Proposal Form For Addition And Revision Of Courses

1. Proposing College / School: College of Human Sciences
   Department: Nutrition, Dietetics and Hospitality Management

2. Course Prefix and Number: HRMT4920

3. Effective Term: Fall 2011

4. Course Title: Internship in Hospitality
   Abbreviated Title: (30 characters or less)

5. Requested Action:
   ○ Renumber a Course
   ○ Add a Course
   ○ Revise a Course
   Current Course Number:
   Proposed Course Number:
   Type of Revision:
   PREQ

6. Course Credit:
   Contact/Group Hours
   Scheduled Type (e.g.: Lab, Lecture, Practicum, Directed Study)
   Weekly or Per Term?
   Credit Hours
   Anticipated Enrollment
   Maximum Hours (Repeatability): 4
   Internship
   Sem
   4
   35
   Total Credit Hours: 4

7. Grading Type:
   ○ Regular (ABCDF)
   ○ Satisfactory/Unsatisfactory (S/U)
   ○ Audit

8. Prerequisites/Corequisites:
   Pr., HRMT Major, HRMT2910, 600 Hours (During Collegiate Experience)
   Work Experience in Hospitality Field, 2.2 GPA.

9. Restrictions: List specific restriction in space above.
   □ College  □ Major  □ Standing  □ Degree

10. Course Description:
    (20 Words or Less; exactly as it should appear in the Bulletin)
    Application of theories and principles of hospitality in a professional hospitality setting

11. May Count Either:
    (Indicate if this particular course cannot be counted for credit in addition to another)

12. Affected Program(s):
    (Respond "N/A" if not included in any program; attach memorandum if more space is required)
    | Program Type (e.g.: minor, major, etc.) | Program Title | Requirement or Elective? |
    |------------------------------------------|--------------|--------------------------|
    | Major                                    | B.S Hotel and Restaurant Management | Required               |

13. Overlapping or Duplication of Other Units' Offerings:
    (If course is included in any other degree program, is used as an elective frequently by other unit(s), or is in an area similar to that covered by another college/school, attach correspondence with relevant unit)
    □ Applicable
    □ Not Applicable
14. Justification:

A recent benchmark study of other 4 year HRMT programs has pointed to the fact that our program is not very demanding in terms of the number of work experience hours expected of students prior to graduation. The educational norm appears to be around 1000 total hours of work experience - encompassing non-credit and for credit learning experiences. The HRMT program's current expectation is 400 non-credit hours (as a pre-requisite to the student's internship experience) followed by a 400 hour internship which equates to 4 credit hours. The current proposal is to increase the number of non-credit hours from 400 to 600 as a pre-requisite to the formal for credit internship course. The unanimous feeling from faculty, our Advisory Board, Industry and Capella Hotel Group partners is that this change will better prepare and position students for actual placement upon graduation.

(Include a concise, yet adequate rationale for the addition/revision of the course, citing accreditation, assessments (faculty, graduate, and/or external) where applicable)

15. Resources:

Not Applicable

(Indicate whether existing resources such as library materials, classroom/laboratory space, and faculty appointments are adequate to support the proposed addition/revision; if additional resources are required, indicate how such needs will be met, referencing the appropriate level of authorization - i.e.: Dean - where necessary; if no additional resources or shifting of resources will be necessary, respond "Not Applicable")

16. Student Learning Outcomes:

1. Integrate concepts learned in the classroom in a practical environment
2. Analyze and recognize organizational principles and their relevance
3. Analyze daily on-the-job activities
4. Apply the concept of informed decision making and understand how work gets done
5. Identify sound work practices and their relation to productivity and customer satisfaction
6. Identify barriers to work productivity and exact effective cause-effect / effect-solution strategies for same
7. Apply classroom based learning to new on the job challenges as confronted

(State in measurable terms (reflective of course level) what students should be able to do when they have completed this course)

17. Course Content Outline:

It is envisaged that the internship program will take the form of the normal (HRMT Industry) 400 hour internship model - that said, the program team is flexible in their approach here as long as the set rotations are completed in any one semester. A typical ten week program might entail:

Week One - Company and internship orientation / Work rotation schedule agreed and rotation supervisors contracted
Week Two - Rotation 1 - Supervisor contact and work experience
Week Three - Rotation work experience
Week Four - Rotation work experience - End of rotation report and supervisor assessment due
Week Five - Rotation 2 - Supervisor contact and work experience
Week Six - Rotation work experience
Week Seven - Rotation work experience - end of rotation assessment and supervisor assessment due
Week Eight - Rotation 3 - Supervisor contact and work experience
Week Nine - Rotation work experience
Week Ten - Rotation work experience - end of rotation report and supervisor assessment due. Final report and overall employer assessment due

It should be noted however that the student has the right to negotiate the exact time frame (10 - 15 weeks) with the employer. The above model is based solely on a normal 40 hour work week. Naturally if students chose to complete their internship in either the fall or spring semester, a much more flexible working arrangement will have to be worked out.
18. Assignments / Projects:

The student is required to complete a total of 400 hours on-the-job work experience during the internship. The student will be required to inform the faculty supervisor (academic advisor) of the agreed rotation schedule, the particular job description for each and the company work expectations for each rotation prior to beginning their actual internship.

They will then be required to report to the faculty supervisor on three separate occasions following each rotation. Additionally, the faculty supervisor will contact the company internship coordinator for a rotation report from each rotation supervisor.

The company will then be required to complete a final report on the students performance and the student will be required to complete and turn in a final report on their experience over the ten weeks of the program. This will include a weekly log of work related responsibilities and activities as well as a critique of same.

1. Rotation schedule and Job Description(s) - 10%
   Students will be required to share their agreed upon rotation schedule as well as job description for each by the end of week two - this will assist the student in their orientation and help them understand their role fully in each rotation and place organizationally.

2. Rotation reports (3 in total) - 30%
   The students is required to reflect on each particular rotation completed and comment in critical fashion on the various challenges and/or barriers observed in relation to achieving overall company and individual work objectives. In particular students are required to highlight work practices that are both effective and ineffective to the system operated. Additionally they are to model the particular systems they were exposed to from a product/service delivery perspective (front to end user) and institute a cause/effect and effect/solution matrix for each.

3. Rotation Supervisor Assessments (3 in total) - 15%

4. Final Project / Report - 30%
   Students will be required to complete a final evaluation report documenting organization vision/mission and or strategic objectives, market place position and attributes pertaining and a full strategic review of how their chosen organization is living up the service promise stated and documented (vision/mission etc). They are to critique their operations and their performance metrics fully and offer recommendations for continuous quality improvement.

5. Overall Company Assessment Report - 15%
   Based upon consultation and feedback with rotation supervisors, the Director/Manager of Human Resources and/or Company Internship Coordinator will be required to offer a final overall grade on the students work performance.

As with other classes student attendance is mandatory for this class and only official university excused absences (please refer to the Tiger Cub) supported by the relevant documentation will be accepted by the professor for non-attendance.

(List all quizzes, projects, reports, activities and other components of the course grade – including a brief description of each assignment that clarifies its contribution to the course’s learning objectives)

19. Rubric and Grading Scale:

<table>
<thead>
<tr>
<th>Grading percentage for course requirements:</th>
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</thead>
<tbody>
<tr>
<td>1. Rotation Schedule and Job Description = 10%</td>
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<tr>
<td>2. Rotation Reports x 3 (10% per report) = 30%</td>
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</tbody>
</table>
3. Rotation Assessment Reports x 3 (5% per report) = 15%
4. Final Evaluative Report = 30%
5. Final Company Assessment Report = 15%

Grading scale:
90 - 100% = A
80 - 89% = B
70 - 79% = C
60 - 69% = D
59% & < = F

(List all components of the course grade — including attendance and/or participation if relevant — with point totals for each; indicate point totals and ranges or percentages for grading scale; for S/U grading, detail performance expectations for a passing grade)

20. Justification for Graduate Credit: Not Applicable

(Include a brief statement explaining how the course meets graduate educational standards (i.e.: rigorous standards for evaluation, development of critical thinking and analytical skills, etc.)

(Included below are standard statements regarding course policies. If necessary, a statement may be altered to reflect the academic policies of individual faculty members and/or the academic unit or department, provided that there is no conflict with the Tiger Cub, Faculty Handbook, or any existing university policy.)

POLICY STATEMENTS

Attendance: Although attendance is not required, students are expected to attend all classes, and will be held responsible for any content covered in the event of an absence.

Excused Absences: Students are granted excused absences from class for the following reasons: illness of the student or serious illness of a member of the student's immediate family, the death of a member of the student's immediate family, trips for student organizations sponsored by an academic unit, trips for university classes, trips for participation in intercollegiate athletic events, subpoena for a court appearance, and religious holidays. Students who wish to have an excused absence from class for any other reason must contact the instructor in advance of the absence to request permission. The instructor will weigh the merits of the request, and render a decision. When feasible, the student must notify the instructor prior to the occurrence of any excused absence, but in no case shall such notification occur more than one week after the absence. Appropriate documentation for all excused absences is required. Please see the Tiger Cub for more information on excused absences.

Make-Up Policy: Arrangement to make up a missed major examination (e.g., hour exams, midterm exams) due to properly authorized excused absences must be initiated by the student within one week of the end of the period of the excused absence(s). Except in unusual circumstances, such as the continued absence of the student or the advent of university holidays, a make-up exam will take place within two weeks of the date that the student initiates arrangements for it. Except in extraordinary circumstances, no make-up exams will be arranged during the last three days before the final exam period begins.

Academic Honesty Policy: All portions of the Auburn University student academic honesty code (Title XII) found in the Tiger Cub will apply to university courses. All academic honesty violations or alleged violations of the SGA Code of Laws will be reported to the Office of the Provost, which will then refer the case to the Academic Honesty Committee.

Disability Accommodations: Students who need special accommodations in class, as provided for by the Americans With Disabilities Act, should arrange for a confidential meeting with the instructor during office hours in the first week of classes (or as soon as possible if accommodations are needed immediately). The student must bring a copy of their Accommodation Letter and an Instructor Verification Form to the meeting. If the student does not have these forms, they should make an appointment with the Program for Students with Disabilities, 1288 Haley Center, 844-2098 (V/TT).