

GEORGE MASON UNIVERSITY  
School of Recreation, Health, and Tourism

TOUR 490-Internship (12 credits) Section 002  
SPRING 2015

DAY/TIME:	Variable	LOCATION:	Multiple Approved Settings
PROFESSOR:	Tina Jones	EMAIL ADDRESS:	tjonesq@gmu.edu
OFFICE LOCATION:	PW – BRH 203	PHONE NUMBER:	703-993-2062
OFFICE HOURS:	PW: Thursday, 9:30-11:30 a.m. and by appointment	FAX NUMBER:	703-993-2025
	FX: Friday, 1:15-2:00 (1/23-3/6)		

#### PREREQUISITES

Open to majors only, 90 credits, TOUR 241, TOUR 340, TOUR 470 and PRLS 410

#### COURSE DESCRIPTION

Provides 400 hours of advanced supervised professional experience in an approved tourism, events or hospitality management setting for 10 to 14 weeks (10 weeks maximum for the Summer term) under the supervision of a practicum University (Faculty) Supervisor and Agency Supervisor. Provides a continuous and structured opportunity to apply principles and skills developed in the classroom to the solution of practical problems. Requires a minimum of 30 hours/week and a maximum of 40 hours/week. Includes meetings and assignments before, during, and after the internship. May register for only one additional course for up to three (3) credits (departmental approval required).

#### COURSE OBJECTIVES

At the conclusion of this course, students should be able to:

1. Apply, in an appropriate and professional work setting, theories, concepts, and philosophies learned through previous academic and other experiences;
2. Demonstrate skills and competencies in routine business administration (e.g., accounting and record keeping, planning, public relations, assessments, and staff relations);
3. Apply decision-making and problem-solving skills through the formulation, evaluation and implementation of alternative solutions to problems and issues;
4. Attend or participate in professional board and committee meetings, conferences, hearings, state meetings, training sessions and workshops in order to acquire practical career enhancing skills;
5. Describe and evaluate the overall agency/company organizational structure and its management philosophy (or corporate culture) and clientele base, as well as the agency's relative position to other local, national and/or global competition in the market place;
6. Assess personal strengths and weaknesses in light of demands and expectations of employment in the various roles and responsibilities assigned in a work setting;

7. Set personal objectives for a career in the park and recreation field utilizing both personal assessment and evaluation by the academic institution and the internship agency; and
8. Compile a list of industry professionals that can be used when seeking full-time employment.

## REQUIRED READING

**\*\*Tourism and Events Management (TEM) Internship Manual.**

**\*\*\*All correspondence from the assigned University Supervisor and the Internship Coordinator.**

## COURSE OVERVIEW

### *Requirements*

During the internship, students must fulfill ALL requirements and complete ALL required forms and assignments outlined in the TEM Internship Manual, as well as follow ALL additional directions provided by University Supervisors, and the Internship Coordinator, in order to be evaluated and receive a passing grade for their internship. These include, but are not limited to:

1. Attending ALL mandatory internship seminars and meetings;
2. Working full-time at an approved site for a minimum of 400 hours of professional practice over a period of 10 to 14 weeks, **for no less than 30 hours per week AND no more than 40 hours per week;**
  - If a student will not be able to fulfil the minimum requirement of hours worked within a week due to a medical or other emergency, they will need to notify their University Supervisor, immediately. As with any other course, they will also have to provide the necessary documentation of the emergency.
3. Completing *Weekly Progress Reports*, **which are due no later than on the Monday following the week in review** (*Internship Manual Appendix 6*);
4. Completing and submitting a *Special Project Proposal* in cooperation with their Site Supervisor, **for approval by the University Supervisor, no later than the 100<sup>th</sup> hour.**
  - The intent of the *special project* is to provide the site and/or its clientele with a tangible and useful finished resource, product, or service. The project must also provide the intern with an opportunity to demonstrate and improve their problem solving and communication skills. The project should be achievable, be of interest to the intern, and be of benefit to the site. **Work on the special project should be considered part of an intern's hours and is to be completed in incremental stages throughout their internship** (See *Internship Manual Appendix 8* for detailed instructions);
5. Submitting a signed copy of the *Midpoint Internship Performance Assessment Form* completed by the Site Supervisor, after he/she has discussed it with the intern, and it has

- been signed and dated by **both** the site supervisor and the intern, **immediately after 200 hours have been completed** (*Internship Manual Appendix 7*);
6. Meeting with their Site Supervisor and the University Supervisor during a mandatory site visit at their site, **immediately after 200 hours have been completed AND the Midpoint Evaluation has been submitted**. Alternative arrangements will be made for interns based outside the Washington, D.C. Metropolitan Area;
  7. Presenting (**using PowerPoint slides**) an overview of their internship experience and special project at a **mandatory** closing panel session that must be attended by all interns, with University Supervisor(s), the Internship Coordinator, other TEM Faculty, and students in attendance. Students are expected to stay through their whole session, unless prior approval has been granted by their University Supervisor for them to leave before the end of the session. Other arrangements will be made if the placement site is located outside the Washington D.C. Metropolitan Area (see *Internship Manual Appendix 9* for presentation guidelines);
  8. Submitting a complete and professionally assembled Internship Portfolio, which showcases the cumulative experience of their internship in **a three-ring binder** (see *Internship Manual Appendix 10* for detailed portfolio guidelines);
  9. Submitting a signed copy of the *Final Internship Performance Assessment Form* completed by the Site Supervisor after he/she has discussed it with the intern, and it has been signed and dated by **both** the site supervisor and the intern, **immediately after 400 hours have been completed** (*Internship Manual Appendix 7*)
  10. **Ensuring that they stay in constant communication with their University Supervisor by regularly checking their George Mason University e-mail accounts and Blackboard, and responding to requests in a timely manner.**

## IMPORTANT DEADLINES

- **Weekly Reports** are due by the end of the day (11:59 p.m.), **every Monday**, throughout the duration of the internship. Weekly reports must be **submitted through Blackboard** (under the Assignments link).
  - Once students have submitted the weekly report that covers their 400<sup>th</sup> hour, **they do not need to continue to submit reports, even if they continue to work at the site.**
- The **Special Project Proposal** must be filled out, signed and submitted no later than the 100<sup>th</sup> hour (**via e-mail or fax**) to the University Supervisor for approval.
  - **ALL faxes must include a cover sheet with the University Supervisor's name on it.**
- **Mid-point Evaluation** must be filled out by the Site Supervisor and **sent by fax or e-mail** immediately after 200 hours have been completed, after he/she goes over the evaluation with the student.

- Students must contact their University Supervisor to set up a mandatory site visit for up to one hour with them and their Site Supervisor, if the location is within the Washington Metropolitan Area, OR by telephone if they are out of the Area, **immediately after 200 hours have been completed and the Mid-point Evaluation has been submitted.**
  - Site visits usually involve:
    - A tour of the site, if applicable;
    - A meeting between the site supervisor and university supervisor;
    - A meeting among the student, site supervisor, and university supervisor; and
    - A meeting between the student and the university supervisor.
  - The order of the meetings is not fixed and can be changed as needed.
  
- Students must make the necessary plans to ensure that they will be available to present at the **Mandatory Closing Panel Session (referred to as “Final Internship Presentations”)**. The **tentative dates** for the SPRING 2015 semester are, **Monday, May 4, 2015, and Tuesday, May 5, 2015**. The exact time and location for each section will be communicated via e-mail.
  - Alternative arrangements will be made for students outside the Washington D.C. Metropolitan area, and who do not attend the presentations. **Note that students who are outside the area are still required to put together a PowerPoint presentation (with notes) and submit it together with their Portfolio (in a 3-ring binder, due on the date indicated by their University Supervisor or the Internship Coordinator).**
  
- ALL students must turn in their Portfolios (in 3-ring binders) on the day they present at the **Mandatory Closing Panel Session**. *Note that this due date also applies to students whose sites are outside the Washington D.C. metropolitan area.*
  
- Students must follow up to ensure that their Site Supervisors fill out their **Final Evaluations** and submit them to their University Supervisors **by fax or e-mail, no later than Wednesday May 6, 2015**.

## EVALUATION

### *Grading Scale*

- The University Supervisor assigns the grade based on the intern/student meeting the course requirements described above, as well as **all requirements stipulated in the Internship Manual**, provided by the University Supervisors, and/or the Internship Coordinator.
  
- The grade will be either ‘Satisfactory’ (S) (reflecting a C grade or better for undergraduates) or a ‘No Credit’ (NC, which is equivalent to a failing grade).
  
- **\*\*\*Note that a passing grade does not depend solely on the completion of the 400 hours, but also on meeting all requirements in a timely manner.**

- Any intern receiving a NC grade for their overall performance in their internship course will be required to begin a new internship, including re-enrollment and repayment for the 12-credit hours.
- An 'Incomplete' (IN) grade **may** be assigned until all course work requirements are fulfilled and submitted to the University Supervisor, ***in the case of a documented emergency.***
  - Students who receive an Incomplete grade will have to meet the remaining requirements within the time stipulated by the University Supervisor and/or the Internship Coordinator in order to have it changed to a passing grade, or they will receive a failing grade and thus have to re-do their internship.
  - Students who receive an Incomplete grade may not be able to graduate during their intended semester, and thus may have to contact the registrar's office to inquire about the necessary steps needed to adjust their graduation date.
- Any student whose Portfolio is deemed unacceptable by his/her University Supervisor, and/or the Internship Coordinator, will have to resubmit it. In the same way, any student whose final presentation is deemed unacceptable by the TEM Faculty in attendance will have to present again at an alternate date as determined by the Faculty Panel.
  - Students asked to resubmit a portfolio, or to present again before the Faculty Panel, will adversely impact their ability to pass the course.
- **Students have to present in a business professional suit.**

***TEM CAREER SOCIAL – February 25, 2015 - Mark your calendar!***

***The TEM program will be hosting a Career Social on Wednesday, February 25<sup>th</sup> from 6:00 – 8:30 p.m. in the HUB ballroom. This will be a great opportunity to meet with industry recruiters and learn about job openings. TEM students are strongly encouraged to attend. More information will be forthcoming.***

### ***Student Expectations***

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://oai.gmu.edu/honor-code/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>].
- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.

### ***Campus Resources***

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu/>].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all times.

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

