GEORGE MASON UNIVERSITY
College of Education and Human Development
School of Sport, Recreation and Tourism Management

TOUR 241 — PRACTICUM (3 credits)
Fall 2023

Faculty
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Prerequisites: TOUR 200, TOUR 220, Sophomore Standing, and TOUR major status

University Catalog Description: Provides 120 hours of introductory supervised professional fieldwork experience in an approved tourism, events, or hospitality management setting for 10 to 12 weeks under the supervision of a practicum Faculty Supervisor and Agency Supervisor. Includes meetings and assignments before, during, and after the practicum. Start date is the first day of classes.

Course Overview
The student is assigned tasks and responsibilities and is held responsible for their completion, as well as an associated portfolio where all activities are documented. Students are expected to complete a minimum 120 hours over a period of 10 to 12 weeks. The number of weeks may be abbreviated for summer experiences.

Course Delivery Method
This course will be delivered using an internship and online format.

Learner Objectives
This course is designed to enable students to do the following:
1. Describe and analyze the managerial and operational structure of their practicum site;
2. Demonstrate skills and competencies in routine business administration (e.g., accounting and record keeping, planning, public relations, assessments, staff relation);
3. Evaluate their personal strengths and weaknesses in light of demands and expectations of employment in the various positions in the field; and
4. Set career objectives in the tourism and event management industry.

Responsibilities

Student responsibilities during the practicum
During the practicum, which involves a minimum of 120 hours, the student must meet certain responsibilities and obligations to the site and/or site supervisor, as well as to the university to fulfill their requirements. These include:
1. Reporting directly to the site supervisor for instructions. The practicum student is responsible for fulfilling their duties as stipulated by their supervisor, and for meeting their scheduled training commitments and arrangements;
2. Participating in orientation sessions with their site supervisor;

3. Familiarizing and abiding by all the rules, regulations, policies and procedures of the site applicable to their conduct while in the site's employment;
4. Becoming an integral and participating member of the site's staff;
5. Acting in a professional manner both as a site staff member and when dealing with the site's clientele. The student is a representative of GMU and an ambassador for the TEM program. A positive work experience effectively 'paves the way' for the future placement of other interns. It is therefore imperative that a cooperative attitude and good work record and habits be maintained for good rapport between the student, faculty supervisor and the Site;
6. Visiting, observing and participating, as appropriate, in various levels of the site's operations, including meetings, programs, projects and training sessions. This enables the student to strive toward higher levels of personal and professional growth and fulfillment;
7. Notifying the site supervisor in advance when it is necessary to be absent from work;
8. Participating in post-activity discussion with their site supervisor;
9. Each student enrolled in TOUR 241 must meet and share the responsibilities and *Practicum Portfolio Guidelines* requirements with their site supervisor as outlined below to earn a grade of Satisfactory (S)/Pass for the practicum experience. The *Practicum Portfolio* must be well organized *information typed*, and otherwise professionally presented. Students must follow the guidelines for the portfolio guidelines. **Your practicum portfolio must be submitted electronically on Blackboard.** *Students must include samples of work completed during the practicum experience*;
10. Each student must also share the following site supervisor responsibilities with their site supervisor; and
11. **Ensuring that they stay in constant communication with their University Supervisor by regularly checking their *George Mason University* e-mail accounts and Blackboard, and responding to requests in a timely manner**.

Site Supervisor responsibilities during the practicum

The site supervisor plays a pivotal role in the lives of students at the personal and professional career level by offering advice, instruction and supervision that furthers a student's professional competence. By providing a challenging and stimulating work experience, students are allowed to discover their own strengths and weaknesses in their chosen professional career. Thus, the site supervisor is expected to assume responsibilities and obligations to the student and the Faculty supervisor that foster learning and are in line with the Tourism and Event Management's practicum course. These are summarized below:
1. Providing the student with a structured and supervised learning experience;
2. Preparing the site or institution staff for the arrival of the student, and orienting the student to the site's history (including organizational chart), philosophy, policies regulations, administration, programs and facilities in order to allow the student to function effectively in the practicum setting;
3. Providing timely and fair evaluative summaries of the student's work, including filling in a written *Final Practicum Performance Assessment Form*, which is sent confidentially to the student's faculty supervisor;
4. Immediately notifying the practicum faculty supervisor of any emerging condition that significantly affects the student's ability to succeed or complete the agreed upon practicum tasks;
5. Directly reimbursing the student for any costs they are authorized to incur on behalf of the site, or for reimbursable expenses identified in advance by the site; and
6. Accepting the student as a volunteer or paid member of staff (as applicable) and afford them all the rights and protections pertaining to that status.

Faculty Supervisor responsibilities during the practicum

1. Assisting the student to develop or acquire resources or skills necessary for the successful completion of assigned tasks;
2. Facilitating resolution of problems that may occur during the practicum between the student and the site;
3. Soliciting evaluative commentary and reports from the student and the site supervisor;
4. Receiving, reviewing, and evaluating required submissions from the student and site supervisor; and
5. Advising and assisting the site on matters pertaining to enrichment of the educational experience in the practicum.

Course Performance Evaluation

For additional details and templates of appendices, go to:
https://rht.gmu.edu/hospitality-tourism-and-events-management/practicum-and-internship-experiences/

During their work experience, students must fulfill specific requirements including completion of specified forms and assignments (**using the templates provided**) in order to be evaluated and receive a grade for their practicum. These include:
- Completing the mandatory, online pre-experience orientation.
- Submit the following on **Blackboard** prior to the onset of the practicum: Official Job Description as well as Appendices 3, 4, 5 and 6. NOTE: **The Experiential Learning Agreement must be signed by the Dean's Office before the practicum can begin. Students will be notified by their faculty supervisor once the Agreement has been signed. No hours completed before this notification can count towards the Practicum.**
- Working at the **approved** practicum site for a minimum of 120 hours of professional practice - for between 10 hours/week and 20 hours/week, depending on when the practicum is begun. Students may not work more than 40 hours/week;
  - Students must inform their faculty supervisor of their exact start date, and how many hours/week they will be working.

  - Students must notify their faculty supervisor, immediately if for any reason they are unable to work the stated number of hours/week.
    - As with any course, students will be required to provide documentation (such as a doctor's note) if they are unable to work a particular week due to an illness.

- Completing the Practicum Weekly Reports (Appendix 7), and submitting them with the Final Portfolio in Blackboard, *using the template provided*;

- Completing and submitting a Practicum Midpoint Report (Appendix 8), immediately after 60 hours have been completed, in Blackboard, *using the template provided*;

- Completing the *Practicum Portfolio* (Appendix 9), and submitting it in Blackboard. Samples of work can be photographed for inclusion in a digital portfolio.
- Participating in an end of semester blog discussion about your experience. (This will take place instead of an on-site roundtable discussion due to COVOD-19).

- Submitting the *Final Practicum Performance Assessment Form* (Appendix 10) completed by site supervisors;
  - Students **must provide their site supervisors with the form to be completed**. This form should be completed and given back to the student so they can post it in Blackboard.

- Meeting all other requirements outlined in this **Syllabus**, the **Practicum Manual (including its Appendices)**, and **all** communication from faculty supervisors and the internship coordinator.
  - Students are expected regularly check the Mason e-mail, and required to use their Mason **e-mail address only** for all course-related communication.

Grading Policy

Final Grade (*Satisfactory - S* OR *No Credit - NC*) will be based on the Faculty Supervisor's evaluation of the following:
- Completion of **mandatory** online orientation   - Submission of initial paperwork   - Completion and submission of weekly reports with the Practicum Portfolio.   - Completion and submission of midpoint report immediately after the 60th hour is reached   - Completion of hours (at least 120 hours) in the approved setting by deadline   - Submission of site supervisor's Evaluation by deadline   - Submission of Practicum Portfolio – must meet professionalism standards   - Attendance to **mandatory** Final Roundtable Discussion Blog   - The timeliness and professionalism of your communication   - The overall timeliness and professionalism of your paperwork and portfolio

*** *Students' ability to pass this course depends on meeting all requirements as in the Syllabus, the Practicum Manual, and all communication from faculty supervisors and/or the internship coordinator, AND, doing so in a timely manner (by the due dates provided).*

Core Values Commitment

The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles: http://cehd.gmu.edu/values/.

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see http://oai.gmu.edu/the-mason-honor-code/).
- Students must follow the university policy for Responsible Use of Computing (see https://universitypolicy.gmu.edu/policies/responsible-use-of-computing/).
- Students are responsible for the content of university communications sent to their Mason email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see https://ds.gmu.edu).
- Students must follow the university policy stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

Campus Resources

• Questions or concerns regarding use of Blackboard should be directed to https://its.gmu.edu/knowledge- base/blackboard-instructional-technology-support-for-students/.

• For information on student support resources on campus, see https://ctfe.gmu.edu/teaching/student-support-resources-on-campus

Notice of mandatory reporting of sexual assault, sexual harassment, interpersonal violence, and stalking: As a faculty member, I am designated as a "Non-Confidential Employee," and must report all disclosures of sexual assault, sexual harassment, interpersonal violence, and stalking to Mason's Title IX Coordinator per University Policy 1202. If you wish to speak with someone confidentially, please contact one of Mason's confidential resources, such as Student Support and Advocacy Center (SSAC) at 703-380-1434 or Counseling and Psychological Services (CAPS) at 703-993-2380. You may also seek assistance or support measures from Mason's Title IX Coordinator by calling 703-993-8730, or emailing titleix@gmu.edu.

All students are required to take the Safe Return to Campus Training prior to visiting campus: it is, however, recommended for all Mason students, even those who are enrolled in fully online classes. Training is available in Blackboard.

Students are required to follow the university's public health and safety precautions and procedures outlined on the university Safe Return to Campus webpage.

All students are required to be fully vaccinated by January 5, 2022, unless they received an approved exemption. You should also have uploaded your vaccine documentation to the Health Services Patient Portal by January 5.

The deadline to receive a booster and upload your documentation is February 15, 2022.

Everyone, even those who are fully vaccinated, must wear a face covering when inside university property (buildings and vehicles). If you're unvaccinated, you must wear a mask outside, as well, when at an event or if physical distancing can't be maintained. Read the full face covering policy here.

All students in face-to-face and hybrid courses must also complete the Mason COVID Health Check daily, seven days a week.

- You may not come to class if you receive a Yellow, Red, or Blue email response to the Mason COVID Health Check.
- You may only come to class if you receive a Green email response to the Mason COVID Health Check.
- You must quarantine and get tested if you receive a Blue email response, because you indicated that you recently traveled outside of the United States, are not fully vaccinated, or have not completed the required 7 to 10 day quarantine period for international travel.
- If you suspect that you are sick or have been directed to self-isolate, quarantine, or get testing do not go to class.
- Faculty are allowed to ask you to show them that you have received a Green email and are thereby permitted to be in class.

Disability Services: Students unable to participate in a course in the manner presented, either due to existing disability or COVID comorbidity risk, should seek accommodations through the Office of Disability Services.

Students may not, either individually or collectively, request permission to change the modality of a current course section due to COVID risks or concerns. If students are not comfortable with the modality of the course for which they are registered, they will need to register for a course offered in a different modality which better will accommodate their needs through the established drop/add process.

Campus Closure: If the campus closes or class is canceled due to weather or other concerns, students should check Blackboard, Mason email, or the Mason website for updates on how to continue learning and information about any changes to events or assignments.

Participation and Make-up Work: CEHD instructors will work with students to find reasonable opportunities to make up class work or assignments missed due to documented illness. Begin by contacting your instructor for guidance. For further assistance, students may contact their program and the CEHD Office of Student and Academic Affairs (cehdsaa@gmu.edu).

Technology Requirements:

- Activities and assignments in CEHD courses regularly use the Blackboard learning system. Students are required to have regular, reliable access to a computer with an updated operating system (recommended: Windows 10 or Mac OSX 10.13 or higher) and a stable broadband Internet connection (e.g., cable modem, DSL, satellite broadband) with a consistent 1.5 Mbps [megabits per second] download speed or higher.

- Additionally, CEHD course activities and assignments may regularly use web-conferencing software (e.g., Blackboard Collaborate or Zoom). In addition to the requirements above, students are required to have a device with a functional webcam and microphone. In an emergency, students can connect through a telephone call, but video connection is the expected norm.

Course Materials and Student Privacy:

- All course materials posted to Blackboard or other course site are private; by federal law, any materials that identify specific students (via their name, voice, or image) must not be shared with anyone not enrolled in this class.
- Video recordings of class meetings that include audio or visual information from other students are private and must not be shared.
- Live Video Conference Meetings (e.g. Collaborate or Zoom) that include audio or visual information from other students must be viewed privately and not shared with others in your household.
- Some/All of your CEHD synchronous class meetings may be recorded by your instructor to provide necessary information for students in this class. Recordings will be stored on Blackboard [or another secure site] and will only be accessible to students taking this course during this semester.

Testing with LockDown Browser:

CEHD courses may require the use of LockDown Browser and a webcam for online exams. The webcam can be built into your computer (internal webcam) or can be the type of webcam that plugs in with a USB cable (external webcam). Information on installing and using LockDown Browser may be found here.

You will need the following system requirements for online exams:

Windows: 10, 8, 7 Mac: OS X 10.10 or higher iOS: 10.0+ (iPad only) Must have a compatible LMS integration Web camera (internal or external) & microphone A reliable internet connection Prior to your first exam, you must install LockDown Browser following the step-bystep instructions linked above.

To ensure LockDown Browser and the webcam are set up properly, do the following:

Start LockDown Browser, log into Blackboard and select your course. Locate and select the Help Center button on the LockDown Browser toolbar. Run the Webcam Check and, if necessary, resolve any issues or permissions your computer prompts. Run the System & Network Check. If a problem is indicated, see if a solution is provided in the Knowledge Base. Further troubleshooting is available through the ITS Support Center. Exit the Help Center and locate the practice quiz. Upon completing and submitting the practice quiz, exit LockDown Browser.

When taking an online exam that requires LockDown Browser and a webcam, remember the following guidelines:

Ensure you're in a location where you won't be interrupted. Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach. Clear your desk of all external materials not permitted — books, papers, phones, other devices. Before starting the test, know how much time is available for it, and that you've allotted sufficient time to complete it. Remain at your computer for the duration of the test. Make sure that your computer is plugged into a power source, or that battery is fully-charged. If the computer or networking environment is different than what was used

previously with the Webcam Check and System & Network Check in LockDown Browser, run the checks again prior to starting the test.

To produce a good webcam video, do the following:

Do not wear a baseball cap or hat with a brim that obscures your face. Ensure your computer or tablet is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or any other surface where the device (or you) are likely to move. If using a built-in (internal) webcam, avoid tilting the screen after the webcam setup is complete. Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window. Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.