

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

Spring 2020

Contact Information

Instructor:	Laura Shroder
Office Location:	MH 437
Telephone:	408-924-2100
Email:	Laura.Shroder@sjsu.edu
Prerequisites:	HSPM 1, HSPM 65
Office Hours	10:30am- 11:15am (MH 437)

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:

Carli Lowe, University Archivist, Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University, Phone: 408-808-2343, E-mail: carli.lowe@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. All sites must be listed on SJS4. 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 2018, there is no need to sign it again until 2023.
- 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, you will be responsible for collecting and obtaining your 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 on time for you to submit on time. 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](#) for the Curricular Practical Training (CPT) application, http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html.

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

Assignments

- **SJSU Placement (10 points):** You will log into SJS4 and “place” yourself into your internship. Please see directions on Canvas
- **Discussions (25 points):** You will be asked to respond confidentially to questions regarding your internship and experience. Only the instructor will have access to your answers.
- **Check-ins (15 points):** 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 (10 points):** You need to fill out the mid-semester report form and submit it in early April. The link will be available on Canvas.
- **Confidential Student reflection paper (10 points):** You will answer the given questions and submit the paper on Canvas at the end of the semester.
- **Completed hours (10 points):** You will upload the timesheets provided on Canvas to show you completed the 200 hours
- **Completed evaluation (10 points):** You will upload your evaluation form from your supervisor. This form is provided on Canvas.

Grading Information

Credit (CR) or No Credit (NC)

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 a trouble finding an internship site, please contact Dr. Jooyeon Ha.

2. Internship registration process

****Note: Your internship site has to sign the UOA on SJS4 before you ask for an add code to register the internship course. Once your internship site is listed in SJS4, you need to fill out the internship application and send it to Dr. Ha to get an add code for HSPM 191A.**

- **For more detailed information regarding the internship registration process, please find the 'Internship Information' file on our Department website (<http://www.sjsu.edu/hspm/students/forms/index.html>) (Students tab – Forms – Internship & Class Forms) and read the information carefully!!**
- **UOA:** Your internship site must sign the University Organization Agreement (UOA) through SJS4 unless your agency is listed in SJS4. Please check if your internship site is listed in SJS4 first. **For the detailed information regarding the UOA, please read the 'Internship information' file.**
- **Internship Application:** Must be **typed**. Work with your direct supervisor to complete the Learning Site 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 a PDF format, and then **send it to the instructor (HSPM 191A) to get an add code**. You can find the internship application on the course Canvas and through the department website.
- After you register the internship course, **you have to log a placement on SJS4 to submit 1) Release of Liability form and 2) Learning Plan and Participation Guidelines form in SJS4.**

3. Do a great job on your internship! Go above and beyond expectations!

4. Contact us with any issues.

5. Submit the bi-weekly discussion assignments and check-ins on the course canvas.

6. **You have to complete 200 hours and the confidential Student Reflection Paper by the end of the semester..**

7. Make sure to upload your completed time sheets (form on Canvas) and your completed Internship Evaluation (from on Canvas)
8. Wait for your grade. (Either CR, NC, or Incomplete).

SJS4 Placement Assignment Instructions:

For this assignment, you will complete your SJS4 "Site Placement".

1. Log in to SJS4: <https://app.calstates4.com/sjsu> (Links to an external site.)Links to an external site.
2. Navigate to your internship course page (HSMP 191A)
3. Search for your internship organization and "Place" yourself at your internship site.
4. Enter the term and your anticipated number of hours.
5. Next, sign the Release of Liability, Internship form.
6. Once you are finished, take a screenshot of your "Placement #" on the final screen. Take a second screenshot of your Release of Liability, Internship form.
7. Submit the screenshots for credit.

Course Calendar

	Tuesday	Thursday
Week 1 1/20		
Week 2 1/27		
Week 3 2/3		
Week 4 2/10		
Week 5 2/17	Due: 1. Placement Assignment on SJSU	

	<ul style="list-style-type: none"> 2. Complete SJSU forms 3. Submit Internship Application 	
Week 6 2/24	Due: Discussion and Check-in	
Week 7 3/2	Due: Discussion	
Week 8 3/9		March 12th CSU Career Expo at SFSU!
Week 9 3/16	Due: Discussion and Check-in	
Week 10 3/23	Due: Midterm	
Week 11 3/30	Break	Break
Week 12 4/6		
Week 13 4/13	Due: Discussion	
Week 14 4/20		
Week 15 4/27	Due: Discussion and Check-in	
Week 16 5/4		
Week 17 5/11		Finals (5/14) Due: Reflection Paper Timesheets Evaluation Form