Walt Disney World College Program
Fall 2024

Instructor	Karen Goodlad	**Class Number**	HMGT 4959
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Phone	718.26.5638	**Location**	Asynchronous
Office	N210		
Office Hours:		**Class Hours**	12
		Lab Hours	0
		Credits	12

Department Mission Statement

The Hospitality Management Department of New York City College of Technology educates students for careers in the hospitality industry through foundational knowledge of hospitality operations and experiences that cultivate diverse perspectives, lifelong learning, collaboration, and community engagement.

Program Learning Outcomes

To graduate students who
1. identify and demonstrate skills relevant to the operational areas of hospitality management. (PLO #1)
2. utilize the dynamics of collaboration in diverse settings. (PLO #2)
3. demonstrate effective communication skills. (PLO #3)
4. exhibit the analytical and social skills essential for success in the global workplace. (PLO #4)
5. value and integrate lifelong learning, civic engagement, ethical reasoning, and social responsibility. (PLO #5)

Course Description

Students engage in a work and education supervised internship with the Walt Disney World Company. Each student is responsible for completing a work assignment as offered through the Walt Disney World College Program and completing educational focused programs unique to the internship. Students accepted to either the College or Culinary Program are eligible for this course.

Student Learning Outcomes
   A. Evaluate management skills and reflect on professional behaviors
   B. Practice and apply industry knowledge, skills, and techniques in the workplace
   C. Demonstrate professional skills and build a professional network
   D. Reflect on individual progress and development site supervisor's final evaluation
   E. Discuss an evaluation of work as provided by a workplace supervisor

Prerequisites

HMGT 1202, HMGT 1203, HMGT 1204

**Congratulations you are about to begin your Fall 2023 semester of
LIVING, LEARNING & EARNING… DISNEY STYLE!**

Prof. Karen Goodlad
New York City College of Technology, CUNY
Hospitality Management Department
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Requirements Prior to Departure:

- ❖ Sign a release of indemnity form
- ❖ Confirmation of a GPA greater than 2.30
- ❖ Completion of Title IX training

Requirement Upon Immediate Arrival at Disney:
- ❖ E-mail your address, apartment number, phone number and exact casting assignment to Prof. Goodlad within one (1) week of arrival to Orlando.
- ❖ Confirm registration for predetermined Disney College Program classes.

Assessment Strategy:

Points	
20 Points	Case Studies
10 Points	Exploring Disney
10 Points	Career Connection
15 Points	Read & React
15 Points	Weekly reflective photo journal
15 Points	Field supervisor evaluation
15 Points	LinkedIn profile edits
100 Points	Total possible points

Description of Expectations:

20 Points   Case Studies
Read, evaluate and determine an outcome for four different case studies presented throughout the semester.

10 Points   Exploring Disney
Enrollment and successful completion of two Exploring Disney courses. Students will choose one from the Exploration Series (excluding Animal Sciences) and one from the Spotlight On Series.

10 Points   Career Connection
Enrollment and successful completion of three Disney Career Connection courses. Students will choose at least one from the Conversations With… series and at least one from the Career Insights series (excluding Animal Sciences). Career and Live Preparation courses are valuable but will not be considered for credit.

15 Points   Read and React
Articles will be posted on the "Read and React" page of the OpenLab site for this course. Read the articles and comment on the topic as it relates to your internship experience. Comments will be posted to the Read and React pages of the OpenLab site during the specified time frame. At least one comment *and* one reaction to another student's comment, more are encouraged, must be written for each article.

15 Points   Weekly Reflective Photo Journal
Weekly Reflective Photo Journal entries are to be posted on the OpenLab site addressing issues of your own personal growth, achievements and/or challenges faced throughout your experience. Submit entries to the Weekly Reflective Journals section of OpenLab. Reflective journals can be marked private.

15 Points   Field Supervisor Evaluation
It is expected that you will successfully complete the requirements of your assigned position and submit a copy of your field supervisor's evaluation.

15 Points   LinkedIn
- Update the about section your profile to include the WDWCP.
- Create two posts tagging the City Tech Hospitality Management page https://www.linkedin.com/company/city-tech-department-of-hospitality-management-nycct-cuny/
- Update work experience to include the WDWCP.
- Endorse all of your classmates, choosing a skill you know they developed during the internship.

Point Scale*:

	A 93-100 points	A- 90-92.9 points
B+ 87-89.9 points	B 83-86.9 points	B- 80-82.9 points
C+ 77-79.9 points	C 70-76.9 points	
	D 60-69.9 points	
	F 59.9 –0 points	

* One overall grade will be assessed and applied to all 12 credits attempted for the semester.

Title IX, Sexual Assault Training

All students on college-sponsored trips outside the five-borough must complete Title IX training. Their certificates should be submitted with travel request documentation. Student Title IX training is found at www.citytech.cuny.edu/title-ix, Proof of completion of the course must be provided before a student is allowed to register for City Tech Courses.
More about City Tech's Title IX policy is found http://www.citytech.cuny.edu/compliance-diversity/title-ix.aspx.

Distance Learning

Diligence, commitment, and personal dedication are essential to successful distance learning. The obligation to complete assignments in a timely manner is based on the students' ability to properly manage their time without constant reminders from a faculty member.

Added Value

While in Florida you should try to participate in as many opportunities as possible. Job fairs and lecture series will be available to enhance your learning experience and to help improve your ability to manage in an ever-changing environment. Volunteer opportunities will broaden your network and enhance your career development. Visiting the parks will help maintain your own magic…***the parks are your playground you should explore them***.

Electronic Etiquette

When communicating electronically (e-mail, blog posts…) it is important to keep your audience in mind. In this case it is a professor or fellow student. It is expected that all communication be completed on a college level and in a professional manner. Use the following as a guideline:
- ❖ Always address the person receiving the e-mail (Dear XXXX)
- ❖ Ensure your name is clearly communicated on every e-mail message. Place it in the subject heading and at the end of your communication.
- ❖ Never abbreviate, write the complete word (you, not "u"; I, not "i"…)
- ❖ Always include a subject heading when sending e-mail.
- ❖ Proofread for spelling, grammar and other errors.

Since most of our communication will be completed electronically mastering these skills is essential. Students will be asked to redo any work that is not completed in a professional manner. The following website should be reviewed to ensure that all communication is completed properly: http://owl.english.purdue.edu/handouts/pw/p_emailett.html#format

Personal Demeanor

Proper completion of the program, in its entirety, is required to achieve a passing grade for the semester. Remember that you are representing yourself as well as New York City College of Technology in all you do. So as you are sprinkled with pixie dust keep your future goals in mind, be aware that your actions and decisions will affect the outcome of your experience. Only you can make it a positive and beneficial one.

Diversity and Inclusive Education Statement
This course welcomes students from all backgrounds, experiences and perspectives. In accordance with the City Tech and CUNY missions, this course intends to provide an atmosphere of inclusion, respect, and the mutual appreciation of differences so that together we can create an environment in which all students can flourish. It is the instructor's goal to provide materials and activities that are welcoming and accommodating of diversity in all of its forms, including race, gender identity and presentation, ethnicity, national origin, religion, cultural identity, socioeconomic background, sexuality and sexual orientation, ability, neurodivergence, age, and etc. Your instructor is committed to equity and actively seeks ways to challenge institutional racism, sexism, ableism and other forms of prejudice. Your input is encouraged and appreciated. If a dynamic that you observe or experience in the course concerns you, you may respectfully inform your instructor without fear of how your concerns will affect your grade. Let your instructor know how to improve the effectiveness of the course for you personally, or for other students or student groups. We acknowledge that NYCCT is located on the traditional homelands of the Canarsie and Lenape peoples.
https://openlab.citytech.cuny.edu/dice/

Student Accessibility
Qualified students with disabilities, under applicable federal, state, and city laws, seeking reasonable accommodations or academic adjustments must contact the Center for Student Accessibility for information on City Tech's policies and procedures to obtain such services. Students with questions on eligibility or the need for temporary disability services should also contact the Center at The Center for Student Accessibility:
300 Jay Street, room L-237, 718 260 5143.   http://www.citytech.cuny.edu/accessibility/

Professionalism and Participation
The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines

NYC College of Technology Statement on Academic Integrity
Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion.

As stated in the Academic Integrity Policy Manual,
> "academic dishonesty occurs when individuals plagiarize or cheat in the course of their academic work. Plagiarism is the presenting of someone else's ideas without proper credit or attribution. Cheating is the unauthorized use or attempted use of material, information, notes, study aids, devices or communication during an academic exercise."

The complete text of the College Academic Integrity Policy Manual may be found on the College website.

Statement of Classroom Behavior
Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem – free of fear, humiliation, intimidation, offensive or suggestive language.

Use of Electronic Devices
The use of cellular phones and audio equipment in all academic and study areas of the college is prohibited. Students are not permitted to take calls or text message during class. Students may not use their cell phones as calculators. In some instances, an instructor may allow the use of personal electronic devices for in class activities.

Writing Style Statement
The hospitality management department requires that all written work must be prepared using APA Style Publication Manual of the American Psychological Association as a reference guide. This includes editorial formats, abbreviations, use of statistics, graphs, citations and references. Visit the City Tech Library website for APA Style Guides.

MS Office Suite Assignment Submission Guidelines
Students are expected to use MS Office Suite including Outlook, Word, PowerPoint and Excel unless otherwise stated. Students are entitled to a subscription, which is available through the CUNY Portal or Blackboard.

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