Term Information

Effective Term: Spring 2016

General Information

Course Bulletin Listing/Subject Area: Consumer Sci: Hospitality Mgt
Fiscal Unit/Academic Org: Department of Human Sciences - D1251
College/Academic Group: Education & Human Ecology
Level/Career: Undergraduate
Course Number/Catalog: 3191
Course Title: Internship
Transcript Abbreviation: Internship
Course Description: Supervised practicum experience at a department approved internship site related to the student's selected major. Includes an investigation and analysis of assigned problems and documentation of experience.
Semester Credit Hours/Units: Fixed: 3

Offering Information

Length Of Course: 14 Week
Flexibly Scheduled Course: Never
Does any section of this course have a distance education component?: Yes
Is any section of the course offered 100% at a distance: No
Grading Basis: Satisfactory/Unsatisfactory
Repeatable: No
Course Components: Field Experience
Grade Roster Component: Field Experience
Credit Available by Exam: No
Admission Condition Course: No
Off Campus: Never
Campus of Offering: Columbus

Prerequisites and Exclusions

Prerequisites/Corequisites: Prereq: 2990 (595), 2.0 CPHR or above, and Jr. standing; and CS HOSP MG major. This course is graded S/U.
Exclusions: Not open to students with credit for 589.02.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code: 52.0904
Subsidy Level: Baccalaureate Course
Intended Rank: Junior, Senior
### Requirement/Elective Designation

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

### Course Details

#### Course goals or learning objectives/outcomes

- Gain a realistic industry view as a possible career choice through actual work experience.
- Become aware of the importance of human relations as they apply to customers, co-workers, and supervisors.
- Develop through personal experience and interaction an understanding of characteristics, needs and wants of the customers.
- Develop a sense of priorities in the accomplishment of assigned responsibilities.
- Assess his/her strengths and weaknesses and evaluate the performance related to contracted duties and responsibilities.
- Represent himself/herself, the department, college and university appropriately.
- Acquire marketable skills and make industry contacts.

#### Content Topic List

- Networking skills
- Customer service skills
- Supervisory skills
- Sales skills
- Communication skills
- Professionalism in the work place

### Attachments

- CS HM 3191 syl - Spring 2015.pdf: HSP MG 3191 syllabus
  
  *(Syllabus. Owner: Rudd,Nancy Ann)*

### 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>Rudd,Nancy Ann</td>
<td>02/18/2015 11:21 AM</td>
<td>Submitted for Approval</td>
</tr>
<tr>
<td>Approved</td>
<td>Folden Jr,H Eugene</td>
<td>02/18/2015 12:53 PM</td>
<td>Unit Approval</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Odum,Sarah A. Zircher,Andrew Paul Warnick,Bryan R. Achterberg,Cheryl L</td>
<td>02/18/2015 12:53 PM</td>
<td>College Approval</td>
</tr>
</tbody>
</table>
Instructor
Anne Turpin
265G Campbell Hall
turpin.26@osu.edu
Office Hours: By Appointment

Course Description
Through the realistic experience in the work environment, students can develop professional goals in relation to their capabilities and the market demands for college graduate entry-level positions. Semester-supervised experiences at an approved intern site related to the student’s major also provides students with experiences that better enable them to secure a permanent position within their profession. Please see the guidelines below for minimum hour requirement by credit hours for semester:

\[ 3 \text{ cr} = 180 \text{ hrs at internship location} \]

Prerequisite(s)
- Rank 3
- CS 2990
- Major in Consumer Sciences
- Permission of Instructor with employer documentation (learning agreement)
- Must take internship the semester enrolled in internship course

Course Objectives
Following successful completion of this course, the student should be able to:

1. Apply subject matter knowledge from his/her program to the internship experience.
2. Gain a realistic industry view as a possible career choice through actual work experience.
3. Become aware of the importance of human relations as they apply to customers, co-workers, and supervisors.
4. Develop through experience and interaction an understanding of the characteristics, needs, and wants of the customers, the particular company serves and how the company thrives to satisfy them.
5. Develop a sense of priorities in the accomplishment of assigned responsibilities.
6. Make a positive contribution to the company as an employee and as an intern.
7. Assess his/her strengths and weaknesses and evaluate the performance related to the contracted duties and responsibilities.

Required Course Materials
All documents found in Carmen; no textbooks required.

Rules/Policies for Exams/Quizzes
- Assignments are to be submitted via Carmen only; other outlets will not be accepted
- Documents requiring signatures must have actual signatures (not electronic signatures) to receive credit. Documents might be verified by on site supervisor.
• Assignments are to be submitted on time; late assignments will not be accepted
• Final time logs and final evaluations will not be accepted late; both are needed to pass the class. It is the student’s responsibility to ensure both documents are submitted and are legible.

Course Requirements and Grading
Assignments will be graded on a point scale. **The student must earn 250 out of 300 points** of the points to receive a passing grade for the course. It is also required to complete the minimum hours required (180 hours per 3 credit hours) and receive an “Acceptable” rating on the employer evaluation to prove a successful internship. Please submit all your assignments on time to receive credit.

- 4 Discussions posted: 100 points (25 pts each)
- Personal Website: 150 points
- Big Dish Participation/Discussion: 25 points
- Final Evaluation & Time Log: 25 points

*(Hour log must meet minimum hour requirement, time log must be submitted & rated “Acceptable” or higher to pass this course)*

| 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 or via CARMEN Discussion Board feature (as indicated). A final time log and final evaluation are required to pass the class. All students are required to complete their minimum hours necessary for their internship (please see above) with a rating of “satisfactory” by their employers.

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 s/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/.
Advanced Internship (3191)

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 department.”

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. The following criteria must be met:

- All parts must be completed for credit; points are all or nothing (partial credit will not be given for partially completed assignments); personal websites have different point criteria (review complete syllabus)
- 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
- All internship forms are found on CARMEN www.carmen.osu.edu

All questions or comments throughout the term can be submitted through email (with the subject heading: CS 3191). Please check your email often. Any urgent information concerning the class will be sent to you via your OSU email account. Any announcements, tips, assignment reminders/clarification, etc. will be posted on Carmen. Therefore, it is recommended to check the Announcements in Carmen at least 1-2 times per week.

Frequently asked questions
Q: What if I do not obtain an internship and/or cannot make the required hours?
A: It is a course requirement to obtain an internship and work the designated hours required (varies depending on the credit hours) 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 are in a harmful environment please contact me immediately via email so we can make an appointment.

Q: I would like to complete my internship early. Can I submit my assignments early?
A: Yes, as long as the hour requirement is completed you are welcome to submit all assignments early including the website. Be sure all assignments are fully completed and submitted. Final grades will not be posted until the week of finals. If you wish to submit regular assignments early you may do so at any time. Please ensure your employer is aware and supportive well in advance.
Q: What is the policy regarding late assignments?
A: Late assignments will not be accepted for any reason.

Q: What is the policy regarding late Websites, Final Evaluations and Time Logs?
A: Late assignments will not be accepted for any reason.

Q: I see my graduation in the future and have no idea what I want to do after graduation?
A: I am available by appointment – please contact me and we will set up a time to speak! One of the wonderful things about the hospitality industry is the vast variety. I’m happy to share with you all the various aspects and make suggestions based on your interests and strengths.

Q: When will grades be posted?
A: Grades for each assignment will be posted within 2-weeks after the due date. Final grades will be posted on or before the registrar’s deadline.

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 2 weeks after the due date please contact me to ensure there are no computer glitches or another error in retrieving your assignment. Please also check comments by your grades.

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. All information is needed for credit; websites have a specific point value by each item needed. Please note that Final Evaluations will only receive credit if their rating was “Acceptable” or Higher.

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. Please note: All time logs and final evaluations must have actual signature, “electronic signatures” will not be accepted.

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.
## Schedule for Course Topics and Reading

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics and Reading</th>
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<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td><strong>Introduction and organization of course</strong></td>
</tr>
<tr>
<td>Ending 1/16</td>
<td>Read through syllabus – email instructor with questions</td>
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<tr>
<td></td>
<td>Post Discussion #1 in Carmen by 1/16/15 by 11:59 pm</td>
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<tr>
<td><strong>Week 2</strong></td>
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<tr>
<td>Ending 1/23</td>
<td>Speak with supervisor about Work Contribution Ideas</td>
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<td></td>
<td>Look into possible networking events this semester</td>
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<td><strong>Week 3</strong></td>
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<tr>
<td>Ending 1/30</td>
<td>Finalize work contribution projects</td>
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<td></td>
<td>Create LinkedIn Account &amp; Invite five hospitality professionals</td>
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<td><strong>Week 4</strong></td>
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<tr>
<td>Ending 2/6</td>
<td>Schedule and/or attend networking</td>
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<td></td>
<td>Work on contribution project</td>
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<td></td>
<td>Research websites to present portfolio</td>
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<tr>
<td><strong>Week 5</strong></td>
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<tr>
<td>Ending 2/13</td>
<td>Post Discussion #2 in Carmen by 2/13/15 by 11:59 pm</td>
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<td></td>
<td>Work on resume</td>
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<td></td>
<td>Determine website and start setting up basic info</td>
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<td></td>
<td>Biography &amp; Info for website</td>
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<td><strong>Week 6</strong></td>
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<tr>
<td>Ending 2/20</td>
<td>Finalize resume</td>
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<td></td>
<td>Schedule and/or attend networking</td>
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<td></td>
<td>Work on contribution project &amp; website</td>
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<td><strong>Week 7</strong></td>
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<tr>
<td>Ending 2/27</td>
<td>Compile list of all HM Classes and certifications (do not list class numbers, just</td>
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<td>class names of Hospitality Management or Business Classes).</td>
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<td></td>
<td>Work on contribution project</td>
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<td><strong>Week 8</strong></td>
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<tr>
<td>Ending 3/6</td>
<td>Schedule and/or attend networking</td>
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<td></td>
<td>Contribution Project Details and Summary (for website)</td>
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<td></td>
<td>Ask for recommendation letter(s) from current and prior supervisors</td>
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<td><strong>Week 9</strong></td>
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<tr>
<td>Ending 3/13</td>
<td>Website Due by 3/13/15 by 11:59 pm</td>
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<tr>
<td></td>
<td>Schedule and/or attend networking</td>
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<td></td>
<td>Work on website</td>
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<td><strong>Week 10</strong></td>
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<tr>
<td>Ending 3/20</td>
<td>Spring Break, No Assignments</td>
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<td><strong>Week 11</strong></td>
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<tr>
<td>Ending 3/27</td>
<td>Post Discussion #3 in Carmen by 3/27/15 by 11:59 pm</td>
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<tr>
<td><strong>Week 12</strong></td>
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<tr>
<td>Ending 4/3</td>
<td>No Assignments</td>
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<tr>
<td><strong>Week 13</strong></td>
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<tr>
<td>Ending 4/10</td>
<td>Extra Credit: Volunteer for Hospitality Listens on 4/6/15</td>
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<tr>
<td><strong>Week 14</strong></td>
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<tr>
<td>Ending 4/10</td>
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</tbody>
</table>
Provide supervisor your final review form
Schedule time with supervisor for review

Week 14
Ending 4/17
Post Discussion #4 in Carmen by 4/17/15 by 11:59 pm
Attend or Volunteer for the Big Dish on 4/16/15 (Graduating seniors are required to attend and non-graduating students are required to volunteer)
Ensure you are on pace to finish required hours (180 hours = 3 credit hours).
Please confirm the day/time you will meet with your supervisor to discuss your final evaluation and obtain necessary signatures for time log and evaluation.

Week 15
Ending 4/24
Big Dish Discussion Due in Carmen by 4/24/15 by 11:59pm
Ensure you are on pace to finish required hours (180 hours = 3 credit hours).
Please confirm the day/time you will meet with your supervisor to discuss your final evaluation and obtain necessary signatures for time log and evaluation.

Week 16
Ending 5/1
Time Log and Final Evaluation due in Carmen by 5/1/15 by 11:00 pm
* Please ensure final evaluations and logs are physically signed by your supervisor and yourself to receive credit *

Assignments: Criteria & Details

<table>
<thead>
<tr>
<th>DISCUSSION CRITERIAS &amp; DETAILS</th>
</tr>
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<tbody>
<tr>
<td><strong>Discussion #1 - Describe your tour and highlights of the company.</strong> Please include:</td>
</tr>
<tr>
<td>• Summary of your facility</td>
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<tr>
<td>• A description of your internship and duties</td>
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<tr>
<td>• Employer expectations and how they were presented to you (via handbook, orientation, etc.)</td>
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<tr>
<td>• What have you 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.</td>
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</tbody>
</table>

**Discussion #2 – Describe your work contribution.** The Work Contribution/Experience Assignment has a lot of room for you and your employer to create a custom project for you that is also beneficial for the employer. The goal is to create a great learning opportunity for you as well as something that will benefit the employer even after you have left your internships.

Your post should include the following information:
• Description of project
• Objective of project
• Desired outcome of project
• How and who will measure/evaluate project
• 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

Some examples of past contribution projects include (but are not limited to):
• Create a training program/manual (for the position in which you are in)
• Establishing a program and following through with communication, execution and follow up. Some programs include “Going Green”, Guest Loyalty, Associate Satisfaction Programs, etc.
Advanced Internship (3191)

- Creating a program to track and reward top guests/clients
- Create and track promotions to improve sales
- Create and establish new menu
- Create and establish tracking for business goals (Labor, Food Cost, Beverage Cost, etc.)

*If you have previously taken a hotel or advanced internship class your work contribution must be different than in prior semesters/quarters*

**Discussion #3 – Networking.** Attend a networking event (speed interviewing, career fairs, etc.). The objective of this assignment is to make new contacts and build networking skills. Please see below for specific requirements:

Attend a networking event and make three new contacts to write about on the discussion board. Please ensure your post highlights key details of your interaction (does not need to list every detail). Please include contact names, organizations and titles. Please also include highlights of what you learned about these individuals and/or through this experience.

Impressions are everything; please plan in advance to ask smart and applicable questions. Some possible questions you might want to ask (depending on the type of event):

- How long have you been with the company?
- What type of education/training have you had?
- What does your company look for in a candidate starting their career with your company?
- What are the best/worst aspects of your job?
- How did you reach your present position?
- Describe your position?
- What is next in your career path?
- What advice would you share with me as I enter the job market? Is there anything you know now that you wish you knew when you started your career?
- How can I find out about opportunities in your company?

**Discussion #4 – Summarize your experience/internship**

- Does the location foster a positive learning environment?
- Would you recommend this location to future students? Why or why not?
- List 3 impactful lessons from this experience
- Are there opportunities for advancement after this internship?
- What were the opportunities for the employer? Did you share them with your employer? It is highly recommended to share feedback with employers in a professional tone.
- What have you learned about your career aspirations?
- Did you meet your stated goals and objectives? Why or why not
- What did you find to be the most challenging part of this internship?

*Please refrain from inappropriate topics or language.*

*Please note that if you had any type of inappropriate experience you are to report it directly to the instructor via email immediately.*
### WEBSITE CRITERIA AND DETAILS

1. **Main Menu** (each of the items listed below should have their own page/tab) - 5 points
2. **Biography** with information about yourself to include:
   a. Professional photo and a brief description of yourself (in a professional context). Please wear business attire, present professionally, have someone else take photo. No points will be received if information and photo is not professional. - 25 points
   b. Brief description of work history - 5 points
   c. Professional areas of professional interest and why you are interested (i.e. – “I have a passion for quality and details and have very much enjoyed time spent leading housekeeping at the Hilton Hotel. I hope to continue focusing on high quality results through working with and leading a staff of my own in a reputable full service hotel”). It’s OK if you are undecided; you can state areas of interest (not just one). If you are open to other opportunities then try to help the employer understand what you most enjoy about the industry. Please refrain from posting personal hobbies and personal social media (i.e. – Facebook, Twitter, etc.). - 10 points
   d. Short term career goals (use SMART goal format: Specific, Measurable, Achievable, Realistic, Timely) 10 points
   e. Long term career goals (use SMART goal format: Specific, Measurable, Achievable, Realistic, Timely) 10 points
   f. Strengths and how you plan to use them (please be specific) 10 points
   g. Weaknesses and how you plan to develop those skills (please be specific) 10 points
3. **Current Resume** (in printable format in case employers would like to print) 10 points
4. **List of successfully completed hospitality related classes & certification** (state names not numbers) 10 points
5. **Recommendation letters** (from current and/or previous employers); minimum 2 letters required. Tip: Ask professional contacts that know you and can speak to your work ethic and potential. 10 points (5 each)
6. **Contribution Project summary and outcome** - 25 points
   a. Project description: Description of project, history, any challenges, any learning’s, etc.
   b. Project objection: Desired outcome
   c. 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. *
   * Please note: If you have previously taken another HM Internship class your work contribution must be different than in prior quarters *
7. **Community services, volunteer activities or other extra activities that you wish to discuss** (optional but recommended if you have applicable items). The objective is to display some following skills: leadership, collaboration, teamwork, initiative and quest for knowledge. 10 points

* Please keep in mind that employers will only spend seconds reviewing your websites. Make it impactful, conscience and aesthetically appeasing (yet professional) *

Some free websites include: [www.wix.com](http://www.wix.com) (#1 recommendation) or [https://sites.google.com](https://sites.google.com)

Student examples (Shared with student’s permission):

http://kelseymariering.wix.com/kelseymring
http://scootmallard.wix.com/scott-1-millard
TIME LOG & EVALUATIONS

- Time log – can be found under content; must be physically signed and dated by both student and employer (electronic signatures are not acceptable). You will need to scan this document and upload it into Carmen.

- Final evaluation – can be found under content; must be physically signed and dated by both student and employer (electronic signatures are not acceptable). You will need to scan this document and upload it into Carmen.

- Class evaluation – please post three items you enjoyed with the class & any suggestions; this should be posted when submitting your time log and final evaluation in Carmen. There is not a form, please just type it in Carmen when you submit your time log and final evaluation. Your valuable feedback helps me continue to enhance the experience for future students.