# Table of Contents

- **Introduction** .............................................................................................................................................................1
  - Policy on Incomplete Grades ..............................................................................................................................1
  - Advisor Role and Responsibility .........................................................................................................................1
  - Student’s Responsibility ......................................................................................................................................2
  - Requirements for Graduation .............................................................................................................................2
- **Curriculum** ..............................................................................................................................................................2
- **Dissertation Requirements** .....................................................................................................................................2
  - University Dissertation Requirements ................................................................................................................2
- **Annual Review** ........................................................................................................................................................3
- **Graduate Research** ................................................................................................................................................3
  - Research Ethics ..................................................................................................................................................3
  - Patent and Invention Policy ................................................................................................................................3
- **Financial Support** ....................................................................................................................................................4
  - Fellowships .........................................................................................................................................................4
  - Assistantships .....................................................................................................................................................4
  - Scholarships .......................................................................................................................................................4
  - Student Loans .....................................................................................................................................................5
  - International Student Employment .....................................................................................................................5
- **Graduate Student Associations** ................................................................................................................................5
- **Professional Development** ......................................................................................................................................5
  - Pathways to Success Workshops ......................................................................................................................5
  - Job Search ..............................................................................................................................................................5
  - Forms ......................................................................................................................................................................5
- **Useful Links** ............................................................................................................................................................6
  - Grad Faculty ...........................................................................................................................................................6
  - Contact Info ........................................................................................................................................................13
Hospitality Management PhD

Together, the Graduate Student Handbook and your graduate program handbook should serve as your main guide throughout your graduate career. The Graduate Student Handbook includes university information, policies, requirements and guidance for all graduate students. Your program handbook describes the details about graduate study and requirements in your specific program. While both of these handbooks are wonderful resources, know that you are always welcome to talk with faculty and staff in your program and in the Graduate College.

The central activities and missions of a university rest upon the fundamental assumption that all members of the university community conduct themselves in accordance with a strict adherence to academic and scholarly integrity. As a graduate student and member of the university community, you are expected to display the highest standards of academic and personal integrity.

Here are some resources to help you better understand your responsibilities:

- [Academic Honesty](#)
- [Academic Integrity Training](#) - Open to all graduate students at no cost
- [Plagiarism](#)

### Introduction

#### Policy on Incomplete Grades

A grade of "I" (incomplete) may assigned by an instructor when a student is making consistent progress in a course, but is unable to complete all course requirements due to extenuating circumstances beyond control of the student. Typically any outstanding requirements will be completed in a short period of time following the close of regular classes.

Where an "I" grade is assigned, the student and faculty member must complete an agreement form that specifies how and when the incomplete grade will be made up. The agreement form is submitted by the instructor with his/her grade rolls at the end of the semester, and a copy of this agreement is provided to the Rosen Graduate Office for further follow-up.

Failure to complete course requirements by the agreed upon date may, at the discretion of the instructor, result in the assignment of an "F" grade, or a "U" grade for thesis or research report hours. Incompletes in regular course work left unresolved within one calendar year or prior to graduation will automatically be changed to "F".

Incomplete grades will also affect financial assistance awards. Students cannot receive an incomplete grade while supported on a UCF fellowship and continue to receive the fellowship.

#### Advisor Role and Responsibility

Graduate students at the Rosen College are directly advised by the Graduate Program Director. He/she will assist students in the interpretation and understanding of university policies, procedures, academic requirements, and curricular offerings leading to the successful completion of your graduate program of study. He/she further assists with schedule planning and provides information about campus resources and services to help students make the most of their experience at the [Rosen College of Hospitality Management](#).
Student’s Responsibility

It is a student's responsibility to keep informed of all rules, regulations, and procedures required for graduate studies. Please note that graduate program regulations will not be waived or exceptions granted because a student pleads ignorance of the regulations or claims a failure of the adviser to keep him/her informed. (General Graduate Policies page)

Requirements for Graduation

A student must complete and file an Application for Graduation (Intent to Graduate form) in the term preceding the expected term of graduation. The form is part of a graduation packet that can be obtained from the Rosen College Graduate Office. Please note that students who have not applied for graduation by the last day of classes in the term preceding the graduation semester may not be listed in the Graduation Commencement Program. You are encouraged to visit the Registrar's Office website for information on the academic calendar and other relevant deadlines (www.registrar.sdes.ucf.edu/calendar/academic). Graduates may also contact the Registrar's Office for Commencement ceremony and guest ticket information.

If you do not graduate in the expected term for which you have filed, a new Intent to Graduate form must be filed at the beginning of registration for the new term of anticipated graduation. Graduating students must be enrolled at UCF during the term of graduation.

A student should periodically review his/her degree audit to track the ‘official’ progress towards his/her degree. Visit my.ucf.edu, go to the main menu, choose “Student Self Service”, “Academic History”, and “View Degree Audit”.

Curriculum

Please visit the Graduate Catalog to see the current curriculum for our program.

Dissertation Requirements

University Dissertation Requirements

The College of Graduate Studies Thesis and Dissertation page contains information on the university's requirements for dissertation formatting, format review, defenses, final submission, and more. A step-by-step completion guide is also available on Thesis and Dissertation Services Site.

All university deadlines are listed in the Academic Calendar. Your program or college may have other earlier deadlines; please check with your program and college staff for additional deadlines.

The following requirements must be met by dissertation students in their final term:

- Submit a properly formatted file for initial format review by the format review deadline
- Submit the Thesis and Dissertation Release Option form well before the defense
- Defend by the defense deadline
- Receive format approval (if not granted upon initial review)
- Submit signed approval form by final submission deadline
- Submit final dissertation document by final submission deadline

Students must format their dissertation according to the standards outlined in Thesis and Dissertation Webcourse. Formatting questions or issues can be submitted to the Format Help page in the Thesis and Dissertation Services
site. Format reviews and final submission must be completed in the Thesis and Dissertation Services site. The Dissertation Approval Form is also available in the Thesis and Dissertation Services site.

The College of Graduate Studies offers several thesis and dissertation Workshops each term. Students are highly encouraged to attend these workshops early in the dissertation process to fully understand the above policies and procedures.

The College of Graduate Studies thesis and dissertation office is best reached by email at editor@ucf.edu.

**Annual Review**

Information projected to be entered in 2019-2020.

**Graduate Research**

Research is a vital element of graduate education. The development of research skills and the practice of good research ethics begin with graduate study. Faculties serve a crucial role and are the primary source for teaching research skills and modeling research ethics. The research topic depends upon the candidate’s interests, work experience, course of study, and research interests of faculty members. All graduate students are encouraged to select faculty members to serve on their advisory and research committee who have an academic research and experience record which is consistent with their POS focus. The opportunities for research are excellent since the college has established relationships with hospitality and tourism enterprises on local, state, national, and international levels. (hospitality.ucf.edu/faculty-and-staff/research/)

All research that entails the use of human subjects, including surveys, must obtain approval from an independent board, the Institutional Review Board (IRB), prior to collecting data. The UCF IRB should be notified of your research plan prior to starting the research. (research.ucf.edu/Compliance/irb.html).

Graduate students and the faculty that supervise them are required to attend training on IRB policies, so this needs to start well in advance of the proposed research start date. It is imperative that proper procedures are followed when using human subjects in research projects. Information about this process can be obtained from the Office of Research (research.ucf.edu/). Click on "Compliance" and the IRB Policy and Procedures Manual is available. In addition, should the nature of the research or the faculty supervision change since the IRB approval was obtained, then new IRB approval must be sought. Failure to obtain this prior approval could jeopardize receipt of the student's degree.

**Research Ethics**

Since research work is original, it is very important that care is taken in properly citing ideas and quotations of others. Academic dishonesty in a thesis or research reports may result in reversion to post-baccalaureate status or termination from the degree program.

**Patent and Invention Policy**

UCF has three fundamental responsibilities with regard to graduate student research. They are to (1) support an academic environment that stimulates the spirit of inquiry, (2) develop the intellectual property stemming from research, and (3) disseminate the intellectual property to the general public. UCF owns the intellectual property developed using university resources. The graduate student as inventor will according to this policy share in the proceeds of the invention. For further information, please visit the Graduate Catalog > Policies > General Graduate Policies.
Financial Support

The Rosen College of Hospitality Management and the University of Central Florida provide multiple resources for financing your graduate studies. The following provide an overview of those sources principally accessible through the Rosen College. Additional and more comprehensive information may be found in the ‘Financial Information’ section of the UCF Graduate Catalog and on the College of Graduate Studies Funding website.

Fellowships

UCF fellowships provide financial assistance to graduate students to compensate for cost of tuition and fees only. UCF Fellowships do not require a graduate student to work.

- UCF fellowships are awarded at the university level for graduate students, international and domestic students, minority students, and newly admitted students. College recommendation is a principal element in the awarding.
- UCF fellowships are awarded on the basis for academic merit.

Assistantships

The Rosen College awards graduate level assistantships to students; where they are employed by the UCF’s Rosen College (or local participating institutions) to teach, conduct research, or perform other task that contribute to the students professional development. These assistantships may be in the following forms:

- Graduate Assistant
- Teaching Assistant
- Graduate Research Assistant

Graduate Assistant (GA): typically provides administrative support for a Rosen College faculty member or department. GAs are paid a competitive hourly wage from earmarked funds at the departmental level within the college. Both Masters and Ph.D. students are eligible for these positions.

Graduate Teaching Assistant (GTA): the ‘teacher of record’ for courses taught in the Rosen College, and at participating community colleges through a collaborative UCF and community college initiative. GTAs are paid a stipend for each course taught and also receive some level of tuition reimbursement. Some GTA positions are reserved solely for full-time PhD students in the Hospitality Education Track. Additional positions are also available to full-time students who have completed at least 18 hours of credit towards their MS degree in Hospitality & Tourism Management.

Graduate Research Assistant (GRA): assists Rosen College faculty member(s) in any and all aspects of conducting and publishing research. GRAs are paid a competitive stipend and also receive some level of tuition reimbursement. A limited number of positions are funded each semester at the college level. Both Master and PhD students are eligible for these positions.

Scholarships

The Rosen College annually awards approximately $250,000 in scholarships. Although many are restricted by donors to undergraduates, some of the funds may be available to graduate students. Timely and relevant information on scholarships, application deadlines, and eligibility requirements is emailed to students throughout the academic year.
Student Loans

Graduate students are eligible to apply for financial aid by completing the Free Application for Federal Student Aid (FAFSA) from the Office of Student Financial Assistance (MH 120). Applications should be received before March 1 to be considered for a Perkins Loan or Federal Work Study. (finaid.ucf.edu/)

Graduate students may be considered for the Federal Stafford Loan, the Perkins Loan, and the Federal Work Study Program. Short-term loans are also available for graduate students.

In order to be eligible for a Federal Stafford Loan, graduate students must be degree-seeking, enrolled at least half-time at UCF, and maintain academic progress.

The maximum subsidized loan amount for graduate students is $8,500. An Entrance Interview is required of first-time borrowers at UCF.

International Student Employment

For information regarding the employment of international students, see International Students in the Admission and Registration section of the Graduate Catalog.

Graduate Student Associations

The Graduate Student Association (GSA) is UCF's graduate organization committed to enrich graduate students' personal, educational and professional experience. To learn more or get involved, please visit facebook.com/groups/UCFgsa/. For individual department or graduate program organizations, please see program advisor.

Professional Development

Pathways to Success Workshops

Coordinated by the College of Graduate Studies, the Pathways to Success program offers free development opportunities for graduate students including workshops in Academic Integrity, Graduate Grantsmanship, Graduate Teaching, Personal Development, Professional Development, and Research. For more information and how to register, please visit graduate.ucf.edu/pathways-to-success/.

Job Search

UCF's Career Services department offers a wide range of programs and services designed to assist graduate students. These services include evaluation and exploration of career goals, preparation for the job search and job search resources. To learn more, visit their website at career.ucf.edu.

Forms

- College of Graduate Studies Forms and References
  A complete listing of general forms and references for graduate students, with direct links, may be found here.

- Graduate Petition Form
  When unusual situations arise, petitions for exceptions to policy may be requested by the student. Depending on the type of appeal, the student should contact his/her program adviser to begin the petition process.
• **Traveling Scholar Form**
  If a student would like to take advantage of special resources available on another campus but not available on the home campus; for example, special course offerings, research opportunities, unique laboratories and library collections, this form must be completed and approved.

**Useful Links**

- Rosen College of Hospitality Management Graduate Programs Website
- Rosen College of Hospitality Management Website
- College of Graduate Studies
- Academic Calendar
- Bookstore
- Campus Map
- Counseling Center
- Financial Assistance
- Golden Rule Student Handbook
- Graduate Catalog
- Graduate Student Association
- Graduate Student Center
- Housing and Residence Life
- Housing, off campus
- Knights Email
- Library
- NID Help
- Pathways to Success
- Recreation and Wellness Center
- Shuttles Parking Services
- Student Health Services
- Thesis and Dissertation (ETD)
- UCF Global
- University Writing Center

**Grad Faculty**

*Asterisk* = has previous committee experience, which qualifies the person to serve as chair, co-chair or vice chair.

**Altin, Mehmet**
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Mehmet.Altin@ucf.edu

**Back, Robin** *
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Robin.Back@ucf.edu

**Breiter Terry, Deborah** *
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Research interests: Conventions, Convention Destinations, Trade Shows, Exhibitions, Hotel Sales and Marketing,  
Contact Info: Deborah.Breiter@ucf.edu
Bufquin, Diego  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Diego.Bufquin@ucf.edu

Chen, Po-Ju *  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Po-Ju.Chen@ucf.edu

Croes, Robertico *  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Robertico.Croes@ucf.edu

Dickson, Duncan *  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Research interests: Guest Service Management, Patient Services in Healthcare, Healthcare/Hospitality Partnerships, Theme Park Management, Virtual Queueing, Human Resources Management, Staffing, Behavioral Interviewing, Training & Development  
Contact Info: Duncan.Dickson@ucf.edu  
Websites: http://hospitality.ucf.edu/faculty/ddickson/

Fisher, William  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Education  
Research interests: Hospitality education, hospitality management  
Contact Info: wfisher@ucf.edu

Fjelstul, Jill *  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Jill.Fjelstul@ucf.edu

Fu, Xiaoxiao  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Xiaoxiao.Fu@ucf.edu

Fyall, Alan *  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: Alan.Fyall@ucf.edu

Gregory, Amy  
College: Rosen College of Hospitality Management  
Disciplinary affiliations: Hospitality Management  
Contact Info: amy.gregory@ucf.edu
Hahm, Jee Yeon
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Jeeyeon.Hahm@ucf.edu

Hancer, Murat *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Murat.Hancer@ucf.edu

Hara, Tadayuki *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Business Administration
Research interests: Tourism Economic Impacts, Peace Science, Regional Science, Foreign Affairs, Corporate Finance, Policy Analysis, Japan-related Issues
Contact Info: Tadayuki.Hara@ucf.edu
Websites: http://www.hospitality.ucf.edu/faculty_thara.htm

Hua, Nan *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: nan.hua@ucf.edu

Hutchinson, Joe
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Joe.Hutchinson@ucf.edu

Iskat, Wilfried
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Research interests: Applied Research in Hotel/Lodging Management
Contact Info: Wilfried.Iskat@ucf.edu

Juge, Frank
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Frank.Juge@ucf.edu

Kang, Juhee
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: juhee.kang@ucf.edu

Kaufman, Tammie *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: tjkaufma@ucf.edu
Kizildag, Murat
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Murat.Kizildag@ucf.edu

Kwun, David *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management,
Contact Info: dkwun@ucf.edu

Lee, Ji-Eun *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Contact Info: Ji-Eun.Lee@ucf.edu

Milman, Ady *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: milman@ucf.edu

Murphy, Kevin *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: ksmurphy@ucf.edu

Naipaul, Sandra
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: snaipaul@ucf.edu

Nalley, Mike
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Mike.Malley@ucf.edu

Nusair, Khaldoon *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Contact Info: Khaldoon.Nusair@ucf.edu

Okumus, Bendegul
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Bendegul.Okumus@ucf.edu

Okumus, Fevzi *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: fokumus@ucf.edu
Orlowski, Marissa
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Marissa.Orlowski@ucf.edu

Ozturk, Ahmet
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: ahmet.ozturk@ucf.edu

Park, Jeong-Yeol
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Jeong-Yeol.Park@ucf.edu

Parsa, Haragopal *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: hparsa@ucf.edu

Pizam, Abraham *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: apizam@ucf.edu

Repetti, Toni
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Contact Info: Toni.Repetti@ucf.edu

Ridderstaat, Jorge
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Jorge.Ridderstaat@ucf.edu

Rivera, Manuel *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Contact Info: Manuel.Rivera@ucf.edu

Ro, Heejung *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Research interests: Services Marketing and Management, Consumer Complaining Behavior, Consumption Emotions, Service Recovery, and GLTBQ customers
Contact Info: HeeJung.Ro@ucf.edu
Rompf, Paul *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Research interests: Consumer Information Sources and Decision Strategies in Making a Purchase, WOM - Word of Mouth, Enterprise Strategic Marketing Strategies, Antecedents of Satisfaction, Measures of Satisfaction, and Resultant Post-purchase Behavior, Event Planners Destination Selection Criteria
Contact Info: prompf@ucf.edu

Ross, Mary Jo
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Research interests: Special Events, Catering, Hotel Services and Management, Restaurant Operations and Management
Contact Info: MaryJo.Ross@ucf.edu
Websites: http://hospitality.ucf.edu/person/mary-jo-ross/

Scantlebury, Michael
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Research interests: Heritage and Cultural Tourism; Minority Engagement
Contact Info: mscantle@ucf.edu
Websites: http://www.hospitality.ucf.edu/faculty_mscantlebury.htm

Severt, Denver *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: dsevert@ucf.edu

Severt, Kimberly *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: ksevert@ucf.edu

Singh, Dipendra
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Education
Contact Info: Dipendra.Singh@ucf.edu

Sonmez, Sevil *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Sevil.Sonmez@ucf.edu

Tasci, Asli *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Asli.Tasci@ucf.edu
Tesone, Dana *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: dtesone@ucf.edu

Torres Areizaga, Edwin
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: edwin.torres@ucf.edu

Upchurch, Randall
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: rupchurc@ucf.edu

Van Niekerk, Mathilda *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: mathilda.vanniekerk@ucf.edu

Wang, Youcheng *
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Research interests: Hospitality and Tourism Marketing, Destination Marketing and Management, Technology Management, Experiential Marketing, Collaborative Strategies
Contact Info: youcheng.wang@ucf.edu
Websites: http://hospitality.ucf.edu/person/youcheng-raymond-wang/

Wei, Wei
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Wei.Wei@ucf.edu

Weinland, Jeffrey
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Jeffrey.Weinland@ucf.edu

Yost, Elizabeth
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: Elizabeth.Yost@ucf.edu

Zhang, Tingting
College: Rosen College of Hospitality Management
Disciplinary affiliations: Hospitality Management
Contact Info: tingting.zhang@ucf.edu
Contact Info

- Alan Fyall  
  Professor  
  RCHM 271  
  Phone: 407-903-8808

- Kathy Henry  
  Graduate Program Coordinator  
  RCHM 102  
  Phone: 407-903-8024