chairperson, college dean, and provost, in that order. Specific procedures are outlined in Faculty Rule 3335-7-23, which is available from the Office of Student Life, 208 Ohio Union.” “Grievances against graduate, research, and teaching assistants should be submitted first to the supervising instructor, then to the chairperson of the assistant’s
Statement on Diversity The Department of Consumer Sciences affirms the importance and value of diversity in the student body. Our programs and curricula reflect our multicultural society and global economy and seek to provide opportunities for students to learn more about persons who are different from them. Discrimination against any individual based upon protected status, which is defined as age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

Assignments
Assignments may be turned in BEFORE the due date. Each assignment, the following criteria must be met:
- All parts must be complete (points will be deducted if the assignment is not completed entirely)
- The assignments must be turned in prior to the deadline
- No spelling or typographical errors (Please proof read your work!)
- Assignments must be presented in a professional manner.

Frequently asked questions
Q: What if I do not obtain an internship and/or cannot make the 100 hours?
A: It is a course requirement to obtain an internship and work at least 100 hrs. during the internship to pass the class. If you cannot accomplish this please notify the instructor as soon as you believe it could be a problem – do not wait!

Q: What if I don’t like my internship and/or do not get along with my supervisor?
A: Some of the best lessons come from adversities and non-idealistic situations. Unless you are in a situation that is harmful to your health you will need to work through challenges with your supervisor and/or manager. I am also available by email or appointment to give advice. If you feel you are in a harmful environment please contact me via email immediately to make an appointment.

Q: I would like to leave my internship early. Can I submit my assignments early?
A: Yes, as long as 100 hours are completed you are welcome to submit all assignments early including the portfolio. Be sure all assignments are full complete and submitted. Final grades will not be posted until the week grades are due for the quarter. If you wish to submit regular assignments early you may do so at any time. If you plan on leaving your internship early please collaborate with your on site supervisor well in advance and ensure you have his/her permission.

Q: What is the policy regarding late assignments (except for Portfolios, Final Evaluations and Time Logs)?
A: Late assignments are discouraged but accepted within one week of the deadline. The objective of accepting late assignments is not to encourage students to turn them in late but to give them an option of earning some credit in the event the “unexpected” comes up. Ten points will be deducted for late submissions. Unfortunately I cannot break up the penalty (i.e. – 2 points if submitted an hour late, 8 points if submitted a day late, etc.). There will be no waivers for any reason. If only one assignment is submitted late it will not largely impact your overall grade, it is the multiple late assignments that will affect your grade.

Q: What is the policy regarding late Portfolios, Final Evaluations and Time Logs?
A: They will be accepted within 48 hours of the deadline. Late Portfolios will have a 25-point deduction and late final evaluations and time logs will have a 10-point deduction. It is highly recommended to give yourself extra time to ensure the portfolio is properly uploaded electronically through Carmen (or via created website).

Q: I'm not sure what I want to do in this field or if I even like it. Should I change majors?
A: I am available by appointment – please contact me and we will set up a time to meet! This field might not be for you, but it could just be you are going through a difficult time in the field (I’ve been there – I understand!)

Q: When will grades be posted?
A: Grades for each assignment will be posted within 1-2 weeks after the due date. Final grades will be posted.

Q: What does it mean if I do not see a grade posted?
A: If you do not see a grade posted and it has been 1-2 weeks after the due date please contact me to ensure there are no computer glitches or another error in retrieving your assignment.

Q: How do grades work?
A: The following criteria is used when assigning point value: Timeliness, professionalism, content/quality of work, as well as if it meets all the requested information. Please note that Final Evaluations will be awarded point value by the employer.

Q: How do I submit an assignment electronically through Carmen?
A: Assignments can be scanned and downloaded or they can be downloaded using PowerPoint, PDF, Word or Excel.

Q: Why can’t I email my assignments or drop them off in Campbell Hall?
A: Many companies have a similar set up for their managers to submit reports as well as data to their corporate office. Not only is it more efficient and easier to track but also it also better prepares you for the work place. Since this is an online course it is also very relevant to the methodology of the class itself.

<table>
<thead>
<tr>
<th>Week</th>
<th>Activity</th>
<th>Assignment Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week One</td>
<td>Line up tour of facility with your supervisor. Read through entire syllabus.</td>
<td>Submit Learning Agreement AND Business Card through Carmen’s Dropbox. Also, email instructor any questions regarding syllabus or class. Learning agreement and business card due in Carmen.</td>
</tr>
<tr>
<td>Week Two</td>
<td>• Post a discussion&lt;br&gt;• Schedule interviews with supervisor and one other expert in field.&lt;br&gt;• Project #2: Gather ideas with supervisor for Contribution Experience</td>
<td>Post a discussion with a description of your internship and tour of facility. Please include summary of your facility, your duties, employer expectations, what you have learned so far, any opportunities for advancement, organizational culture and other information important for success as an intern or possibly being hired after you graduate to share with other interns. Please refrain from inappropriate topics or language. Due in Carmen. Schedule an appointment with leaders in two different areas of the hotel. The objective is to meet with two different managers/supervisors of different areas of the hotel to ask questions and gain a better understanding of their department. Things come up and sometimes one or both with cancel or re-schedule; give yourself plenty of time for the due date. Since you are relying on someone else I would recommend your goal to be submitting assignment early. Project 2: Contribution Experience. Speak with your supervisor to determine what you can contribute to their organization. Some examples include Guest Satisfaction analysis and/or tracking, Data Charts, misc. other projects as needed by the hotel.</td>
</tr>
<tr>
<td>Week Three</td>
<td>• Project #1: Arrange and conduct Interview with supervisor due</td>
<td>Submit Project #1: Appointment/Information Session with two different leaders in different and one page summary of learning’s. Meet with 2 different individuals in a hotel (it can be your hotel or another hotel). Ask questions that really interest you about learning more about their department. This is an assignment in which you will be networking in conjunction with gaining additional knowledge so be sure to ask smart and applicable questions. Some possible</td>
</tr>
<tr>
<td>Week Four</td>
<td>Work on finalizing decision with work contribution experience</td>
<td>Work on finalizing decision with work contribution experience (you do not need to turn anything in this week; just focus on your work contribution project)</td>
</tr>
<tr>
<td>----------------------------</td>
<td>---------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Week Five                  | Post a discussion                                            | Post a discussion describing your work contribution. Your post should include the following information:  
  - Description of project  
  - What the objective of the project is  
  - What is the desired outcome  
  - How and who will it be measured/evaluated by  
  - How did you and your employer come up with and agree on the project  
  - If you’ve started the project, please share your experience thus far  
  Due in Carmen                                                             |
| Week Six and Seven          | Work on work contribution experience; start deciding and preparing for compiling on-line portfolio (can create a website or do it electronically and submit it through Carmen). | Work on work contribution experience; start deciding and preparing for compiling on-line portfolio (can create a website or do it electronically and submit it through Carmen). You do not need to turn anything in this week, just focus on preparation for upcoming assignments and your work contribution experience. |
| Week Eight and Nine         | Work on work contribution experience; start deciding and preparing for compiling on-line portfolio (can create a website or do it electronically and submit it through Carmen). | Work on work contribution experience; start deciding and preparing for compiling on-line portfolio (can create a website or do it electronically and submit it through Carmen). You do not need to turn anything in this week, just focus on preparation for upcoming assignments and your work contribution experience. |
| Week Ten and Eleven         | Project #2: Contribution Experience Due                      | Submit Project #2: Contribution Experience. Please write a 1-2 page single spaced paper describing the following:  
  - Project objection: Desired outcome  
  - Project description: Description of project, history, any challenges, any learning’s, etc. |

questions you might want to ask:
- Please provide an overview of your department and how it interacts with other departments for the overall success of your hotel
- What are your department’s goals and expectations? How are you measured against those goals?
- What are best practices and procedures that you utilize to achieve your departments goals?
- How many team members do you have in your department? How many leaders?
- How do you train new team members in your department?
- Is there a high turnover in your department? Why or why not?
- What qualifications does it take to supervise and/or manage this department? How do you build on those skills?
- What are the greatest challenges in your department? Is that a common challenge at other hotels?
- What are the most fun aspects of this department?
- What does it take for this department (at any hotel) to be successful?

After you have spoken with both individuals write a one-page summary on what you learned. Information sessions and your summary is due in Carmen.
| Week Twelve and Thirteen | Project #3: Summary Paper | Submit Project #3: Summary Paper. Please write a 1-2 page single spaced paper that answers the following questions:

- Project outcome: What were the findings as well as end solution? Please attach any helpful documentation to show your project (i.e. – graphs, surveys, promotional materials, etc.). **Be sure to ask for your supervisor for permission to use the additional documentation for your assignment.**

- What have you learned about your career aspirations?
- What experiences were most beneficial to you from this experience? Was it what you expected or were you surprised by what was involved (or not)?
- What are the strengths and weaknesses of this company? Is this a company you would consider working for long term? Why or why not?
- Site correlations between what you have learned in class and what you have experienced during this internship.
- What experiences do you feel you need additional development or training? What areas do you feel you performed strongly in?
- Did you meet your stated goals and objectives every week? Why or why not? What would you have done differently? Did you encounter any roadblocks?
- Describe the interaction with your supervisor. Did you work more as a team or partnership, or as a subordinate/supervisor relationship? Did they provide you with the tools to meet your goals and objectives?
- What did you find the most challenging part of this internship?
- Evaluate the product/services you worked with during the internship. What was your opinion of the quality of the product/services?
- Describe one scenario or situation you experienced during this internship that you will definitely remember or that made a very strong impression (good or bad).
- State your short term goals and long term goals and three specific things you will do to achieve them using SMART Goal format (Specific, Measurable, Achievable, Realistic, Timely).

** Please include this with your final portfolio **

| Week Fourteen | Portfolio, Log (with employer signature) and final evaluation (with employers signature) | Submit portfolio. This portfolio is to include:

- Title page
- Table of contents
- All assignments previously submitted for this course (Papers 1, 2 and 3)
- Current Resume (if you have not previously taken 595, I would recommend asking EHE Career Services to review your resume prior to submission)
- Verification of the quality of your work (this can be letter(s) of recommendation and/or one or both of your evaluation)
- A list of all the Hospitality Management Classes you have taken (please also include any Certifications as well, such as ServSafe and/or TIPS).
• Three things you enjoyed about this class and three suggestions for improvement for the next class

This portfolio should be a representative of your best work and provide an in-depth view of your internship. The portfolio should be presented in a professional/creative format as a website, PowerPoint or Word Document.

Your portfolio should be created with the intent of using it as a great tool for future interviews. Please be sure to include any other information that you feel will help you in obtaining a future job (i.e. – Positive Guest Letters, Special awards/recognition, projects accomplished, etc.)

Submit Time Log with employer signature. Please note you must complete at least 80 hours of work for the quarter in order to satisfy the requirements to pass this class. Must have signature and date from employer and employee; electronic signatures are not sufficient).

Submit final evaluation (must have signature and date from employer and employee – electronic signatures are not sufficient). Please include with portfolio.

Please submit your portfolio electronically in Carmen or use an online website to present your portfolio (preferred method, as you can share it easily with future employers). Some free websites:

• www.wix.com
• https://sites.google.com/
• http://prezi.com

Portfolios due in Carmen on or before Finals week.