

# CALIFORNIA STATE UNIVERSITY

E A S T B A Y



## Undergraduate Student Handbook

# Department of Hospitality, Recreation and Tourism

This handbook is designed to serve as a reference guide for undergraduate Hospitality, Recreation and Tourism (HRT) students. Every effort has been made to ensure the accuracy and relevancy of the information included. Please note that University and Department policies are subject to change. If such a change is to occur, students will be given as much advanced notice as possible.

## Department Chair Welcome



If you're people oriented and are looking for an exciting major and career where you're making a difference in the lives of others, then this is the major for you! Graduates have gone on to work for the National Park Service, top tier hotels and restaurants, municipal park and recreation agencies, airline, cruise lines and tourism industry and rehab/recreation therapy jobs. Our students have gone on to travel the world with their jobs and have had some amazing experiences working with young kids through senior citizens.

- Dr. Chris Chamberlain

## What is HRT?

Hospitality, recreation and tourism (and related fields) are some of the fastest growing global industries. This field includes such specializations as: restaurant and food service; lodging; tourism and travel; meetings and events; community recreation, sports, and aquatics programs; natural resource management; and therapeutic recreation programs. Employment opportunities are available throughout California, the United States and internationally working for governmental, non-profit, and for-profit organizations. Great opportunity for advancement within the field to management positions.

The Hospitality, Recreation and Tourism Department at CSU East Bay prepares students to graduate as leaders in the field of hospitality, recreation, and tourism management as well as recreation therapy. Through experiential learning students apply their knowledge to seek and develop sustainable solutions that make a difference in the world.

## **Mission, Vision and Values**

### **Mission**

To educate and prepare leaders who contribute to the quality of life of individuals and our communities, both locally and globally, through Hospitality, Recreation and Tourism

### **Vision**

We want to be the program of choice for those wishing to study hospitality, recreation, recreation therapy and tourism.

### **Values**

We value experiential learning, research you can use, quality of life, and service to students.

## **Faculty**

Want to learn more about your faculty? See their profiles at:  
<http://www.csueastbay.edu/ceas/departments/hrt/faculty/index.html>

Faculty look forward to meeting and interacting with students in the department. They are a great resource for you throughout the program. Take the opportunity and visit with faculty during their office hours and at student/faculty events.

### **Faculty Communication Expectations**

Faculty will attempt to return all emails and phone calls within 24-hours. Our faculty observe email and phone free evening, weekends and holidays, so please take that into account when looking for a response.

## **How to Stay Connected**

Just like interacting with faculty, staying up-to-date with what is going on in the department and on campus is important to. The following are links to resources that will be useful throughout your college career.

CSU East Bay Site: [www.csueastbay.edu](http://www.csueastbay.edu)

HRT Department: [www.csueastbay.edu/hurt](http://www.csueastbay.edu/hurt)

HRT Department on Facebook: <https://www.facebook.com/csueastbayhrt/>

HRT Department on Linked In: <https://www.linkedin.com/company/hospitality-recreation-and-tourism-department-at-csu-east-bay>

# Department Procedures

## Advising

Advising is an important part of a successful college career. You should seek advising before you register for each semester. We have three advisors who are ready to help you put your college plan into action. Advising can be done in-person or online. We offer both appointments or walk-in opportunities for advising.

Walk-in advising is available Monday - Thursday from 9 a.m. to 11 a.m. and 2 p.m. and 4 p.m. Please note that there may be a wait for walk-in advising, especially in the weeks before registration. Fridays are available by appointment only. Advising hours may vary, call the office to confirm the hours.

To setup an advising appointment contact one of the advisors below or call the department office at 510-885-3043.

### Advisor Contact Information

Andrea Weicker (online students): [andrea.weicker@csueastbay.edu](mailto:andrea.weicker@csueastbay.edu)

Angela Byrns: [angela.byrns@csueastbay.edu](mailto:angela.byrns@csueastbay.edu)

Monica Green: [monica.green@csueastbay.edu](mailto:monica.green@csueastbay.edu)

## Program Coordinators/Advisors

Program Coordinators/Advisors are also available to speak with you about your interests, suggested classes, and career goals. Our Program Advisors have years of experience in the field, have huge networks of professional colleagues they can put you in contact with, and want to help you succeed! Please email them to schedule an appointment as you plan your college and future career.

Hospitality and Tourism: Dr. Tom Padron, [thomas.padron@csueastbay.edu](mailto:thomas.padron@csueastbay.edu)

Recreation: Dr. Heather Vilhauer, [heather.vilhauer@csueastbay.edu](mailto:heather.vilhauer@csueastbay.edu)

Recreation Therapy: Dr. Erick Kong, [erick.kong@csueastbay.edu](mailto:erick.kong@csueastbay.edu)

## Registration

You enroll for classes in the preceding semester using MyCSUEB, an automated online enrollment system. An "Enrollment Appointment" is e-mailed to students' Cal State East Bay Horizon e-mail account of all eligible students approximately one week before enrollment begins. New admits may view their enrollment appointments on MyCSUEB.

The Class Schedule is generally available online around the same time as you receive your "Enrollment Appointment." Read the Class Schedule, and then meet with your academic advisor

to plan your program of classes. Your enrollment times are determined by your class level. You will be able to enroll or adjust your class schedule any time after your assigned enrollment time. See the Class Schedule for MyCSUEB's operating hours and for enrollment procedures. If you have any difficulties enrolling, call Enrollment Management at 510-885-2784.

Before you register for each semester, make sure you meet with an advisor to look through your course of study plan/road map. This will ensure that you are on track with regards to required classes to graduate.

## **Dropping Classes/Withdrawing from Classes**

### **Dropping Classes**

The word "drop" refers to official deletion of a course from your record. If you cannot continue enrollment in a course for which you enrolled in for that particular semester, you must officially drop the course using MyCSUEB. You may drop courses through the end of the Add/Drop period without the course appearing on your permanent record. After the Add/Drop period, students may only withdraw from courses. See the next section "Withdrawing from the University" if you plan to withdraw from all courses for which you enrolled in for the term

Departments offering a class may drop you if you don't attend the first class meeting or if you have not met the course prerequisites that are published in the University Catalog. Some departments may call or email you as a matter of courtesy when they are dropping you, but other departments may not. There is no university policy and this will vary by department. Do not assume that you will be dropped automatically if you do not attend class.

### **Withdrawal from a Class**

This administrative grade indicates you were permitted to withdraw from a course after the end of the Add/Drop period with the approval of the instructor and appropriate campus officials. This grade does not reflect the quality of your performance and is not used in calculating your grade point average. Your instructor is urged to provide you with a mechanism to evaluate your progress in the course during the first two weeks so that you can make an informed decision regarding your continued enrollment before the beginning of the withdrawal period.

Withdrawal after the seventh week is normally not permitted. If you have attended the class, done the work, and have a valid reason for failing to complete the course, your instructor should normally assign the "I," Incomplete (Authorized) grade. Withdrawal from a class after the seventh week requires verification of the reason by an impartial third party, written on letterhead stationery, and approval by the instructor, the department chair and university registrar. The requirements for withdrawal from the university from the third through the seventh weeks must also be fulfilled.

You may not withdraw if you have taken the final examination.

If you do not attend class and do not have an approved withdrawal petition, you will receive a failing grade of "WU" or "NC," depending on the grading pattern you selected for the course

## **Degree Roadmaps**

### **B.S. Hospitality**

<http://www.csueastbay.edu/ceas/departments/hrt/files/docs/degree-reqs/2016-2017-hospitality-and-tourism-roadmap.pdf>

### **B.S. in Recreation - Recreation Management Option**

<http://www.csueastbay.edu/ceas/departments/hrt/files/docs/degree-reqs/2016-2017-recreation-management-roadmap.pdf>

### **B.S. in Recreation - Recreation Therapy Option**

<http://www.csueastbay.edu/ceas/departments/hrt/files/docs/degree-reqs/2016-2017-Recreation-Therapy.pdf>

### **Hospitality Minor**

<http://www.csueastbay.edu/ceas/departments/hrt/files/docs/degree-reqs/hospitality-minor.pdf>

### **Recreation Management Minor**

<http://www.csueastbay.edu/ceas/departments/hrt/files/docs/degree-reqs/recreation-minor.pdf>

## **Double-Majors/ Major/Minor**

If you are interested in double-majoring in Hospitality and Recreation Management or majoring and minoring in Hospitality and Recreation Management, please check in with your advisor. They will help you design the best plan for you to accomplish this.

## **1,000 Hours of Experience**

All majors in the Hospitality, Recreation and Tourism Department are expected to have 1,000 hours of experience in the field prior to starting their internship. This begins to accumulate once you have graduated from high school. Experience can include volunteer, paid, or classroom observation hours. Experience should be related to skills and knowledge that you will need to succeed in the field. These types of experiences are what will help you succeed upon graduation.

## **Internship**

The official Internship class should be taken your last semester or last 2 semesters at Cal State East Bay. To be eligible to take this class you must have completed most of your 1,000 hours of experience in the field. You must have also completed all major/minor, GE requirements, and the Writing Skills Test.

## **Pre-Internship**

Prior to taking the Internship class you will take the Internship Placement class. This class should be taken one semester prior to starting your internship. For example, if you want to take the class in the spring you should take the class in the fall. To be registered for the Internship Placement class, contact the internship advisor for your major. They will advise you on how to register.

## **Internship**

The Internship is a 400-hour (600 for RT) field experience. You must have an approved internship before you can be registered for the Internship class. To be registered for the Internship class, contact the internship advisor for your major. They will advise you on how to register.

## **Internship Questions**

The following people can answer any questions you might have about internships.  
Hospitality - Betsey Friedmann - [elizabeth.friedmann@csueastbay.edu](mailto:elizabeth.friedmann@csueastbay.edu)  
Recreation Management - Heather Vilhauer - [heather.vilhauer@csueastbay.edu](mailto:heather.vilhauer@csueastbay.edu)  
Recreation Therapy - Keelin Jardin – [keelin.jardin@csueastbay.edu](mailto:keelin.jardin@csueastbay.edu)

## **Writing Skills Requirements**

All students must demonstrate writing competency at the university level in order to receive their degree. There are two ways to satisfy the requirements:

1. Pass the Writing Skills Test.
2. Enroll and pass a first-tier writing course.

You must complete 90 units before you try to fulfill the Writing Skills Requirement. We suggest you schedule the test soon after completing the 90 units. It can hold off your graduation if you wait too long. For more information on the Writing Skills Requirement, go to:  
[www.csueastbay.edu/WST](http://www.csueastbay.edu/WST)

## **Graduation**

Students are responsible for making sure all graduation requirements are met. Meeting with your advisor regularly can help keep you on track. Students must apply for graduation during the term prior to finishing your degree requirements. For more information on how and when to apply for graduation, visit: <https://www.csueastbay.edu/commencement/grad-info/action-items/apply.html>

# Academics

## APA Format

It is HRT Department policy that **all** papers follow the American Psychological Association Style requirement (APA format). Faculty will let you know what is required for each class, however, all assigned papers and projects as well as discussion posts must properly cite sources used, both within the text and on a reference page. The accurate use of standardized citations allows readers to find and review the sources. Incorrect or omitted citations lessen the academic credibility of a paper and can lead to a lower grade.

The standard formats for citations are published by the American Psychological Association, and are commonly referred to as the APA Style. Students must be familiar with the APA Style and follow the rules of usage in their papers.

Please refer to the following links to learn more information about APA Style and its correct usage:

<https://owl.english.purdue.edu/owl/resource/560/01/>

<http://www.apastyle.org/>

Proper use of quotation marks and citations is necessary to avoid potential charges of plagiarism. A student should be aware that failure to properly cite sources is considered plagiarism under Cal State East Bay's rules on academic dishonesty.

## Plagiarism and Academic Dishonesty

Plagiarism and academic dishonesty are taken very seriously. All course assignments were created to provoke original thought about the topics being discussed, therefore it is important that you create your own work. Many HRT courses utilize plagiarism prevention software which will compare your assignments with other papers submitted across the US, other students in this course, and articles available on the internet.

If you submit someone else's work without proper citation, if you cheat on quizzes or exams or submit someone else's work as your own you will be subject to a failing grade for the class. If a second act of plagiarism occurs, you will be subject to further action as determined by the instructor and Student Judicial Affairs. Potential consequences of a second offense may include failing the course and potential suspension or expulsion from the university.

If you don't know what constitutes plagiarism or how to properly cite references contact the instructor or visit the Student Center for Academic Achievement on the Hayward campus for more information.

The Cal State East Bay Academic Dishonesty information can be found at:

<http://www.csueastbay.edu/academic/academic-policies/academic-dishonesty.html>



## What is Plagiarism?

*From: Turnitin.com and Research Resources. Turnitin allows free distribution and non-profit use of this document in educational settings.*

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense. According to the *Merriam-Webster OnLine Dictionary*, to "plagiarize" means:

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of *fraud*. It involves both **stealing** someone else's work and **lying** about it afterward. But can words and ideas really be stolen?

Per U.S. law, the answer is yes. In the United States and many other countries, the expression of original ideas is considered intellectual property, and is protected by copyright laws, just like original inventions. Almost all forms of expression fall under copyright protection if they are recorded in some media (such as a book or a computer file).

All of the following are considered plagiarism:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (see our section on "fair use" rules)

**Changing the words of an original source is *not* sufficient to prevent plagiarism.** If you have retained the essential idea of an original source, and have not cited it, then no matter how drastically you may have altered its context or presentation, *you have still plagiarized.*

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

## How to Succeed at Online Classes

Many of HRT classes are offered online. Online classes may seem convenient, but they are also challenging. You have control over when you learn in an online class. It can be at 2:00am in your pajamas but you must attend this course. If you think about it in terms that if you were in class for 4 hours a week (regular 4-unit course) you need to spend a minimum of 4 hours a week online. Each of your courses at the University requires homework. Homework for an online class involves research, site visits, interviews and other learning activities. The rule of thumb for homework is 2-3 hours a week per class. The good thing about online learning is that 4-7 hours can be divided up over many days. The most critical aspect is attending to the discussion boards so you can communicate with your classmates. If someone needs you to work with you on a project, they will be stumped if you only show up once a week.

An online class requires discipline-self-discipline. No one will be taking attendance and you don't need to show up a specific time. You do however need to complete assignments on time and talk to the others in your group discussions in a timely manner. Often it only takes 5-10 minutes to check the discussion board and respond to others in your group. At other times, it will take much longer time to do the assignments for class, so online is not easier, it is just more efficient.

If we could do away with grades we would but it has been our experience that you all need them to keep you motivated. You can and should be self-motivated. You will be doing research and reading, discussion and group projects, online presentations, site visits and outings. You will spend time learning about yourself and what makes you tick.

Participation Guidelines: To be exemplary in your online participation, it is important that you are prepared for assignments and other course work *ahead* of time. Be prepared with questions and thoughts for the course in general and your fellow students postings in particular. Dialogue is key! To post your assignment then not participate in the various discussions hurts your own grade and total class learning. Our goal is to advance learning and as social animals, we do this via interactive communication. Challenge the thoughts of others but do so in a mature, responsible, manner but flushing out the proposed thought or idea and not attacking the person giving it.

We realize this is a new style of learning for most of you. We are here as your "GUIDES ON THE SIDE" rather than a "SAGE ON A STAGE". Learning activities have been designed for you to discover knowledge about the subjects we are presenting. Your job is to participate fully and get the most out of this class. Online learning requires discipline on your part. The grade you earn will be exactly that. You will earn it--we don't give grades.

## Technology

To successfully complete the HRT program, you will need the following:

- Access to a computer and high speed internet to complete this program. You will not be able to complete this class on a phone or tablet. If you do not have access to one of these, please let a faculty member know so that we can assist you in finding the resources you need to obtain one.
- Access to Microsoft Word, PowerPoint, and Excel software (2007 or later) or the capability to save files in these formats and a computer that operates proficiently with Blackboard. There are no exceptions to this. **Students can get a free copy of Microsoft365.** If you don't have access to it yet, please visit <http://www.office.com/getoffice365>, enter your East Bay email address, and then follow the link that will be sent to your East Bay email account in return.

Additionally, you must possess basic computer skills including the ability to type papers and create projects using Word, create presentations using PowerPoint, use spreadsheets using Excel and access the course via Blackboard. Students must also be able to communicate via e-mail.

## Sources for Success

There are many people on campus that are here to help you succeed and earn your degree. Within our department, you can turn to advisors and faculty. Outside our department there are even more resources. These include:

### Academic Advising and Career Education

<http://www.csueastbay.edu/academic/academic-support/aace/index.html>

Provides both academic advising and career development assistance. Guide students in understanding and completing all General Education and graduation requirements in addition to helping them clarify and attain their career goals.

### Accessibility Services

<http://www.csueastbay.edu/accessibility/>

Provides accommodations to qualified individuals with disabilities.

### Library

<http://library.csueastbay.edu/home>

Provides online and in person resources for students.

### SCAA

<http://scaa.csueastbay.edu/>

Provides free tutoring for math, writing, statistics, and other student learning services and programs.

# Beyond Academics

## How to Get Involved in the Field

### HRT Student Club

The most successful students are those who get involved on campus and specifically in student clubs in the HRT department. Clubs provide an opportunity to meet other students, attend events with professionals, and more. The HRT Student Club meets every Thursday from 12:15 p.m. to 1:00 p.m. in AE-142A. Information about the weekly meeting will be sent out at the beginning of each week.

### Professional Organizations

Successful students also get involved with professional organizations in their area of interest. The connections that you can make through professional organizations can lead to jobs and other opportunities in the future. Check out this site for more information on HRT professional organizations: <http://www.csueastbay.edu/ceas/departments/hrt/res-and-ops/prof-orgs.html>