

## PROPOSAL FOR COURSE CHANGE

To: Curriculum Committee

From: Parks, Recreation and Hospitality Administration (PRHA)

Date submitted: August 18, 2008

Request for: Course addition

Submitted by: Brenda Montgomery

Approved by: Department Head: Brenda Norris

Dean of School: Willy Hoefen

Reviewed by: Registrar: Sammy Luodes

Vice President: \_\_\_\_\_

- I. **Catalog description:** Pre-requisites: HA major, ~~or~~ minor and culinary students. Sophomore standing or permission of instructor. Placement in selected hospitality settings as a student worker under professional guidance of both agency and faculty. Students are given the opportunity to take part in meaningful work experiences in actual work situations and managerial observation. Minimum of 200 clock hours of work experience

- II. 2053  
Number: HA ~~2053~~

Title for Catalog: Work Experience

Title for Inventory: Work Experience

Effective date or term: Fall 2009

✓  
10-24-08  
KF  
app CC 9/19/08  
app FS 10/8/08 with  
wording change<sup>1</sup>  
above

### III. Justification and feasibility of course:

#### **A. What is the need for this course? Who will take it?**

1. Students will participate in a pre -professional hospitality or culinary work environment that may be either be paid or volunteer 200 hours of work.

Hospitality students will be the primary consumers. There are no prerequisites for this course. Other majors may take it for elective credit.

#### **B. How does it relate to other work being offered by your department? Is there an overlap with other courses in the department?**

The department has received feedback from surveys and written comments from internship and work experience agency supervisors telling us that hospitality students need more experience in the field of hospitality and a wider range of experiences. Therefore the faculty felt that a pre-professional experience would assist in this request from the industry.

Our department has an 2008 survey results in addition to the advisory committee reports that has given us feedback concerning the pre-professional hours needed by our students.

#### **C. Is this course part of any general plan of development within your department? Explain.**

The Hospitality Administration Program was recently accredited. During the accreditation visit, the visiting team felt there were too many required core courses and not enough options for the students to select areas of specialization within the hospitality curriculum. The HA Program is preparing to divide the curriculum into 3 emphases; food and beverage management; lodging and club management; and tourism and event management. The HA faculty and industry felt all hospitality and culinary students, needed more work experience in a supervised environment beginning the sophomore year in the work world or agency. Supervising employers indicated that 200 hours would be enough time for a person to discover if they were meant for the field of hospitality, in a variety of hospitality settings.

**D. How often will the course be offered.**

Every semester

**E. How will the course be staffed?**

Current full time faculty

**F. When applicable, state with which departments you have specifically coordinated this change?**

None. This course affects only the hospitality students.

**G. How does this course integrate with the assessment process of the department?**

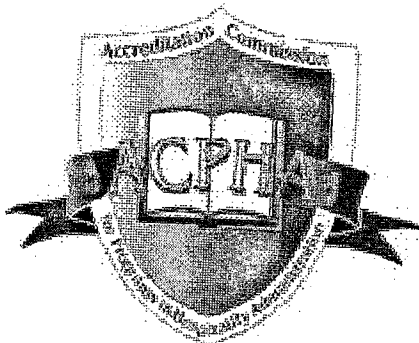
This course will help students in their knowledge and understanding of the ACPHA accreditation standards listed below which are part of the Hospitality Administration Assessment Plan:

- A provision of sufficient areas of specialization to allow students to develop a depth of knowledge and/or a broad exposure to the diverse segments of the industry;
- Relevant operational and/management experience in some facet of the hospitality industry, with guidance and supervision guaranteed by the industry and the academic program
- Ethical considerations and social-political influences affecting organizations;

Artifacts to be used to measure student outcomes will include student agency evaluation, participation in events, and the final student evaluation

**ARKANSAS TECH UNIVERSITY  
HOSPITALITY ADMINISTRATION and CULINARY  
HA/~~2022~~ 2053 WORK EXPERIENCE  
FALL 2009**

**HOSPITALITY ADMINISTRATION MISSION STATEMENT:**



The mission of the Hospitality Administration Program is to provide quality education in hospitality administration and provide a foundation for professional growth and development. This is achieved by:

- Providing knowledge and skills through a comprehensive academic curriculum;
- Demonstrating professionalism, leadership, and high ethical standards by a competent faculty and administration;
- Promoting community service and outreach;
- Emphasizing the importance of research and continuing education; and
- Encouraging life-long learning.

**CATALOG DESCRIPTION:** Pre-requisites: HA Major, HA Minor or Culinary student. Sophomore standing or permission of instructor. Placement in selected hospitality settings as a student worker under professional guidance of both agency and faculty. Students are given the opportunity to take part in meaningful work experiences in actual work situations and managerial observation. Minimum of 200 clock hours of work experience.

**LEARNING OUTCOMES and ASSESSMENT METHODS**

<b>HA Number</b>	<b>HA Title</b>	<b>ACPHA Standards</b>	<b>Learning Outcomes</b>	<b>Artifacts</b>
HA/ <del>2022</del> 2053	Work Experience	Student will have relevant operational and/or management experience in some facet of the hospitality industry, with guidance and supervision guaranteed by the industry and the academic program.	The student will participate in a pre-professional hospitality or culinary working environment.	Student Agency Evaluation,  Participation in events,  Final Student Evaluations

**PROFESSOR:** Brenda G. Montgomery, Ph.D.

**OFFICE:** 100 Williamson, 1205 North El Paso Avenue

**TELEPHONE:** 479-964-0893 **Fax:** 479-968-0600

**E-MAIL:** [bmontgomery@atu.edu](mailto:bmontgomery@atu.edu)

**OFFICE HOURS:** MWF 1-4 PM; TR 9:30-11:30 AM

**CLASS TIME:** Web-based course

**LOCATION:** One-Tech Student Email Account @ blackboard

**Final Oral presentation and papers announced two weeks before Finals Week.**

**REQUIRED TEXTS:** "HA/CUL Work Experience Manual". This manual is available on blackboard and should be copied by the student for the site supervisor and himself.

**GRADING SCALE IN PERCENTAGE OF TOTAL POINTS:**

100-90 A

89-80 B

79-70 C

69-60 D

59↓ F

*Reading Assignments:*

Each student is expected to read the assigned information before it is discussed in class.

*Class Communications:*

The class will interact with the instructor primarily via Arkansas Tech's Blackboard web site. There are specific times when you should be logged into the site. If you will not have regular access to a computer at the location where you will be completing the requirements for this class, you may submit assignments by regular mail or fax. Students are welcome to contact the instructor through (1) email, (2) phone, (3) fax, (4) regular mail etc. to turn in assignments. The student needs to contact the professor and decide the best mode of delivery of the weekly reports. In addition, on the course Blackboard web site, there will be a forum set up in the Discussion Board area for comments and questions. Web address is <http://onetech.atu.edu>.

*Late Work Policy: Late work will be reduced by a letter grade for each day (24 hours), it is late by ten percent (10%).*

**ACADEMIC DISHONESTY:** Academic dishonesty or misconduct is not condoned nor tolerated at Arkansas Tech University. Unless stated otherwise all assignments for this course are to be completed independently without assistance from or in collaboration with others. Please refer to the Regulations and Procedures Section in the 2007-08 ATU (Tech) Undergraduate Catalog.

**PLAGARISM:** In the event that the professor believes that the work you submit is not your own, ATU has authorized any professor permission to utilize the website

www.turnitin.com be so advised, permission is not needed from the student if there is a questionable document.

***"Plagiarism is using the thoughts or words of somebody else and claiming them as your own" (T. Herrick, personal communication, August 16, 2002).***

**SPECIAL SERVICES:** Any student with a disability whose special accommodations are registered with the ATU Learning Assistance and Testing Center {Student Services} in the 2008-09 Catalog. Please advise the professor if accommodations are needed as soon as possible.

***Final's Class Etiquette Requests:***

- Please be on time for class and avoid leaving class if possible for the final.
- When the professor is talking, it is the student's turn to listen – then the professor will do so in kind when questions are asked or discussions.
- Please turn off any and all electrical devices while in class.
- If you need to leave class for a reason, please sit in the back of room to avoid disturbing others.

**HA/2002 2053 WORK EXPERIENCE DOCUMENTS AND FORMS**

Students are required to turn in the forms listed below in a timely manner. You can download these forms under assignment menu on blackboard found in <http://onetech.atu.edu>

***(1) Memorandum of Understanding***

Students should turn in the Memorandum of Understanding before beginning their "Work Experience."

**Hours cannot begin until the Memo of Understanding and the Student's Initial Report has been turned into the professor on record.**

***(2) Student's Initial Report***

Students should turn in the initial report the day after beginning their "Work Experience."

***(3) Weekly Reports***

Students should turn in a report of their week's activities immediately following the week for which the report is being made.

***(4) Final Student Evaluation and Counseling***

Students should complete with their work supervisor the Final Student Evaluation and Counseling near the end of their "Work Experience." The evaluation form should be turned in immediately following completion of the "Work Experience."

**Class Objectives:** Completing this course will allow students to participate in a "pre-professional" activity, which will:

1. Give the student opportunities for correlating theory and practice.
2. Introduce the student by direct experience to:
  - a. Aspects of leadership, responsibility, purpose, organization, and operation of hospitality and/or parks, and recreation organizations.
  - b. Procedures for planning, organizing, and directing hospitality or recreation organizations.
  - c. Motivation, behavior, and interpersonal relations of people at play and in professional settings.
3. Test the student's hospitality or culinary professionalism.

### **Evaluation Methods**

Students can check their grades and class progress under grade book on ATU blackboard.

### ***Resume***

Students are required to submit a well-thought-out, error free resume. Advice on writing good resumes can be found at Career Services, on numerous websites, and in books available in libraries and bookstores. You may choose to utilize the Resume Wizard in the "other word documents" as well. Most employers take the presence of errors in your resume as an indication of the care with which you would approach your work if they were to hire you.

### ***Weekly Report***

Students are required to submit weekly reports on their work experience. **Your supervisor's signature is required.** These reports may be faxed or traditionally mailed, or dropped off at the office. Weekly reports need to be timely and turned in on a weekly basis. You are strongly encouraged to keep copies of all weekly reports sent to the instructor in case they are lost or misplaced. Weekly reports should provide a brief synopsis of your work related activities for each day of the week. Work hours reflected by your weekly reports must total a minimum of 200 hours.

**Please be sure to make several copies before filling out the first one out, because more than one Weekly Report is needed.**

### *Agency Grade*

Agency grade will be the grade recommended by your agency supervisor. In the event your agency supervisor does not recommend a grade, the agency grade will be based on the average rating of the items in the final evaluation of the student by the agency.

### *Daily Journal (10%)*

Students have the opportunity to keep a journal during their work experience describing in detail the work being carried out each day. Entries should be made on a daily basis immediately after ending work for the day. Descriptions should include the activities conducted that day, memorable people, unusual occurrences, your activities and investigations related to preparing to write and writing the final report. In addition reflect on the experiences you are having and how they may relate to your future as a recreation and park professional. Include thoughts of how you could improve your performance at work and back at school and how Tech could improve the educational experiences it provides. Record your thoughts in the journal about the agency or organization with which you are working. Reflection is thinking about your work experience in order to draw deeper personal meaning and value from the experiences you encounter. At the end of each week, complete the weekly report in the "Work Experience Manual," with your supervisor's signature before turning it in.

**DELIVERY:** The department secretary, Ms. Vicki Duvall, may receive faxes if you send them to our department at (479) 968-0600 or make sure your documents have arrived safely. If you would like to call our departmental office, the telephone number is 479-968-0378. Please make these to the addition of the supervising professor.

### *Final Written Report*

This paper is to examine the agency or organization with which you are completing your field experience. The report is to be typed, double-spaced, and a minimum of 10-pages long. The report will be evaluated on both content and format. Format includes proper report writing style, grammar, and spelling. The report should conform to the recommendations found in the *Publication Manual of the American Psychological Association*, 5<sup>th</sup> edition (APA). Copies of this book can be purchased at the Tech Bookstore, the Ross Pendergraft Library Tech libraries, and on the APA website a link to which can be found on the Tech library website ([www.library.atu.edu](http://www.library.atu.edu)) or [www.APA.org](http://www.APA.org).



Please remember to include a title page, to title your paper, and to use headings and subheadings. References from which you have drawn ideas or information should be cited in your paper as well as listed in a "References" section at the end of the paper. References should be formatted according to APA style. You must include a minimum of three references in your reference list. You may wish to schedule some time with your agency/organization supervisor or other knowledgeable person to learn information which you will then be able to include in your report.

**Work Completion Date:** The 200 work hours must be completed by 5:00 pm, December 15, 2009. Final grades will be based on the weighting percentage points received of the total points. The scale is as follows:

	Weight	Grading Scale
Resume	5%	Weighted average between 90 - 100% = A (4.0)
Journal	10%	Weighted average between 80 - 89% = B (3.0)
Weekly Reports	10%	Weighted average between 70 - 79% = C (2.0)
Agency Grade	45%	Weighted average between 60 - 69% = D (1.0)
Final Written Report	20%	Weighted average between 0 - 59% = F (0.0)
Presentation	10%	
Total Percent	100%	

An outline for a supervisor-student conference is included in the *HA/CUL 2053 Work Experience Manual*. When in doubt, include more rather than less information.

## **FINAL REPORT**

- ☐ Title Page (Does not count towards 10 pages.)
- ☐ Table of contents (including page numbers) (Does not count towards 10 pages.)
- ☐ Chapter I
  - Introduction to the agency and the field experience, one or two paragraphs.
- ☐ Chapter II
  - History and background of the agency or organization, including administration, organizational design and structure including an organizational chart, budget, sources of funding, legal basis for the agency, organization philosophy, goals, and objectives, planning systems, policy and procedure formulation, governance and oversight, program planning, ethical philosophy or code of conduct, resources available for professional development, professional development practices, information technology management, etc.
- ☐ Chapter III
  - Summary of daily work experiences; a short paragraph for each work period. Include a synopsis of a particular program, project, or problem.
- ☐ Chapter IV
  - Conclusion; summarize the field experience and include your personal views and reflections about the experience and the agency.
- ☐ References
  - Use at least three (3) references such as professional journals, agency manuals, brochures, personal interviews, etc. Cite these sources of information according to APA format in the body of the paper and at the end in a "References" section. The "References" section does not count toward your 10 pages. Although you may include more, only one personal interview will count towards the minimum number of references.
- ☐ Appendices
  - Reports, commendations, charts, maps, and other supplemental information referred to in the body of your paper. To be included in the appendices, you must mention that item in the report. Appendices do not count towards your 10 pages.

### ***POCKET FOLDER***

The instructor strongly recommends placing the "Final Written Report" in a folder or binder with pockets to hold materials that are not easily placed with the body of the paper. The body of the paper should be bound in a three ring binder. The instructor also strongly recommends submitting your final report in electronic form.\*

### **Final Report - PowerPoint Presentation**

Put together a PowerPoint presentation that illustrates the organization with which you worked, the work you performed, and the meaning of this experience to you. There will be a 10 slide limit. Incorporate pictures and diagrams where appropriate. Turn in a paper and an electronic version of this assignment.

**Grading** of the "Final Written Report." The final written report should reflect professional quality preparation.

<b>Criteria</b>	<b>Weight</b>	<b>Description</b>
Proper format, length, spelling, organization, grammar, professional writing style reference list format, etc.	20%	3 = No typographical or grammatical errors. Above outline followed. References cited APA style. 2 = No more than an average of 1 error per page. Above outline followed. References cited APA style. 1 = More errors or outline not followed.
Minimum Number of References	10%	3 = At least 6 references, 3 of which are books or journal articles. 2 = At least 3 references. 1 = Fewer than 3 references.
Appendices	10%	3 = At least 3 appendices with material pertinent to the work experience. 2 = At least 2 appendices 1 = At least 1 appendix
Content and organization of Chapters I through IV	60%	3 = Exceeds expectations 2 = Meets expectations 1 = Does not meet expectations
<b>Total</b>	<b>100%</b>	

## HA2053 HA 2053 COURSE OUTLINE

Week	Date	Required Forms to Turn In	Assignments
2-3		(1) Memo of Understanding between Arkansas Tech University and Hospitality Property or organization  (2) Student's Initial Report	
4		(1) Resume – September 28, 2009	(1) Daily Journal (2) Resume
6-8		(1) Weekly report  (2) Mid-Term Evaluation	(1) Daily Journal
9-11		(1) Weekly report	(1) Daily Journal
12-14		(1) Weekly report	(1) Daily Journal
15-16		(1) Finalize 200 work hours  (2) Final Student Evaluation  (3) Final Agency Report	(1) Daily Journal (2) Final Written Report (3) Oral Report 5-7 minutes with (4) PowerPoint Presentation – 10 slides
		<b>Oral reports will be given Friday afternoon, on December 15, 2009 at 3:00 pm.</b> <b>All written work must be completed and turned in by 5:00 pm, December 05, 2009.</b>	

**\*The more assignments you have in electronic form, the easier it will be to put your portfolio together in HA4001, Internship Preparation if you are majoring in hospitality.**

**Hospitality Administration  
Arkansas Tech University**

**~~CUA~~ HA 2053 WORK EXPERIENCE  
MANUAL**

**Revised July 22, 2008**

2053  
**HA/RP-3043 Work Experience Manual**

**Introduction**

Direct experience in the field as a volunteer or a paid employee is the best way to understand the practical realities of professional work. This course is required of all students who chose to minor in Hospitality Administration. "Work Experience" is offered as a 3 credit course in cooperation with selected hospitality administration agencies and organizations. Because students are expected to apply knowledge gained from courses in their major to the work setting, students are encouraged to enroll in "Work Experience" during the second semester of the junior year, during the senior year or during the summer between the junior and senior years.

In order to complete the requirements for the course in a timely manner, students should find an acceptable site for their "Work Experience" and seek the approval of the course instructor early in the semester. At this point, students should complete the "Memorandum of Understanding between Arkansas Tech University and Agency" found in the "Work Experience Manual" and obtain the required signatures. Students are largely responsible for finding an acceptable work experience site with the advice of faculty. Students should explain to their work supervisor what will be required of them.

If it is determined by the student's advisor and department head that the student has a broad experience and background in hospitality administration; an agency or organization active in a related area may be substituted. This related area is chosen jointly by the student and the course instructor, within the prescribed limits of the curriculum. This will rarely be the case for most students.

**The Purpose of Hospitality Administration Work Experience**

Field work in the Hospitality Administration Program is to be a pre-professional experience which will:

1. Give the student opportunities for correlating theory and practice.
2. Introduce the student, by direct experience to:
  - a. Aspects of leadership, responsibility, purpose, organization and operation of agencies and organizations serving hospitality administration needs.
  - b. Procedures for planning, organizing and directing hospitality administration experiences.
  - c. Use of resources in the agency or organization, neighborhood and community.
  - d. Motivation, behavior and inter-personal relations of people in hospitality administration settings.
3. Test the student's professional abilities in supervised situations before becoming a hospitality administration professional.

4. Provide field experience prior to internship.

### **Objectives of Hospitality Administration Work Experience**

Upon completion of the course, the student will:

1. Have work experience within a hospitality administration agency as a professional under field conditions.
2. Have described the purpose, legal basis, structure, planning programming and budgeting of a hospitality administration agency.
3. Have documented daily work experiences in the form of weekly reports and a daily journal.
4. Have developed a presentation which describes the agency and the experiences of the student.
5. Have written a report that describes the agency and the experiences of the student.
6. Will have read a book and answered questions based on the reading about how to be an effective hospitality administration employee.
7. Have developed a resume.

### **Responsibilities of the Agency or Organization Supervisor**

1. To come to an understanding with the student and Arkansas Tech University about "Work Experience" in regards to:
  - a. Objectives of "Work Experience" for the student.
  - b. Number of working hours for the student.
  - c. Remuneration for the student.
  - d. Student's time off.
  - e. Reports by the agency or organization to the university.
  - f. Reports by the student to the university.
  - g. The evaluation of the student by the agency or organization.
  - h. Additional items that may be of importance in particular situations.
2. To implement the understandings listed above or to modify the agreements in cooperation with the student and Arkansas Tech University.
3. To inform agency staff about the arrival of the student.
4. To confer with the student to determine a course of actions during the "Work Experience" period and to provide an overview of the agency's purposes, policies, administration, program and facilities.

5. To inform the student of all regulations which apply to the student's work assignments.
6. To present the student to the agency staff as a co-worker and in a manner to insure his professional status and acceptance.
7. To orient the student to the agency.
8. To gradually induct the student into field work, beginning with observation and small responsibilities adding more as the student's ability permits.
9. To encourage the highest of standards by praising the student for work well done.
10. To provide the student opportunities for growth, achievement, and success.
11. To provide constructive, objective, helpful, and tactful criticism and evaluation.
12. To encourage student self-evaluation.
13. To have regularly scheduled periodic conferences with the student.
14. To keep continuous objective records of the student's progress to facilitate the final evaluation report.
15. To complete, share with the student, and send to the Arkansas Tech University Instructor an evaluation of the student's performance during "Work Experience."

#### **Responsibilities and Conduct of Student**

1. To be familiar with the regulations and philosophies of the agency or organization.
2. To plan thoroughly and in advance for all assignments.
3. To be well groomed, appropriately dressed, and on time for all assignments.
4. To notify the agency supervisor well in advance in cases of absence.
5. To be tactful, courteous and respectful to all personnel involved.
6. To consult with the agency supervisor and/or the instructor when confronted with problems.
7. To be the best example of a representative of Arkansas Tech University.
8. To keep the Course Instructor informed of all work conducted for the agency during "Work Experience."



**The Grade for the Course Will Be Determined in the Following Way:**

	Item	Percent
1.	Agency Grade	50
2.	Final Written Report	20
3.	Presentation	15
4.	Journal	10 BONUS
5.	Resume	5
6.	Weekly Reports	10
	Total	100

Each of the above assignments will be given a one of the following scores:

0 = Assignment not turned in on time.

1 = Work did not meet all of the requirements for the assignment.

2 = Work met the requirements for the assignment.

3 = Work surpassed the requirements for the assignment or was exceptionally high quality.

Your grade will be determined by taking a weighted average (based on the percentage of the total grade) of the scores you earn with your work.

A weighted average of 2.5 to 3 will earn an "A."

A weighted average of 2 to 2.4 will earn a "B."

A weighted average of 1.5 to 1.9 will earn a "C."

A weighted average of 1.0 to 1.4 will earn a "D."

A weighted average of less than 1 will result in an "F."

**Suggestions for a Supervisor – Work Experience Student Conference**

In order for the student to feel comfortable and quickly become a valued, productive, and efficient employee, and to provide the student an opportunity to gather information which will be needed in writing the "Final Written Report," the Course Instructor strongly encourages the student and the agency supervisor to set aside some time early in the "Work Experience" for a conference and tour of the agency. What follows are some suggestions for areas to cover and materials to make available to the student if the agency has them or similar materials on hand.

Topic	Possible Materials
<b><u>Orientation</u></b>	
1) General information about community and agency	1) Agency syllabus or notebook.
2) Agency organization	2) Program schedules
3) Organization philosophy, goals and objectives	3) Maps and diagrams
4) Introduction to agency personnel	4) Brochures
5) Job orientation	5) Manuals
6) Tour of agency areas and facilities	6) Mission and Vision Statements
	7) Organizational Charts

<p><b><u>Legal Status of the Agency</u></b></p> <ol style="list-style-type: none"> <li>1) Brief history of the agency</li> <li>2) Legal basis of the agency</li> <li>3) Creation of the agency – referendum, organic act, legislation, etc.</li> <li>4) Laws governing the agency</li> <li>5) Regulations and compliance</li> <li>6) Liability, including insurance and liability problems.</li> </ol>	<ol style="list-style-type: none"> <li>1) Laws or ordinances pertaining to hospitality administration programming and operations</li> <li>2) Directives, policies, by-laws, constitutions, and similar materials</li> <li>3) Documentation or regulatory compliance</li> <li>4) Written materials on liability</li> <li>5) Practical suggestions on legal matters</li> </ol>
<p><b><u>General Administration</u></b></p> <ol style="list-style-type: none"> <li>1) Organization of board or governing authority</li> <li>2) Agency policies and operational procedures</li> <li>3) Governance and oversight</li> <li>4) Relationships with other departments and organizations</li> <li>5) Detailed procedures; vouchers, purchase order; approval of expenditures; bids; work orders etc.</li> <li>6) Leading hospitality administration personnel</li> <li>7) Marketing the agency</li> <li>8) Budgeting and financial management</li> </ol>	<ol style="list-style-type: none"> <li>1) Statements of policy and board-superintendent relations</li> <li>2) Agency publications</li> <li>3) Board agenda</li> <li>4) Board minutes or other records</li> <li>5) Observe a board, city council, or similar meeting</li> <li>6) Examples from superintendent manuals</li> <li>7) Job descriptions or announcements</li> <li>8) Personnel procedures</li> <li>9) Artifacts from recent marketing campaigns</li> <li>10) Accounting forms</li> <li>11) Budget documents</li> </ol>
<p><b><u>Being a Hospitality Administration Professional</u></b></p> <ol style="list-style-type: none"> <li>1) The importance of a professional philosophy in guiding professional decisions</li> <li>2) The importance of following a professional code of ethics and standards of conduct</li> <li>3) Professional behavior and appearance</li> <li>4) The importance of maintaining professional competence</li> <li>5) Resources for professional development</li> <li>6) Professional background and preparation</li> <li>7) Current issues and trends that are affecting the agency or the population served</li> </ol>	<ol style="list-style-type: none"> <li>1) Agency or organization code of ethical behavior</li> <li>2) Agency mission statement</li> <li>3) Agency goals</li> <li>4) Dress codes</li> <li>5) Procedures for conducting business</li> <li>6) Agency professional memberships, certifications, and publications</li> <li>7) Opportunities to attend professional meetings</li> </ol>

<p><b><u>Program and Event Planning</u></b></p> <ol style="list-style-type: none"> <li>1) Assessment of needs</li> <li>2) Development of outcome goals and objectives</li> <li>3) Selection and coordination of programs, events, and resources</li> <li>4) Marketing programs/events</li> <li>5) Preparation, operation, and maintenance of venues</li> <li>6) Implementation of programs/events including leadership techniques, registration</li> <li>7) Evaluation of programs and events</li> <li>8) Safety and risk management</li> <li>9) Programming budgets</li> </ol>	<ol style="list-style-type: none"> <li>1) Needs assessment techniques employed by the agency</li> <li>2) Needs assessment documents</li> <li>3) Examples of goals and objectives derived from needs assessment activities</li> <li>4) Examples of program promotion materials and activities</li> <li>5) Sample schedules</li> <li>6) Program planning procedure documents</li> <li>7) Documentation of well-planned, successful programs.</li> <li>8) Program assessment and evaluation documents</li> <li>9) Budget documents</li> </ol>
<p><b><u>Planning and Development of Areas and Facilities</u></b></p> <ol style="list-style-type: none"> <li>1) Need for additional facilities</li> <li>2) Impact of new facilities on the social, economic, and natural environment</li> <li>3) Planning techniques and models used by the agency</li> <li>4) Recent area or facility designs</li> <li>5) Evaluation of areas and facilities</li> </ol>	<ol style="list-style-type: none"> <li>1) Facility and recreation area need assessment documents</li> <li>2) Environmental impact statements</li> <li>3) Studies of the impacts of the social and economic impacts of events or facilities</li> <li>4) Recent site and/or master plans</li> <li>5) Documents containing evaluation of new or existing facilities and areas</li> </ol>
<p><b><u>Area and Facilities Operations and Maintenance</u></b></p> <ol style="list-style-type: none"> <li>1) Goals and objectives for operations and maintenance</li> <li>2) Operation and maintenance standards</li> <li>3) Types and functions of recreation areas and facilities</li> <li>4) Facility and area staffing</li> <li>5) Maintenance and operation procedures</li> <li>6) Maintenance and operation organization</li> <li>7) Maintenance and operations scheduling</li> <li>8) Maintenance and operations equipment</li> <li>9) Safety and risk management</li> <li>10) Maintenance and operation budgets</li> </ol>	<ol style="list-style-type: none"> <li>1) Maps</li> <li>2) Schedules</li> <li>3) Manuals</li> <li>4) Inspection tours</li> <li>5) Work order process</li> <li>6) Plans, designs, pictures and related documents</li> <li>7) Equipment and machinery manuals or other information</li> <li>8) Budget documents</li> </ol>

**MEMO OF UNDERSTANDING BETWEEN  
ARKANSAS TECH UNIVERSITY AND AGENCY, INSTITUTION OR ORGANIZATION**

Student: \_\_\_\_\_ Phone: \_\_\_\_\_ email: \_\_\_\_\_

Agency/Organization/Institution: \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor of Student: \_\_\_\_\_ email: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

This agency/organization/institution agrees to supervise and evaluate the above student while enrolled in "Work Experience" at Arkansas Tech University. The University agrees to provide appropriate academic and assessment information through periodic consultation with the agency/institution/organization supervisor and the student.

The Agency will schedule a minimum of 100 clock-hours of supervised work experience and

( ) will provide the student with liability insurance.

( ) will not provide the student with liability insurance.

Stipend or Pay provided to the student by the agency/institution/organization will be \_\_\_\_\_ (specify) for the duration of this work experience agreement.

This agreement is effective from \_\_\_\_\_ to \_\_\_\_\_.

General description of student work responsibilities:

Anticipated Work Schedule (Including beginning and ending dates and anticipated hours of work).

Signed:

Agency/Institution/Organization:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print)

Arkansas Tech University:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print)

Student:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print)

**Arkansas Tech University  
Department of Park, Recreation, and Hospitality Administration  
Work Experience**

**Student's Initial Report**

The purpose of this report is for the student to report any changes that have occurred since the Memorandum of Understanding was completed and to clear up any misunderstandings. The student should be sure to report here the address, phone, and email that should be used to contact the student during their work experience. Please also provide the name, phone number, and email of at least one close relative or friend to be contacted in case of emergency. Also be sure to note any changes in supervisor or company/institution/agency information.

Date: \_\_\_\_\_

Name of Student: \_\_\_\_\_ Phone: \_\_\_\_\_ email: \_\_\_\_\_

Address: \_\_\_\_\_

Company/Institution/Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_ email: \_\_\_\_\_

Person to contact in case of emergency: Name: \_\_\_\_\_ Relationship \_\_\_\_\_

Phone: \_\_\_\_\_ email: \_\_\_\_\_

Second Person to contact in case of emergency: Name: \_\_\_\_\_ Relationship \_\_\_\_\_

Phone: \_\_\_\_\_ email: \_\_\_\_\_

Brief description of activities and/or philosophy of the company/institution/agency :

Tentative Work Schedule:

Specific Duties and Responsibilities:

(Attach additional pages if necessary)  
**WEEKLY REPORT**

Instructions: To be completed by the student at the end of each week and returned to the university supervisor. Reports should be reviewed and signed by the agency supervisor. Students are encouraged to discuss experiences and problems with agency supervisor and incorporate any suggestions offered.

NAME: \_\_\_\_\_ REPORT NUMBER: \_\_\_\_\_

DATES: \_\_\_\_\_ HOURS: \_\_\_\_\_

ASSIGNMENT: \_\_\_\_\_

SUNDAY: \_\_\_\_\_ DAILY EXPERIENCES

MONDAY: \_\_\_\_\_

TUESDAY: \_\_\_\_\_

WEDNESDAY: \_\_\_\_\_

THURSDAY: \_\_\_\_\_

FRIDAY: \_\_\_\_\_

SATURDAY: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

Signature of Agency Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

**ARKANSAS TECH UNIVERSITY**  
**Department of Parks, Recreation and Hospitality Administration**  
**Work Experience**

**FINAL STUDENT EVALUATION AND COUNSELING**

Instructions: To be completed by the Agency Supervisor, reviewed by the student, and returned to the University Supervisor near the end of the work experience period. This Final Student Evaluation should be returned to the University Supervisor no later than two days after completion of the work experience period.

Please use the accompanying rating scale to help the student understand his strengths and needs for improvement, and to assist the University in finding appropriate placement for the student after graduation.

STUDENT'S NAME: \_\_\_\_\_

RATING PERIOD: FROM: \_\_\_\_\_ TO: \_\_\_\_\_

AGENCY: \_\_\_\_\_

AGENCY'S ADDRESS: \_\_\_\_\_

AGENCY SUPERVISOR(S): \_\_\_\_\_

DATE OF EVALUATION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Please evaluate the student by circling the appropriate position on each scale. If you do not know, please check the "Do Not Know" column.

- (5) Superior----- Few other students equal  
(4) Good ----- Above most other students  
(3) Average----- As expected for age and experience  
(2) Below Average ----- Below average for age and experience  
(1) Poor ----- Inferior  
DK Don't Know ----- Insufficient observation of the student

Has a sincere interest in his/her profession	5	4	3	2	1	DK
Strongly identifies with the ideals of the hospitality movement	5	4	3	2	1	DK
Exhibits awareness of the roles of various hospitality agencies in providing goods and services.	5	4	3	2	1	DK

Takes work assignments seriously and completes them efficiently	5	4	3	2	1	DK
Exhibits awareness of the importance of providing hospitality administration services to all types of people	5	4	3	2	1	DK
Exhibits awareness of current issues and trends as they affect hospitality industry	5	4	3	2	1	DK
Exhibits awareness of the importance of hospitality to the social and economic welfare of the surrounding community	5	4	3	2	1	DK
Exhibits awareness of the importance of the role that hospitality play in providing a healthy environment	5	4	3	2	1	DK
Exhibits the ability to make sound professional judgments	5	4	3	2	1	DK
Is on time for work	5	4	3	2	1	DK
Arrives at work appropriately dressed and groomed	5	4	3	2	1	DK
Assignments are completed in a timely fashion	5	4	3	2	1	DK
Completed assignments are of high quality	5	4	3	2	1	DK
Evaluates own work and sets goals for improvement	5	4	3	2	1	DK
Accepts suggestions and criticisms favorably	5	4	3	2	1	DK
Exhibits effective professional communication	5	4	3	2	1	DK
Shows imagination and creative thinking	5	4	3	2	1	DK
Promotes effective relationships with coworkers and/or program participants	5	4	3	2	1	DK
Understands behavior in self and others	5	4	3	2	1	DK
Produces effective solutions to problems	5	4	3	2	1	DK



Is able to work independently with a minimum of supervision	5	4	3	2	1	DK
Analyzes administrative situations and suggest solutions	5	4	3	2	1	DK
Able to recognize a problem and proceed on own initiative	5	4	3	2	1	DK
Delegates responsibilities effectively	5	4	3	2	1	DK
Makes good use of time	5	4	3	2	1	DK
Exhibits the ability to plan programs	5	4	3	2	1	DK
Exhibits the ability to implement programs	5	4	3	2	1	DK
Provides leadership through a variety of behaviors	5	4	3	2	1	DK
<b>Recommended Grade:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	
(A = Excellent; B = Good; C = Fair; D = Poor; F = Failure)						

Hospitality positions for which you would consider the student qualified upon graduation:

Suggestions to the student:

Suggestions to the University: