# San José State University Department of Hospitality, Tourism & Event Management HSPM 191A Internship Level 1

**Fall 2018**

## Contact Information

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| Instructor: | Dr. Jooyeon Ha |
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| Office Hours: | M/W 1:30pm-2:20pm, T 1:30pm – 2:30pm |
| Prerequisites: | HSPM 1, HSPM 65 |

## Course Description

*Supervised professional broad-based work experience in hospitality management industry for a total of 200 hours.*

### Course Learning Outcomes (CLO)

Upon successful completion of this course, students will be able to:

1. Demonstrate customer service ability.
2. Demonstrate professionalism.
3. Utilize knowledge and skill specialized in the hospitality industry.
4. Demonstrate enthusiasm for the hospitality profession.

## Required Texts/Readings

### Textbook

There is no required textbook for this course. Students are expected to locate and access the resources necessary to meet the course objectives.

## Library Liaison:

Laurie Borchard, Reference and Instruction Librarian, Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University, Office location: #4046, Phone: 408-808-2422, E-mail: laurie.borchard@sjsu.edu. Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

## Course Requirements and Assignments

*The Department of Hospitality Management* requires that all undergraduate students complete two Internships (work experiences), 191A, and followed in a later semester, 191B. While the Career Center will assist you in seeking sites for your internship, the Department faculty and Internship Coordinators can also help. The Internship Faculty Supervisor must approve of your location for an internship. This is done by looking at your completed application in the beginning of the semester!  Your location supervisor must also sign and submit a CSU/Organizational agreement form, and the UOA should be approved by the university before you can receive any credit for your internships.

**191 A must be a minimum of 200 hours.**

Internships can be completed full time during the summer or part time during the school year but YOU MUST BE REGISTERED IN THE CLASS THE SEMESTER YOU ARE AN INTERN.

After your employer provides an offer letter or verbal approval to allow you to complete your internship there, please follow the procedures listed below.

1) Internships must be documented and approved online prior to beginning your internship by submitting an online Internship Application. Upon approval, you will receive an email confirmation and an internship ID number. Internship documentation submitted after the internship deadline is over may not be approved to fulfill the internship requirement.

2) In addition to approval of your internship, your agency must sign CSU university/organizational agreement (UOA) through SJS4 unless your agency is listed in SJS4. It is good for five years. For example, if the agency signed one in Spring or Summer 2015, there is no need to sign it again until 2020.

3) After you complete your internship, you must also submit a Student Reflection Paper in the last week of classes in the semester in which you are enrolled for 191A.

4) In addition, when your internship is approved by the Internship Coordinator, your employer will automatically be sent a Final Performance Evaluation to document the number of hours you worked and evaluate your performance.

5) All forms; your internship application, student evaluation and the employer’s evaluation must be completed by the end of the internship or the internship will not be counted as complete. It is *your responsibility* to make sure your employer completes your final evaluation and submits it to the Internship Coordinator. In this class, you can earn a Credit, No Credit, or Incomplete.

Incompletes can be given if you do not have the ability to finish your hours as established. Technically, you have one year to complete this. While Incompletes are not ideal, they must be negotiated with the Internship Coordinator as soon before the end of the semester as possible. A plan for completion must then be established and approved.

6) International Students: International students with an F-1 Visa are authorized to work in the United States to complete these internships under Curricular Practical Training (CPT) and approval from the International Student and Scholar Services (ISSS) located at Clark Hall, Room 543.

International students need to apply for CPT prior to working for the internship. Once the CPT Form is approved, ISSS will assist you in securing authorization to work in the United States. Only off-campus work experience in the U.S requires CPT authorization. Working on-campus during the semester for up to 20 hours per week **does not** require CPT authorization. Working on-campus during the semester greater than 20 hours per week **requires** CPT authorization. Working outside the United States does not require employment authorization.

If you hope to stay in the U. S. for Optional Practical Training (OPT) after graduation, it is important to know that hospitality employers especially value international students who have U.S. work experience. Therefore, we strongly recommend that both internships be completed in the United States. However, we recognize that this may be difficult to accomplish. So, we request that at least one of your internships be completed in the United States so that you can relate and understand the principles and concepts taught in your classes that are preparing you for your degree in the Department of Hospitality Management at San Jose State University.

Please remember that you **CANNOT** **work off campus in the United States** **unless you have** **approval for CPT** **or OPT from the ISSS**. They have final approval over all off-campus work; however, we will help you begin the process.

Please contact the International Programs and Services to discuss your individual situation, or if you have additional questions regarding CPT, OPT, etc.

Click [here](http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html) for the Curricular Practical Training (CPT) application, <http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html>.

Click [here](http://www.sjsu.edu/isa/employment/optional_practical_training/) for the Optional Practical Training (OPT) application, <http://www.sjsu.edu/isa/employment/optional_practical_training/>.

**Assignments**

* **Bi-weekly journals:** Please write your thoughts and feelings as well as any interesting personal observations or insights that you make while you are working at the learning site (at least 150 words). Please submit the assignment through Canvas. The due dates are specified on Canvas.
* **Discussions:** You will be required to answer several discussion questions on Canvas. You need to answer the discussion questions (at least 150 words for each discussion question) and reply to at least one other student’s post (at least 100 words). The due dates are specified on Canvas.
* **Mid-semester report:** You need to fill out the mid-semester report form and submit it in early November. The link will be available on Canvas.
* **Confidential Student reflection paper:** You will answer the given questions and submit the paper on Canvas at the end of the semester.

## Grading Information

Assignments will be graded as complete or incomplete.

**Determination of Grades**

*This is a credit/no credit course. Student will receive credit upon completing the required 200 hours, receiving satisfactory evaluation from their supervisor, and submitting the required documents (application and UOA) and assignments.*

## University Policies

Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs’ [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at http://www.sjsu.edu/gup/syllabusinfo/”

**STEPS TO A SUCCESSFUL INTERNSHIP**

1. Find an internship site!

If you have trouble finding an internship site, please contact Dr. Cormany, the Department Internship Coordinator, or your internship faculty supervisors, Dr. Ha (91A) or Ms. Shroder (191B).

1. Internship Application and UOA.

* **Internship Application**: must be **typed**. Work with your direct supervisor to complete the Employer Section. Be sure you have your correct supervisor’s email because we will use that to send him/her your final supervisor evaluation form. Print the typed application, sign (handwritten signatures for student and supervisor), scan and save it as PDF format, and then **submit it on Canvas by September 24, 2018**.
* **UOA**: Your agency must sign the University Organization Agreement (UOA) through SJS4 unless your agency is listed in SJS4. \*\*Students - Please check if your agency is listed in SJS4 first. **Please follow the steps below**:
  1. Check the [sjs4.sjsu.edu/sites](https://app.calstates4.com/sjsu/sites) website to see if the site you want to propose already exists? Please check by site name and address before initiating a New Partner Proposal.
  2. IF Site isn’t listed. Students can submit the [request for a new site](https://app.calstates4.com/sjsu/request-for-a-new-site). After you submit the request for a new site, please inform your agency that the New Partner Proposal Form and the UOA will be sent from SJS4.
  3. SJS4 notifies site to complete the New Partner Proposal Form and the UOA (now a fully online contract).

Note: If the Agency has or requires modifications to the UOA, the SJS4 staff will be notified the UOA was not signed and they will notify the department to follow the non-modified UOA process (outlined below and on [flowchart](http://www.sjsu.edu/gup/docs/UOA_Workflow.pdf)).

* 1. Once the UOA has been signed online, the SJS4 staff will have the appropriate GUP designee sign off on the UOA for San Jose State (GUP has been designated to sign off on non-modified UOAs).
  2. Once signed off, the SJS4 team will make the site ACTIVE, archive the UOA in SJS4, and send a copy to the department for their records. The site should have access to a copy via their site record in SJS4.
* It may take over a month to be approved by the university depending on when your agency signs the UOA. Please submit request for a new site and have your agency sign the UOA as soon as possible so your internship can be approved by October 1. It is your responsibility to check with your agency if they received the notice from SJSU4 and completed the New Partner Proposal Form and the UOA.
* **For back-up**, you need to **have your agency sign the hard copy UOA**, and then you need to submit the signed form on Canvas by **September 24, 2018**. The hard copy UOA is available on the course Canvas. **But,** **this does not exempt you from filing the UOA through SJS4**. The UOA should be approved by the university through SJS4 before you can receive credit for your internships.

1. **Wait for an approval** from Dr. Ha (191A) and Ms. Shroder (191B) by October 1, 2018. **If you do not hear anything by October 1, you are approved.**
2. Do a great job on your internship! Go above and beyond expectations!
3. Contact us with any issues.
4. Submit the bi-weekly journals and discussion assignments on the course canvas.
5. **You will receive the mid-semester progress report form by email in early November.** **Be sure you submit it back with your supervisor’s email by November 12.**
6. **We will email the Final Performance Evaluation form to your supervisor directly in early December.** **Your supervisor must fill out and return your Final Performance Evaluation** **by December 19, 2018**.
7. Submit the **confidential Student Reflection Paper** on Canvas **by December 19, 2018**.
8. Wait for your grade. (Either CR, NC, or InC).