

HSTM 4485: Practicum

Information Guide

School of Hospitality, Sport and Tourism Management
323 John Robert Lewis Hall, Troy University
Troy, Alabama 36082
Phone: (334) 670-3827
Fax: (334) 670-3802
Email: masims@troy.edu

Troy Campus Student Contact(s):

Natascha Muniz, HSTM Administrative Assistant
323 John Robert Lewis Hall, Troy University
Troy, Alabama 36082
Phone: (334) 670-3827
Fax: (334) 670-3802
Email: nmuniz@troy.edu

or

HSTM 4485 Teacher of Record

School website:

<http://troy.edu/hstm>

Dr. Win Koo, Director
327 John Robert Lewis Hall, Troy University
Troy, Alabama 36082
Phone: (334) 808-6400
Fax: (334) 670-3802
Email: wkoo@troy.edu

The **School of Hospitality, Sport and Tourism Management (HSTM)** at Troy University offers a Bachelor of Science degree in HSTM with an accompanying advisor approved minor. The School of Hospitality, Sport & Tourism believes the practical experience gained through a practicum will enhance the student's education and professional growth.

Prerequisites for Undergraduate Practicum (HSTM 4485)

In order to register for HSTM 4485, each HSTM student ***MUST*** meet the following requirements:

1. Attained junior/senior level standing (Exceptions may be made with approval).
2. A minimum of **4 weeks *PRIOR*** to the intended semester of the practicum, students must submit a Practicum Request Form (A-1) and an Agreement for Practicum Form (A-2).

Objectives of the HSTM Practicum

The HSTM practicum offers students a broad range of experiences useful for career development. One of the most important factors in ensuring a successful experience is matching the interests and preparation of the student with qualified personnel from agencies across the state, region, nation and world. The specific purposes of the practicum included but are not limited to:

1. To provide students with experience upon which to build their professional careers, to enhance understanding of theory and technique through practical applications, and to provide the opportunity for students to develop skills and knowledge within identified areas of professional interest;
2. To broaden students' concepts of the professional field, provide experiences that will expand the student's understanding of human behavior, and develop better human relations skills;
3. To operationalize a set of goals and objectives prepared by the student with the assistance of the student's practicum supervisor and the student's advisor;
4. To provide agencies with additional quality personnel, to offer professionals in the field an opportunity to become involved in the preparation of future professionals, and to enhance communication between the University and working professionals; and,
5. To provide the University with an opportunity to keep in touch with recent developments within the work place, and continually develop a viable base for evaluating student performance in professional situations.

General Description of the Practicum Experience

The HSTM practicum experience is assigned three (3) semester hours. Such experiences offer the student the opportunity to apply theory and knowledge in real-world situations under qualified supervision from the cooperating agency and the university. All students work under the supervision of a university and agency supervisor for the full semester in which the student is enrolled in the practicum course.

TROY CAMPUS students will register for HSTM 4485: Practicum for ONE full semester and requires a **minimum of 135 hours** over the semester. Additional hourly assignments may be required depending upon the type of experience undertaken. Assigned supervisors from both the agency and the University will jointly share supervision of the student.

Financial compensation to the student during the practicum experience is not required. The student may not receive credit for work being done at an agency where he/she is presently employed. Exceptions to this policy must be approved by the Practicum Instructor before receiving credit, and must include experiences additional to those for which the student has been compensated.

Academic evaluation of the student during the practicum experience is based upon the following: evaluations by the field supervisor, evaluation by the instructor of record, and documentation of daily/weekly assignments.

Responsibilities of the Student

The student is responsible for completing the requirements of the internship experience and following the general guidelines listed below:

1. Submit a letter of application and resume to the agency or agencies where you are interested in completing your practicum (if necessary). Practicum experiences may only be completed at sites, which have been approved by the School of HSTM;
2. Provide the agency with personal background information and academic achievement before your arrival at the agency (if requested);
3. With the assistance of the HSTM 4485 instructor, develop a set of objectives and assignments to be completed during the experience. A copy of these objectives must be submitted to both the course instructor and agency supervisor at the beginning of the practicum;
4. All students must follow the policies and duties outlined by the agency and meet all scheduled commitments and arrangements made in connection with practicum assignments;
5. Maintain a current work log and/or journal summarizing the number of hours worked and the types of activities undertaken;

6. Attend periodic conferences/meetings with the Agency Supervisor as requested; and
7. Submit a final evaluation (included in final report) of the experience to the HSTM 4485 Instructor.

Responsibilities of the Agency Supervisor

1. Serve as principal contact for the agency in reference to the experience.
2. Assist the student in understanding his/her responsibilities and expectations with the agency.
3. Arrange with the student specific projects and activities in which he/she will be involved and arrange a work schedule. This information should be in writing and shared with the practicum instructor via the student.
4. Inform the student of all regulations and practices, which must be observed by the student.
5. Evaluate the work of the student:
 - a. Discuss with the student specific indications of progress, strengths, and weaknesses;
 - b. Set an example by presenting criticism in a constructive, objective, and tactful manner; and
 - c. Complete the written evaluation forms (A-3, A-7, A-8, A-9) provided by the student and discuss your comments with the student.

Responsibilities of the Practicum Instructor

1. Supervise arrangements for and give final approval of all student assignments.
2. Supervise the work of the student in the cooperating agency by conferring with both the student and the agency supervisor on a regular basis.
3. Evaluate all practicum assignments and discuss their content, if applicable, with both the student and the agency supervisor.
4. Serve as a resource person for both the cooperating agency supervisor and the student.
5. Exchange ideas with both the student and the agency supervisor directed toward the improvement of the practicum experience and the total academic program.
6. Assign all grades for the student in cooperation with the agency supervisor.

Student Evaluation

Grades for the student are assigned by the following criteria:

- A. Evaluations of Agency Supervisor: 60%
 - Mid-point evaluation: 25%
 - Final evaluation: 35%
- B. Reports and Assignments: 35%
 - Initial report: 5%
 - Tri-weekly reports: 5%
 - Practicum project proposal: 5%
 - Practicum project evaluation: 10%
 - Final report: 10%
- C. Final Review of Internship by University Supervisor: 5%
 - Grade from final notebook evaluation

All reports and assignments are evaluated on the following criteria:

1. Completeness
2. Promptness
3. Readability

Grading Policies and Procedures

The evaluation of the students' performance is a collaborative effort between supervisory individuals with the agency supervisor providing 60% of grade and the practicum instructor responsible for issuing 40% of final grade.

Student evaluations should reflect the following rating scale:

A = Excellent

Students in consistently exceptional in fulfilling responsibilities

B = Good

Student constantly fulfills responsibilities above minimum performance standards

C = Satisfactory

Student meets minimal performance standards

D = Minimal Pass

Student usually meets minimum performance standards, however needs to improve in a number of areas of responsibility. (Student must retake course)

F= Failing Grade

Performance is inadequate and unacceptable. (Student must retake course)

Required Student Reports and Projects

All assignments must be typed using Times New Roman 12 point font.

1) Initial Report and Agency Orientation Checklist (A-3):

- a) Cite weekly schedule and responsibilities
- b) List ten (10) measurable objectives outlining expected **learning experiences**
 1. These objectives are learning experiences/skills you hope to gain from your time with the agency.
- c) Discuss personal and agency expectations

Due: This assignment must be typed and submitted at the end of the first week of practicum. The assignment should be submitted to the practicum instructor via email, fax or hard copy no later than the following Friday by 4:00 p.m.

2) Tri-weekly Report: (submitted by student- Document A-5)

- a) Every three weeks students should submit a tri-weekly report.
- b) Describe your experiences, both positive and negative, over the past three weeks.
- c) Discuss any issues you encountered, how you solved them, and how you might modify your approach in the future.
- d) Log your practicum hours completed during the allotted time.

Due: Tri-weekly reports, complete with signatures, must be submitted every three weeks by Friday of the following week.

3) Practicum Project:

- a) In conjunction with the Agency's ongoing programs, plan, implement, and evaluate a project (i.e. seasonal party, special event, etc.).
- b) Discuss with your Agency Supervisor possible projects. Inform the agency supervisor about the evaluation component of this assignment in order to identify an acceptable project.

Due: Practicum Project Approval Form (signed by student and agency supervisor) is due to practicum instructor by the end of the third week of the practicum (Document A-6).

Due: Practicum Project Evaluation Form is to be completed by Agency Supervisor with student. Practicum approval and evaluation form should be included in the notebook (which is due no later than dead day) (Document A-7).

4) Agency Supervisor's Mid-Point Evaluation and Final Appraisal: (Documents A-8 & A-9)

- a) Provide student and practicum instructor with feedback on student's progress and performance.
- b) Document both student strengths and weaknesses during practicum experience

Due: Evaluations are due at the midpoint and at the end of the practicum.

5) Final Report (Part of Notebook):

- a) Student evaluation of agency and practicum.
- b) Evaluate initial goals; which were met, not met. Explain why.
- c) Describe significant learning experiences and accomplishments. Explain how these have affected your professional growth and development
- d) Describe your agency's strengths and weaknesses as practicum site. Would you recommend it to other students? Why?
- e) Provide other information you feel is relevant to the overall effectiveness of the practicum
- f) Must be typed

Due: No later than Dead Day.

6) Notebook:

- a) The notebook MUST be a three ringed notebook (NO smaller than 1" ring). Include all materials that represent your practicum experience (the more the better).
- b) Include evidence of your practicum project, along with the evaluation sheets.
- c) The notebook should include tab dividers to separate the sections of your notebook.

Due: No later than Dead Day.

NOTE: All the reports are to be shared with and signed by the agency supervisor.

Student Practicum Check List

BEFORE INTENDED SEMESTER OF PRACTICUM

1. Identify potential practicum agency or agencies.
2. Submit HSTM Practicum Request Form to Director of HSTM or instructor of record during the semester prior to practicum semester.
3. Acquire practicum site approval from The School of Hospitality, Sport and Tourism Management.

BEFORE PRACTICUM BEGINS

4. Submit agency signed Agreement for Practicum Form to Director of HSTM or instructor of record.
5. Pre-register for HSTM 4485 before semester of practicum.

END OF FIRST WEEK OF PRACTICUM

6. The Friday following the first week of your internship, submit the Initial Report and Agency Orientation Checklist to practicum instructor.

DURING INTERNSHIP

7. Submit Tri-Weekly Reports as scheduled.
8. Mid-Term: Agency has sent signed Mid-Point Evaluation to practicum instructor.
9. Submit a Practicum Project Approval Form by the end of the third week of the practicum.
10. Submit a Practicum Project Evaluation Form shortly after completing assignment.
11. Agency has completed and signed Final Evaluation Form with grade recommendation.
12. Submit Final Report and Notebook no later than dead day.

A-1

Troy University
School of Hospitality, Sport and Tourism Management
HSTM Practicum Request Form

Must be submitted before registering for practicum.

Student's name: _____

Address: _____

Phone: _____ ID Number: _____

University Email: _____ Semester/Year: _____

Agency's Name: _____

Agency's Address: _____

City: _____ State: _____ Zip: _____

Agency Phone: _____

Agency Supervisor: _____

Brief Description of Duties:

I formally request to complete my practicum with the above named agency. I fully understand the requirements for this practicum and accept the responsibility set forth in the requirements.

Student Signature

Proposed start date: _____

Proposed end date: _____

A-2

**Troy University
School of Hospitality, Sport and Tourism Management
Agency Practicum Agreement Form**

Must be submitted before beginning practicum.

Agency: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

Supervisor: _____ Title: _____

Supervisor email: _____

The above named agency has agreed to accept _____ a student from the HSTM program at Troy University, for practicum placement.

Semester: _____ Agency requests student to complete _____ hours.
(Student must complete a minimum of 135 hours over max of 16 weeks.)

Agreed upon Beginning Date: _____ Agreed upon Completion Date: _____

The agency supervisor agrees to:

1. Supervise and assist the student in pursuing the learning objectives for the practicum experience;
2. Cooperate in the program process as specified in the School of Hospitality, Sport and Tourism Management's practicum packet; and
3. Evaluate the work of the student:
 - Discuss with the student specific indications of progress, strengths, and weaknesses. Set an example by presenting criticism in a constructive, objective, and tactful manner. Complete the evaluation forms included in the HSTM Practicum Packet.

Please check one:

Internship Experience: ____ Unpaid ____ Paid

Agency Supervisor's Signature:

TROY CAMPUS students return form to:
School of Hospitality, Sport & Tourism Management
323 John Robert Lewis Hall, Troy University
Troy, Alabama 36082

Troy University
School of Hospitality, Sport and Tourism Management
Agency Orientation and Student Assignment Checklist

Student's Name:

To ensure that this student has a thorough understanding of the agency/program and his/her responsibilities, this form should be completed during the first week of the practicum and mailed, emailed, or faxed to the practicum instructor. The Agency Supervisor's signature verifies that the student has satisfactorily completed an agency orientation, inclusive of the information below, and understands his/her future role in the agency.

Please discuss the following topics with the intern:

1. Mission statement and goals of the Agency/Program
2. History of Agency/Program
3. Services provided by the Agency/Program
4. Population served by Agency/Program
5. Areas, facilities and Equipment
6. Funding Sources
7. Organizational Structure of Agency/Program (job description)
8. Program Description
9. Evaluation Methods (staff personnel and program clientele)
10. Future Plans and Projections of Agency/Program
11. Other (describe) _____

Agency Supervisor's Signature: _____ Date: _____

Student Signature: _____ Date: _____

This form is due by the Friday following the first week of the practicum.

Troy University
School of Hospitality, Sport and Tourism Management
Initial Report

Initial Report Outline

Complete and submit the following information to Practicum Instructor the Friday following the first week of the internship.

- I. Cover Page (Information is to be centered and double spaced on page)**
 - Site Agency's name, student's name, and semester of practicum
- II. Practicum Objectives**
 - Student must list 10 observable or measurable objectives for the internship.
 - Objectives should reflect actual skills, learning experiences or exposure desired by the student during their practicum experience.
 - These objectives are not your job responsibilities or duties, but are skilling/experiences you hope to gain while working with agency.
 - Objectives will be used to evaluate practicum and agency in FINAL REPORT.
- III. Assigned Roles and Responsibilities**
 - Student must identify their expected or assigned roles and responsibilities at the agency.
- IV. Work Schedule**
 - Student must provide a weekly/monthly schedule of days and times they will work at the agency site.
 - Weekly schedule should reflect approximately 9 hours per week for the practicum.
- V. Personal and Agency Expectations**
 - Discuss your expectations of the practicum experience with the selected agency.
 - Discuss the agency's expectations of you during the practicum.

Troy University
School of Hospitality, Sport and Tourism Management
Practicum Tri-Weekly Report

Instructions: This report must be completed at the end of each three-week period by the student, reviewed by the assigned Agency Supervisor, and mailed, faxed, or emailed to the Practicum Instructor by the following Friday.

Student: _____

Semester: _____ Report Number: _____

Weeks of the Report (dates): _____ to _____

Total Hours for **this Period**: _____ Total **Hours to Date**: _____

1. Describe the evaluation period's experiences (include learned skills, knowledge, and abilities).
2. Identify attended meetings and conferences (include formal and informal meetings with your agency supervisor and topics discussed.)
3. Cite any areas of special concern at this time (include any issues related to the practicum experience).
4. Proposed agenda for next three weeks (include agency assignments, projects, accomplishment of goals).
5. This assignment must be typed on a separate sheet of paper to address these previous points and attached to this form.
6. You must submit a tri-weekly report with a minimum of 135 hours signed by your supervisor.

Student's Signature

Date

Agency Supervisor's Signature

Date

Troy University
School of Hospitality, Sport and Tourism Management
Practicum Project Approval Form

(To be submitted to Practicum Instructor by the end of the third week of the practicum)

Please type responses on a separate sheet of paper.

Student's Name: _____

Agency: _____

Title of Project: _____

1. Description of Project Plans:

2. Rationale for Project Selection (need/purpose):

3. Project Costs and Potential Sources of Funding:

4. Expected Outcome(s):

Agency Supervisor's Signature

Date

Troy University
School of Hospitality, Sport, and Tourism Management
Practicum Project Evaluation Form

The student should be provided immediate feedback on his/her performance upon the completion of the practicum project. Please fill out the requested information below and send a copy to the practicum instructor via email, fax, or hard copy. Also, place this form in your notebook, along with evidence of your project.

COMPLETION DATE: _____

Name of student: _____

Title of Project: _____

Use the following scale to rate the student's performance: 4 –outstanding, 3 –good, 2 – fair, 1 –adequate, 0 –N/A. The Student:

- | | |
|--------------------------------------------------------|-------|
| 1. Selected a project of value to the agency/program | _____ |
| 2. Showed initiative throughout the project | _____ |
| 3. Planned project tasks before implementation | _____ |
| 4. Maintained communications with program staff | _____ |
| 5. Maintained communications with project participants | _____ |
| 6. Showed resourcefulness in solving problems | _____ |
| 7. Delegated tasks, if and when appropriate | _____ |
| 8. Made a positive impact on program participants | _____ |
| 9. Developed/implemented evaluation procedure | _____ |
| 10. Expressed appreciation to project supporters | _____ |

Signature of Agency Supervisor

Date

**Troy University
School of Hospitality, Sport and Tourism Management
Mid-Point Evaluation**

Date: _____

Student Name: _____

Supervisor: _____ Title: _____

Agency: _____

Carefully complete the mid-point evaluation after considering the student's performance through the mid-point of the practicum. Be as accurate and objective as possible. The appraisal is to be reviewed with the student during the midterm evaluation conference.

Using the scale below, rate the student on each of the listed items as they are applicable to your situation and professional expectations. Comments and suggestions are welcome and can be added at the end of the form.

5 = Outstanding 4 = Good 3 = Average 2 = Below Average
1 = Unsatisfactory 0 = No Observation

ATTITUDE TOWARDS WORK:

Willing and prompt to perform assigned duties	5 4 3 2 1 0
Willing to accept additional responsibilities	5 4 3 2 1 0
Shows enthusiasm for work	5 4 3 2 1 0
Cooperative with staff	5 4 3 2 1 0

LEADERSHIP AND PROFESSIONAL QUALITIES:

Plans and organizes work in orderly manner	5 4 3 2 1 0
Produces quality work	5 4 3 2 1 0
Has necessary background of knowledge in field	5 4 3 2 1 0
Has sufficient professional skills	5 4 3 2 1 0
Functions on own initiative when necessary	5 4 3 2 1 0

A-8 (continued)

Demonstrates effective leadership techniques 5 4 3 2 1 0

Observes rules and agency practices 5 4 3 2 1 0

COMMUNICATION SKILLS

Can express him/herself in writing 5 4 3 2 1 0

Can express him/herself orally 5 4 3 2 1 0

Communicates well with supervisor 5 4 3 2 1 0

Communicated well with public/clients 5 4 3 2 1 0

Makes use of available media in promoting programs 5 4 3 2 1 0

Demonstrates ability to accept ideas, methods, or plans
from other staff members 5 4 3 2 1 0

PERSONAL QUALITIES

Exhibits self-discipline 5 4 3 2 1 0

Demonstrates creativity 5 4 3 2 1 0

Shows adaptability 5 4 3 2 1 0

Has curiosity and desire to learn 5 4 3 2 1 0

Shows courtesy towards others 5 4 3 2 1 0

Accepts direction and criticism 5 4 3 2 1 0

Please identify the student's primary strengths and weaknesses at the midpoint of the internship.

1. In what areas does the student excel?

A-8 (continued)

2. In what areas does the student need further development?

3. Any other comments?

Assign a score based on your evaluation of the student's performance (**circle one**)

25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

Signature of Agency Supervisor

Date

Signature of Student

Date

Troy University
School of Hospitality, Sport and Tourism Management
Final Evaluation

Student Name: _____ Date: _____

Supervisor: _____ Title: _____

Agency: _____

Carefully complete the final evaluation form after considering the student's entire practicum experience. Be as accurate and objective as possible. The appraisal is to be reviewed with the student at the end of the practicum.

Using the scale below, rate the student on each of the listed items as they are applicable to your situation and professional expectations. Comments and suggestions are welcome and can be added at the end of the form.

5= Outstanding, 4 = Good, 3 = Average, 2 = Below Average, 1 = Unsatisfactory,
 0 = No observation

ATTITUDES TOWARDS WORK:

Willing and prompt to perform assigned duties 5 4 3 2 1 0

Willing to accept additional responsibilities 5 4 3 2 1 0

Shows enthusiasm for work 5 4 3 2 1 0

Cooperative with staff 5 4 3 2 1 0

LEADERSHIP AND PROFESSIONAL QUALITIES:

Plans and organizes work in orderly manner 5 4 3 2 1 0

Produces quality work 5 4 3 2 1 0

Has necessary background of knowledge in field 5 4 3 2 1 0

Has sufficient professional skills 5 4 3 2 1 0

Functions on own initiative when necessary 5 4 3 2 1 0

Demonstrates effective leadership techniques 5 4 3 2 1 0

Observes rules and agency practices 5 4 3 2 1 0

A-9 (continued)

COMMUNICATION SKILLS:

Can express him/herself in writing	5 4 3 2 1 0
Can express him/herself verbally	5 4 3 2 1 0
Communicates well with supervisor	5 4 3 2 1 0
Communicated well with public/clients	5 4 3 2 1 0
Makes use of available media in promoting programs	5 4 3 2 1 0
Demonstrates ability to accept ideas, methods, or plans from other staff members	5 4 3 2 1 0

PERSONAL QUALITIES:

Exhibits self-discipline	5 4 3 2 1 0
Demonstrates creativity	5 4 3 2 1 0
Shows adaptability	5 4 3 2 1 0
Has curiosity and desire to learn	5 4 3 2 1 0
Shows courtesy towards others	5 4 3 2 1 0
Accepts direction and criticism	5 4 3 2 1 0

Please identify the student's primary strengths and weaknesses at the completion of the internship.

A-9 (continued)

Other Comments:

Assign a score based on your evaluation of the student's performance (**circle one**)

35 34 33 32 31 30 29 28 27 26 25 24 23 22 21 20 19 18

17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

Signature of Agency Supervisor

Date

Signature of Student

Date

Troy University
School of Hospitality, Sport and Tourism Management
Outline for Final Report and Notebook

Upon completion of the practicum experience, each student is responsible for submitting both a final report and an internship notebook to the Instructor of the HSTM 4485: Practicum. An outline is provided below to assist the student in organizing the assignment.

THE FINAL REPORT

Title Page

- Name of student, area of specialization, name of agency and agency supervisor, dates of practicum, semester and year of registration.

Evaluation of Student's Goals and Objectives

- Identify the 10 objectives listed in your initial report.
- Rate each objective as met, partially met, or not met.
- **Explain** each response regarding your accomplishments or lack thereof for each objective. Include a copy of your initial report with this document.

The Practicum Experience

- Description of practicum focusing on your evaluation of what you learned and how it has assisted you with your professional development. Point out highlights and disappointments of the experience.

Career Preparation

- Thoroughly analyze the experience reflecting on your future in the workplace. Describe your strengths, interests, performance, problems, needs, and concerns after reflecting on your internship experience.

NOTEBOOK

- The notebook **MUST** be a three ringed notebook (NO smaller than 1" ring)
- Include all materials that represent your practicum experience (the more the better).
- Include evidence of your practicum project, along with the evaluation sheets
- Include copies of all forms and assignments completed during the practicum
- The notebook should include tab dividers to separate the sections of your notebook.

TROY MAIN CAMPUS STUDENTS: NOTEBOOK IS DUE NO LATER THAN DEAD DAY