

George Mason University
College of Education and Human Development
Hospitality, Tourism and Events Management

TOUR 490 (002) - Internship
12 Credits, Spring 2018

Faculty

Name: Tina Jones
Office hours: Wednesdays, 9:30 a.m. – 11:30 a.m. and by appointment
Office location: Thompson Hall, Room 1408
Office phone: 703-993-2062
Email address: tjonesq@gmu.edu

Prerequisites/Co-requisites

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

University Catalog 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 only for the Summer term) under the supervision of an Internship University 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 Overview

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 to receive a passing grade for the course. These include, but are not limited to:

1. **Attending** ALL mandatory internship seminars and meetings, or **completing** all online versions of the seminars and meetings:
 - **Students are required to read through this Syllabus, and the Internship Manual**
(<https://rht.gmu.edu/assets/docs/rht/tem/TEM%20Internship%20Manual.pdf>), before they begin their internships.

- Students must share the Student, Site Supervisor, and University Supervisor responsibilities, described in the Internship Manual, with their site supervisors.
2. **Working** full-time at an approved site for a minimum of 400 hours of professional practice over a period of 10 - 14 weeks. Student must work **no less than 30 hours per week, AND no more than 40 hours per week**;
- If a student will not be able to fulfill the minimum required number of hours within a particular week **due to a medical or other emergency**, they will need to notify their University Supervisor, **before** the end of the week in question:
 - As with any course, students will be required to provide documentation (such as a doctor's note) if they are unable to work during a particular week due to an illness.
 - Students **cannot** complete their Internship working from their homes.
 - **Please note the time taken to commute between students' dwellings and their sites cannot be counted as part of the hours worked in any given week;**
3. **Completing *Weekly Progress Reports*, which are due no later than on the Monday following the week in review (*Appendix 7*);**
- Students must also indicate under the 'Other Comments' section of their Weekly Report the reason for not meeting the minimum hourly requirements. *****Please note that only federal holidays, weather-related closings and documentable emergencies, are acceptable reasons for not meeting the hourly requirement in any given week;**
4. **Completing**, with their Site Supervisor, and **submitting** a *Special Project Proposal* (*Appendix 8*), **through Blackboard, for approval by the University Supervisor, no later than the 100th 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 *Appendix 8* for detailed instructions);
5. **Submitting** a copy of the *Midpoint Internship Performance Assessment Form* (*Appendix 9*), 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;**

6. **Meeting** with their Site Supervisor, and University Supervisor during a mandatory site visit at their site, **after 200 hours have been completed AND the Midpoint Evaluation has been submitted:**
 - Site visits usually involve:
 - A tour of the site, if applicable;
 - 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.
 - Site visits usually last between 30 minutes and 1 hour.
 - **Students at sites outside the Washington, DC Metropolitan Area will need to coordinate a *mandatory* conference call among their site supervisors, university supervisors, and themselves, in place of the site visit. A similar format to the site visits may be applied;**
7. **Presenting (using PowerPoint slides or Prezi)** 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, TEM Faculty, and other TEM students in attendance.
 - Students are expected to stay through their whole session, unless prior approval has been granted by their University Supervisor and/or Internship Coordinator 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 *Appendix 10* for presentation guidelines);
8. **Submitting** a copy of the *Final Internship Performance Assessment Form (Appendix 9)* 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. This form MUST be submitted in Bb before final grades will be posted;**
9. **Submitting** a complete and professionally assembled electronic Internship Portfolio, which showcases the cumulative experience of their internship in **Blackboard**. (see *Appendix 12* for detailed portfolio guidelines):
 - The portfolio must include the Student Internship Evaluation Form (*Appendix 11*); and
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, or by required deadlines.**

IMPORTANT DATES AND 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 400th 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 100th hour (via Blackboard)** to the University Supervisor for approval.
- **Mid-point Evaluation** must be filled out by the Site Supervisor, discussed with the student and **submitted through Blackboard after 200 hours** have been completed.
- Students must contact their University Supervisor to set up a mandatory site visit with them and their Site Supervisor, **after 200 hours have been completed and the Mid-point Evaluation has been submitted.**
- 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 2018 semester is **Monday, May 7th and Tuesday May 8th**. *The exact time and location will be communicated via e-mail at a later date.*
 - Alternative arrangements will be made for students outside the Washington D.C. Metropolitan area, who cannot attend the presentations.
 - Note that students who are outside the area are still required to put together a PowerPoint presentation (***with voice over and notes***), and must submit it together with their Portfolios due on the date indicated by their University Supervisor or the Internship Coordinator).
- ALL students must turn in their Portfolios) **on the day they present at the Mandatory Closing Panel Session:**
 - **This due date also applies to students whose sites are outside the Washington D.C. metropolitan area (i.e., on the day they would have presented).**
- Students must follow up to ensure that their Site Supervisors fill out their **Final Evaluations***, and are responsible for submitting them to their University Supervisors **through Blackboard no later than Wednesday, May 9, 2018**; and must also ensure the evaluations have been signed and dated by both the students and their site supervisors.
 - * This is a Performance-Based Assessment.

Course Delivery Method

This course will be delivered using an internship format.

Learner Outcomes or Objectives

This course is designed to enable students to do the following:

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, staff 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 tourism, events and/or hospitality 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 Texts

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

Course Performance Evaluation

Students are expected to submit all assignments on time in the manner outlined by the instructor (e.g., Blackboard, Tk20, hard copy).

Fieldwork experience is required.

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 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 ONLY on the completion of the 400 hours, but also on meeting all requirements in a timely manner, or by required deadlines.**
- Any intern receiving a NC grade for their overall performance in their internship course will be required to begin a new internship, and be subject to the re-enrollment and repayment for the 12-credit hour requirements, as well as the paperwork submission and approval processes.
- 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 make the recommended changes, and 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 have their ability to pass the course, adversely impacted.
 - **Students must present in a business professional suit.**

Professional Dispositions

See <https://cehd.gmu.edu/students/policies-procedures/>

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: <http://cehd.gmu.edu/values/>.

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see <http://oai.gmu.edu/the-mason-honor-code/>).
- 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 Mason 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 with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see <http://ods.gmu.edu/>).
- Students must follow the university policy stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or <https://cehd.gmu.edu/aero/tk20>. Questions or concerns regarding use of Blackboard should be directed to <http://coursesupport.gmu.edu/>.
- For information on student support resources on campus, see <https://ctfe.gmu.edu/teaching/student-support-resources-on-campus>

For additional information on the College of Education and Human Development, please visit our website <https://cehd.gmu.edu/students/>.

Assessment Rubric – Performance Based Assessment

Site Supervisor please check (v) the appropriate box.

Midpoint or Final Evaluation

Does not Meet Requirements	Approaching Requirements	Meets Job Requirements	Exceeds Job Requirements	Not Applicable
----------------------------	--------------------------	------------------------	--------------------------	----------------

Section A: Intern’s General Professional Performance

		(1)	(2)	(3)	(4)	n/a
Behavior	Professional appearance (e.g. neatness, appropriate dress)					
	Seeks responsibility					
	Demonstrates initiative					
	Dependability (e.g. punctual, completes work)					
	Accepts direction and constructive criticism					
	Ability to work independently					
	Motivation (e.g. enthusiasm, attitude towards duties)					
	Resourcefulness (e.g. use of resources, varied approaches/ideas)					
	Offers opinions and suggestions					
Relations	Rapport with staff (e.g., co-workers, volunteers)					
	Interaction with public (i.e., clients, participants, patients)					
	Understands needs of clients					
	Ability to plan for client’s needs					
	Adaptability (e.g., adjusts plans/actions according to situation)					
Performance/knowledge	Planning and organizing work schedule (e.g., time management)					
	Judgment (e.g., common sense, problem solving skills)					
	Task accomplishment					
	Oral communication					
	Written communication					
	Evaluation, self-improvement					
	Leadership ability					
	Quantity of work					
	Quality of work					
	Understanding of agency’s goals and operations					
	Knowledge of field					

Overall Rating of Intern’s Performance for Your Agency:					
--	--	--	--	--	--

Section B: Written Evaluation of Intern’s Performance

For each of the criteria below, briefly comment on the intern’s abilities, strengths and weaknesses in the space provided.

1. Knowledge (e.g., requisite skills, current knowledge and skill of profession)

2. Leadership (e.g., instills confidence in others, organization, group spirit and cooperation, maintains an attitude of objectivity and fairness, communication)

3. Public Relations (e.g., with supervisors, co-workers and public: courtesy, insight, respect, tact)

4. Additional Comments

Signatures*

Intern: _____ Date: _____

Site Supervisor: _____ Date: _____

University Supervisor: _____ Date: _____

**Signing this form indicates the supervisor and intern have reviewed and discussed the evaluation. It does not necessarily indicate the intern's agreement with the content.*

Supervisors may append additional comments about the intern's performance.

****Please note that this evaluation is part of the student's (intern's) overall grade in this fieldwork experience course, and is protected by the Family Educational Rights and Privacy Act (FERPA). Therefore, the information provided in this evaluation is restricted to the student, the student's (intern's) direct site supervisor(s), and the student's (intern's) university faculty supervisor and internship coordinator.**

