Term Information

Effective Term
Spring 2017
Previous Value
Spring 2015

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Name change from Food Service Systems to better align with similar courses offered in other comparable institutions
Change concurrent status of lab and lecture – lecture should be taken either in the same or one of the previous semesters.
A total number of required work hours is reduced from 105 to 60 per semester

What is the rationale for the proposed change(s)?
b. Currently students need to take lab and lecture portion of the course in the same semester. Lab course in reality is an internship. Right now students need to find their own employment in order to meet lab requirement. Some students do not manage to do that and they need to drop not only lab but also lecture part. The proposal is to keep lab as one of core requirements but to offer students and opportunity to register for it in concurrent or following semesters

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)?
No implications

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
Department of Human Sciences - D1251
College/Academic Group
Education & Human Ecology
Level/Career
Undergraduate
Course Number/Catalog
3730
Course Title
Food Service Management Practicum
Previous Value
Food Service Systems Laboratory
Transcript Abbreviation
Food Serv Man Prac
Previous Value
Food Serv Sys Lab
Course Description
Application of customer service and restaurant management responsibilities in a real operating foodservice environment.
Semester Credit Hours/Units
Fixed: 1

Offering Information

Length Of Course
14 Week, 12 Week, 8 Week, 7 Week, 6 Week, 4 Week
Flexibly Scheduled Course
Never
Does any section of this course have a distance education component?
No
Grading Basis
Letter Grade
Repeatable
No
Course Components
Field Experience
Previous Value
Laboratory
Grade Roster Component
Field Experience
Prerequisites and Exclusions

Prerequisites/Corequisites
Prereq: 2600 (1600), 2700 (350.01) and 2710, or enrollment in Human Nutrition: Dietetics major. Prereq or concur: 3720.

Previous Value
Prereq: 1600, 2700 (350.01) and 2710, or enrollment in Human Nutrition Dietetics major. Concur: 3720.

Exclusions
Not open to students with credit for 551.

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
• Student will experience the challenges of operational flow in a casual dining restaurant and participate in the collective process of finding solutions
• Students will implement good customer service skills and experience how to apply methods for solving customer complaints
• Students will experience how the concepts and skills of purchasing, production, food safety, sanitation and customer service are actualized in an operating restaurant
• Student will utilize characteristics of good customer service as well as concepts of how to handle customer complaints
• Students will participate and gain experience in the many positions of a food service operation
• Students will be able to constructively and critically evaluate their level of experience in food service operations
Content Topic List

- Foodservice systems models and operating practices
- The internal and external customer
- The menu—the primary control tool of a foodservice enterprise
- The flow of food from purchasing to production to service
- Developing and maintaining Front-of-House and Back-of-House employees
- Measuring and improving employee productivity through food production and customer service controls
- Characteristics of good customer service from fast food to fine dining
- Dealing with customer complaints and empowering employees

Attachments

- Food Service Int - Spring 2017.pdf
  (Syllabus. Owner: Bujisic,Milos)

Comments

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<thead>
<tr>
<th>Status</th>
<th>User(s)</th>
<th>Date/Time</th>
<th>Step</th>
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<td>Submitted</td>
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<td>04/19/2016 03:40 PM</td>
<td>Submitted for Approval</td>
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<tr>
<td>Approved</td>
<td>Folden Jr,H Eugene</td>
<td>04/19/2016 06:29 PM</td>
<td>Unit Approval</td>
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<td>Pending Approval</td>
<td>Achterberg,Cheryl L Warnick,Bryan R Zircher,Andrew Paul Odum,Sarah A.</td>
<td>04/19/2016 06:29 PM</td>
<td>College Approval</td>
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</table>
Course Description
Provide exposure to the foodservice sector via experiences in Front of the House and Heart of the House in a real operating environment.

The students are required to complete at least 60 hours of work for the semester in order to satisfy the requirements to pass the class. Please note students are also required to have personal health insurance, as it will be needed for this class if a non--paid opportunity is secured. The course includes assignments throughout the semester to document the experience and offer various perspectives from peers. All course information will be online through CARMEN.

Prerequisite(s)
• 2600 (1600)
• 2700 (350.01) and 2710, or enrollment in Human Nutrition: Dietetics major.
• Prereq or concur: 3720.

This course is designed to take concurrently or after 3720.
This course is not open to students with previous credit in 551.

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 textbook necessary
Rules/Policies for Assignments (dates, makeups, excuses, notification of absence, etc.)

- 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; any late assignments will 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. Please note: it is a requirement to complete 105 lab hours at your location during the semester and earn an “acceptable” rating or higher on final employer evaluation.

Email Etiquette:

- Please utilize buckeyemail (per university standards).
- Please reference the course number in the subject line (HM 3730 Food Service Lab); failure to use proper reference could result in a delayed response.
- Please allow 2 business days for a response (note: if your email question is sent at the last minute it may not be possible to send you a response before an assignment is due or a test is given).
- If emailing about a grade, please note grades and feedback will be posted within 2 weeks of due date listed in Carmen.

Netiquette (do’s and don’ts of online communication):

- Be thoughtful that others can and will view discussion posts; please refrain from using inappropriate language.
- Respect opinions of others.
- Do not plagiarize… ensure you represent your own thoughts and use your own words. Any student that plagiarizes will be reported to Committee of Academic Misconduct.

Technology

- This class will require internet access and access to Carmen.
- Students must be proficient with navigating Carmen and posting discussions and taking exams on Carmen; Carmen tutorials can be found online at [https://resourcecenter.odee.osu.edu/carmen/getting-started-students](https://resourcecenter.odee.osu.edu/carmen/getting-started-students).
- Carmen technical support can be reached via email at 8help@osu.edu or via telephone at 614-688-HELP.

Course Requirements and Grading

- Commitment to Excellence: 25 points
- Discussion #1 – Orientation & Training: 25 points
- Discussion #2 – Conflict: 25 points
- Midpoint Review: 50 points
- Discussion #3 – Executive Committee Member Shadow: 25 points
- Discussion #4 – Big Dish/Hospitality Listens Participation: 45 points
- Discussion #5 – Summary: 25 points
- Final project: 80 points
- Final Evaluation (must submit and receive an “Acceptable” rating to complete course) and Time Log: 80 points
- Time Log (must submit to complete course): 40 points

- TOTAL: 300 points

Discussion posts: Please ensure all parts of discussion are addressed and answered. Posts should be presented professional in verbiage, tone and grammar. All of these requirements should be met. Please see assignment details for specifics on grading.
Grading scale:
Final grades will be based on the OSU Standard scheme:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
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<tr>
<td>B+</td>
<td>87-89</td>
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<tr>
<td>C+</td>
<td>77-79</td>
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<tr>
<td>D+</td>
<td>67-69</td>
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<tr>
<td>A-</td>
<td>90-92</td>
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<tr>
<td>B</td>
<td>83-86</td>
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<tr>
<td>C</td>
<td>73-76</td>
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<tr>
<td>D</td>
<td>60-66</td>
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<tr>
<td>B-</td>
<td>80-82</td>
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<td>C-</td>
<td>70-72</td>
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<td>E</td>
<td>59% or less</td>
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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 a minimum of 105 hours in their hotel lab/internship. Failure to complete required hours, submit time log or satisfactory final evaluation will not pass the course. All students are also required to receive enough points through assignments to pass the class.

Students should feel free to address instructor by Anne (first name). All emails should have the course referenced in the subject line (HM 3730 Food Service Lab). Failure to do so will result in a delayed response. Otherwise, please allow 2 business days for a response.

Assignments will be graded 2 weeks from the deadline stated on the syllabus.

Academic Integrity (Academic Misconduct) – Academic integrity is essential to maintaining an environment that fosters excellence in teaching, research, and other educational and scholarly activities. Thus, The Ohio State University and the Committee on Academic Misconduct (COAM) expect that all students have read and understand the University’s Code of Student Conduct, and that all students will complete all academic and scholarly assignments with fairness and honesty. Students must recognize that failure to follow the rules and guidelines established in the University’s Code of Student Conduct and this syllabus may constitute “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.

If you have any questions about the above policy or what constitutes academic misconduct in this course, please contact me.

Other sources of information on academic misconduct (integrity) to which you can refer include:

1. The Committee on Academic Misconduct web pages (COAM Home)
2. Ten Suggestions for Preserving Academic Integrity (Ten Suggestions)

Eight Cardinal Rules for Academic Integrity (http://www.northwestern.edu/provost/policies/academic-integrity/index.html)

Office of Disability Services Statement: Any student who feels s/he may need an accommodation based on the impact of a disability should contact me privately to discuss your specific needs. Please contact the Office for Disability Services at 614-292-3307 in room 150 Pomerene Hall to coordinate reasonable accommodations for
students with documented disabilities.

**Diversity Statement:** The College of Education and Human Ecology 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 as age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

The College of Education and Human Ecology is committed to maintaining a community that recognizes and values the inherent worth and dignity of every person; fosters sensitivity, understanding, and mutual respect among its members; and encourages each individual to strive to reach his or her own potential. In pursuit of its goal of academic excellence, the College seeks to develop and nurture diversity, believing that it strengthens the organization, stimulates creativity, promotes the exchange of ideas, and enriches the University’s community on the basis of race, religion, color, sex, age, national origin or ancestry, marital status, parental status, gender identity, sexual orientation, ability status, health status, health status, or veteran status.

Statement of Student Rights: “Any student with a documented disability who may require special accommodations should self-identify to the instructor as early in the semester as possible to receive effective and timely accommodations.” (http://ods.osu.edu/)

Grievances statement: 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 outlines in Faculty Rule 3335-7-23, which is available from the Office of Student Life, 208 Ohio Union.”

**INTELLECTUAL PROPERTY**

**Course Audio and Video Recording**

Video or audio recording of classes without the explicit written permission of the instructor/professor is a violation of the Code of Student Conduct or Students who wish to record their classes must first obtain written permission of the instructor/professor. Otherwise, such recording constitutes a violation of the Code of Student Conduct.

**Student Generated materials**

Any materials generated by a student(s) is copyrighted. Permission must be obtained to use these materials other than the intended purpose inside the course.

**Course materials**

These materials are copyrighted and are owned by the author. Copyrights have been secured or they are considered fair use inside/for the course but this does not apply to uses outside of the course.

Mental Health Statement: A recent American College Health Survey found stress, sleep problems, anxiety, depression, interpersonal concerns, death of a significant other and alcohol use among the top ten health impediments to academic performance. Students experiencing personal problems or situational crises during the quarter are encouraged to contact the OSU Counseling and Consultation Services (614-292-5766; http://www.ccs.ohio-state.edu) for assistance, support and advocacy. This service is free and confidential.

**Academic Support**

Getting started with Carmen: https://resourcecenter.odee.osu.edu/carmen/getting-started-students

How to navigate in Carmen: https://resourcecenter.odee.osu.edu/carmen/tips-navigate

Carmen Content Support: https://resourcecenter.odee.osu.edu/carmen/content-students
### Assignments (description, submission, format, due dates)

<table>
<thead>
<tr>
<th>Week</th>
<th>Assigned Reading/Video</th>
<th>Class participation and instruction</th>
</tr>
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<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td><strong>Ending 1/17</strong> Finalize lab location</td>
<td>Please review syllabus. Contact instructor with any questions. Lab experience should be secured.</td>
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<td></td>
<td>Read through entire syllabus and course content</td>
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<td>Mark assignment deadlines on calendar or personal planner</td>
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<td>Schedule tour of facility with your supervisor and discuss Commitment to Excellence Form with supervisor.</td>
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<td><strong>Week 2</strong></td>
<td><strong>Ending 1/24</strong> Systems thinking for restaurant success – Hiring for success</td>
<td>Submit Commitment to Excellence (20 points) <strong>AND</strong> Supervisor’s Business Card (5 points) through Carmen’s Dropbox.(C2) Please email instructor any questions regarding syllabus or class.</td>
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<td>Complete tour of facility with supervisor.</td>
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<td><strong>Week 3</strong></td>
<td><strong>Week ending 1/31</strong> The application ‘do’s and don’ts’</td>
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<td><strong>Week 4</strong></td>
<td><strong>Ending 2/7</strong> “Orientation and Training”</td>
<td>Discussion #1 (C1, C2, C3) Post a discussion. Click on the “Discussions” tab on Carmen and post your answers under the “Discussion 1” forum. Please introduce yourself to the class (name, location &amp; home department). Please address the following questions: 1) Describe your food service location (name, size, how many employees and location). 2) Describe the hiring process. Were you surprised with any of the process? What stood out the most in a positive way? Did you have a negative experience? 3) Describe orientation and how expectations were presented to you. 4) What are the expectations in your role? How will you measure your own performance throughout the semester to ensure you contribute positively to the organization? 5) What is the annual turnover rate (measured in percentage) at your location? Note: you will need to ask manager. Please provide a numbered list under the discussion that addresses each question. Each question is worth 5 points and must be answered professionally and completely for credit.</td>
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<td>Ask supervisor to help arrange job shadowing in one other areas outside home department and with an Executive Committee Team member (can be in your home department or outside your home department) Complete tour of facility with Supervisor</td>
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<td><strong>Week 5</strong></td>
<td><strong>Ending 2/14</strong></td>
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<td>Feedback systems and compensation planning</td>
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<td><strong>Week 6</strong>&lt;br&gt;Ending 2/21&lt;br&gt;Teamwork and resolving conflict</td>
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<td>Conflicts in the workplace Post discussion #2</td>
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<tr>
<td><strong>Discussion #2</strong>&lt;br&gt;(C1, C2, C3)</td>
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<td>Post a discussion. Click on the “Discussions” tab on Carmen and post your answers under the “Discussion 2” forum. Please re-introduce yourself to the class. Please address the following questions:</td>
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<td>1) Please describe a conflict in the workplace (preferably one in which you are directly involved).</td>
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<td>2) How was the conflict resolved?</td>
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<td>3) What role did communication play in this conflict? Please describe the impact of good communication (or negative) in both the problem and the solution.</td>
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<td>4) List the two most important traits in your current manager that you feel has made the greatest impression with you (reference pages 205-218 in <em>Setting the Table</em>). Why are these traits so important to you?</td>
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<td>5) What are traits have you found most often missing in leaders (based on your experiences – current and prior)? Why do you feel it’s often missing?</td>
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<td>Please provide a numbered list under the discussion that addresses each question. Each question is worth 5 points and must be answered professionally and completely for credit. A completed checklist with appropriate signatures is needed to submit with final project. Please do not submit checklist until Final Project.</td>
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| **Week 7**<br>Ending 2/28<br>The business in the kitchen – the menu |
| Schedule mid-point review with supervisor |
| Arrange and confirm details to shadow an Executive Committee Team Member for Discussion #3 *(Note: it is highly encouraged to shadow an Executive Manager in a department/area which you have the most interest in location)* |

<p>| <strong>Week 8</strong>&lt;br&gt;Ending 3/6&lt;br&gt;Food Cost management |
| Mid-Point Review with supervisor |
| Arrange and confirm details to shadow an Executive Committee Team Member for |
| <strong>Submit Mid-Point evaluations via Carmen’s Dropbox.</strong> <em>(C1, C2, C3)</em> |
| Mid-point evaluation must be signed and dated by BOTH parties (student and supervisor). Employer electronic signatures are not accepted. Employers might be contacted to verify documents. |</p>
<table>
<thead>
<tr>
<th>Week 9</th>
<th>Ending 3/13</th>
<th>Labor Scheduling</th>
<th><strong>Arrange and confirm details to shadow an Executive Committee Team Member for Discussion #3 (Note: it is highly encouraged to shadow an Executive Manager in an area which you have the most interest in hotel)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 10</strong></td>
<td>Ending 3/20</td>
<td>The kitchen design</td>
<td><strong>No Assignment Due</strong></td>
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<tr>
<td><strong>Week 11</strong></td>
<td>Ending 3/27</td>
<td>Measures of success</td>
<td><strong>Ensure employer has final evaluation form; schedule final evaluation date</strong></td>
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<td><strong>Week 12</strong></td>
<td>Ending 4/3</td>
<td>The customer journey</td>
<td><strong>Discussion 3 Due</strong>&lt;br&gt;<strong>Ensure employer has final evaluation form; schedule final evaluation date</strong>&lt;br&gt;<strong>Discussion #3 (C1, C2, C3)</strong>&lt;br&gt;<strong>Post a discussion.</strong> Click on the “Discussions” tab on Carmen and post your answers under the “Discussion 3” forum. Please re-introduce yourself to the class. Please address the following questions:&lt;br&gt;1) Please state name, department of Executive Committee Team member. Was this person in or out of your home department?&lt;br&gt;2) Please describe intriguing responsibilities and duties. Is this what you envisioned the role?&lt;br&gt;3) Did the Executive Team member give any career advice? Please briefly describe.&lt;br&gt;4) How long did it take Executive Team member to develop into his/her role?&lt;br&gt;5) Has this shadowing experience impacted your interest in pursuing this area? Why or why not? Do you plan on remaining connected for future opportunities?&lt;br&gt;Please provide a numbered list under the discussion that addresses each question. Each question is worth 5 points and must be answered professionally and completely for credit. A completed checklist with appropriate signatures is needed to submit with <strong>final project</strong>. Please do not submit checklist until Final Project.</td>
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<tr>
<td><strong>Week 13</strong></td>
<td>Ending 4/10</td>
<td>Customer Service</td>
<td><strong>Ensure employer has final evaluation form; schedule final evaluation date</strong>&lt;br&gt;<strong>HM Majors – Participate in Big Dish on April 7, 2016 (time TBA in February, typically between 1-11pm)</strong></td>
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| **Week 14** | **Discussion #4** – Big Dish/Hospitality Lists
Dietetic students are required to volunteer at Hospitality Listens Event; Hospitality Management Students required to volunteer at Big Dish. Please include the following in discussion:

- Name, Major and event attended; was this your first time attending event?
- Overall impression of the event
- Three items learned from the event
- Any feedback for students organizing volunteers? |
| **Ending 4/17** | **Ensure employer has final evaluation form; schedule final evaluation date** |
| **Discussion #5** (C1, C2, C3) | **Post a discussion.** Click on the “Discussions” tab on Carmen and post your answers under the “Discussion 5” forum. Please re-introduce yourself to the class. Please address the following questions:

1) How does your food service location rate in customer satisfaction? Please describe the matrix.

2) Would you recommend services and quality to friends and family?

3) Would you recommend location to future students? Why or why not?

4) Did you meet stated goals in Commitment to Excellence? Why or why not? List three impactful lessons from this experience

5) Are there opportunities for advancement after this internship? *(Tip: It is recommended to connect via LinkedIn with all professional contacts that you believe might be helpful in the future).*

Please provide a numbered list under the discussion that addresses each question. Each question is worth 5 points and must be answered professionally and completely for credit. |
| **Week 15** | **Final Evaluation** |
| **Ending 4/24** | **Putting it all together** |
| **Week 16** | **Submit Final Project via Carmen’s Dropbox.** (C2, C3)
- Include 2 learning objective checklists from the semester (must be signed and dated from both student and manager) |
| **4/27** | **Submit Final Project**
Submit Final Evaluation and Time Log |
Submit a 2 page summary on overall food service performance and recommendations for location

Time logs and final evaluations must be signed and dated by BOTH parties (student and supervisor). Employer electronic signatures are not accepted. Employers might be contacted to verify documents. Partial points will not be issued. Both documents are needed to receive points and pass class.

It is highly encouraged to provide a copy to your manager of this report but not required.

Frequently asked questions
Q: What if I do not obtain an internship and/or cannot make the 105 hours?
A: It is a course requirement to obtain an internship and work at least 105 hours in your internship during the semester in which you are enrolled 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: How can I submit a document late that required my supervisors signature?
A: Late assignments are not accepted. It is highly recommended to plan ahead for assignments that require your supervisor’s participation. Plan for the unexpected and understand that assignments can be submitted early (plan for the unexpected and do not wait until the last few days before the assignment is due, as things will come up!)

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 2 weeks after the due date. Final grades will be posted on or before the registrar’s deadlines.

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 be sure to read any comments posted next to your grade.

Q: How do I submit an assignment electronically through Carmen?
A: Assignments can be scanned. Many smart phones have free scanner applications and many employers have scanners available. Alternatively, a photo of the document will suffice as long as all details can be read (please verify it can all be clearly reviewed before submitting).

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. Assignments dropped
off in Campbell or faxed will not be accepted