UCF

Hospitality and Tourism Management MS Graduate Program Handbook

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Hospitality and Tourism Management MS

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.

The exception to this is enrollment in thesis (HFT 6971) hours where the incomplete grade will be allowed to continue until graduation. Incomplete grades cannot be used to satisfy POS requirements. Advising is an essential element of the total academic experience. It facilitates the ability to meet educational objectives, individually and institutionally, through the promulgation of policies, procedures, and values of the University of Central Florida.

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. (Graduate Catalog > Policies > General Graduate Policies)

Course Requirements

The plan of study requires a minimum of 33 credit hours (eleven courses) for students who choose the thesis option or non-thesis option. For both options, 18 credit hours are required core courses. Students in the thesis option must also take nine credit hours of a restricted elective and six credit hours of thesis work. Students in the non-thesis option must take 15 credit hours of restricted electives.

Degree Plan of Study

A graduate plan of study (GPS) outlines all core and elective courses a student plans to take in fulfillment of degree requirements. The GPS serves as a guide for a student to follow in semester-by-semester scheduling as well as a reference tool for the Rosen College Graduate Office to track a student's academic progress.

The GPS must comply with the catalog current at the time it is proposed. Once established, it cannot be altered solely due to poor academic performance by a student. The GPS must include at least 30 credit hours of post-baccalaureate, graduate courses (5000-level or higher), which must be taken as part of an approved graduate program of study. At least half of the plan of study must be at the 6000 level. Courses transferred into the GPS may only include graduate-level or higher courses with a grade of "B-" or higher.

No graduate-level course with a grade of "D+" or lower may be used to satisfy degree requirements. However, because there is no grade forgiveness at the graduate level, all grades received in all courses from the start of the program will be calculated into the student's GPA.

All graduate plans of study at UCF must include independent learning as part of course and other assignments. Candidates for the M.S. degree are constantly challenged with numerous requirements to engage in independent learning throughout the program of study through special projects and papers. The capstone course, HMG 6296 Hospitality/Tourism Strategic Issues, is an example of this by requiring a critical strategic audit project and a reflective paper. The first demonstrates a range of cross-discipline knowledge and analytical skills to perform an executive level analysis of an enterprise. In the latter assignment, guiding questions are subjective in nature and successful completion requires a thorough, insightful, and well-articulated document that describes the learner's value proposition to industry and society.

A student may make changes in his/her plan of study at any time with approval of the Graduate Program Director.

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 (calendar.ucf.edu/). 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.

If you are in a Thesis Option, an oral defense of a thesis is required, and an approved thesis must be prepared in accordance with program, college, and university requirements.

The Graduate Program Director and Rosen College Dean must certify that all program and college requirements have been met. Degree certification forms are forwarded to UCF Graduate Studies for final determination that all program, college, and university requirements have been met. Graduate students who have completed all the requirements for the degree and, where applicable, have successfully completed the required thesis may request a letter to that effect prior to the receipt of the degree. Such letters will be issued by UCF Graduate Studies.

A student should periodically review his/her GPS report (Degree Audit) to track the 'official' progress towards his/her degree. Visit my.ucf.edu, and from your home page choose the Graduate Plan of Study under the "Degree Audit" section on the lower right hand corner of the page.

Curriculum

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

Timeline for Completion

A student has seven years from the date of admission to complete the degree. No course older than seven years at the time of graduation may be used in your Program of Study (POS) for MS degree. Students who do not maintain continuous enrollment (missing enrollment at the university for a period of three consecutive semesters) must file for readmission to the university, but the seven year period is measured from when the student was first admitted to the program.

For master's students pursuing a thesis option, full-time enrollment is defined as 3 hours per semester of thesis course work (HMG 6971), after completion of all course work and until graduation. A student must be registered in any term in which UCF faculty or administrative and professional time will be required (e.g., for review of thesis or research report by faculty or editorial staff, for completion of internships, or for comprehensive or other examinations).

A student may be held to other enrollment requirements, as defined by financial awards, veteran status, employment, or other outside agencies. It is the student's responsibility to keep informed of all rules, regulations, and procedures required for graduate studies.

Graduate program regulations will not be waived or exceptions granted because students plead ignorance of the regulations or claim failure of the adviser to keep them informed.

All courses are guaranteed to be delivered a minimum of once in a 2-year cycle. That being said, ALL core/required courses are delivered in both the Fall and Spring terms with each course being delivered a minimum of once in W (online) mode and a minimum of once in P or M (face-to-face or mixed) mode. This enables students to take all core/required courses in their preferred modality with students able to study fully online or fully face-to-face/mixed. The capstone course HMG 6296 is the only course that is delivered in the Fall, Spring and Summer terms.

The program contains a choice of 16 elective courses. All courses are guaranteed to be delivered a minimum of once in a 2-year cycle with the majority delivered once, and sometimes twice, per year. Modalities of delivery vary with some electives delivered in only one modality (i.e. fully online). For total flexibility of elective choices, students need to be enrolled on the traditional "flexible" program. As the program continues to grow, additional sections will be provided in varying modalities to accommodate demand.

Thesis 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.

Selecting a Thesis Advisor - for Thesis Track Option

When students elects the thesis track option, one of the first steps in moving forward with the thesis is the selection of a thesis advisor (also referred to a thesis committee Chair). The thesis advisor should be a member of the Graduate Faculty of the Rosen College of Hospitality Management who is qualified to direct theses and with whom a common research interest is shared. It is strongly recommended that students discuss the selection of a thesis advisor with the Graduate Program Director. It is acceptable to identify a particular faculty member and initiate discussions with him/her. A faculty member may also suggest/request that students to work with him/her.

Timeline for Identifying a Thesis Advisor

The thesis advisor is the lead thesis committee member and the selection of the remaining committee members should be done in consultation with that advisor. In addition to prerequisite courses, no thesis hours will be authorized for registration by the Graduate Program Director until the Committee is assembled and a preliminary research proposal which has been accepted by the Committee.

Selecting a Thesis Committee

After the thesis advisor is selected, the additional committee members are chosen. The thesis committee will include a minimum of three faculty members, one of whom must be from outside your research/program track. The selection of committee members is a joint decision made by the student and the thesis advisor. Committee members are generally selected as a result of their research interests and expertise. After the student and the thesis advisor have discussed all options, the student is responsible for contacting the individual faculty members to ask if they are willing to serve on his/her committee. The committee must also be approved by the Graduate Program Director.

An illness, sabbatical leave, or move to another institution by a committee member may create a need for a change in committee membership. Any change should be discussed with the thesis advisor (and Graduate Program Director if the thesis advisor is at risk). Changes in committee membership should not be for frivolous reasons, and there should have a sound and credible foundation any proposed change.

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 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. The majority of these awards are only available to PhD students but their availability does vary throughout the academic year. 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): is 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 may be 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 global.ucf.edu/.

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

Your professional development goes beyond completing course work, passing exams, conducting research for a thesis, and meeting degree requirements. Professional development also involves acquiring academic and non-academic skills needed to become successful in your field of choice.

Job Search Strategies

career.ucf.edu/ Learn the practices and skills used by students who are accepted into highly competitive career fields.

Preparing Tomorrow's Faculty Certificate Program

fctl.ucf.edu/Events/GTAPrograms/ Sponsored by the Faculty Center for Teaching and Learning, it offers those graduate students interested in teaching university courses during their time of study at UCF the opportunity to gain the skills necessary to do so. Students participating in the program will receive group and individualized instruction by Faculty Center staff and experienced UCF professors, as well as textbooks and materials.

Career Services

career.ucf.edu/ Graduate career development issues are unique and include evaluating academic and nonacademic career choices, discussing graduate school effect on career choices, as well as learning, evaluating, and refining networking and interviewing skills.

They can help you to assess your skills, interests, values, and experiences as they relate to your long-range career goals. Once you have defined those goals, we support you in your job search. Whether you are looking for jobs inside or outside of the academy, we can help you prepare a resume or curriculum vita, design your career portfolio, gain valuable part-time employment and graduate assistantships, and assist you in negotiating job offers.

Graduate Student Association

facebook.com/groups/UCFgsa/ GSA is a registered student organization at UCF, and as such you can apply to SGA for student activity funds to sponsor workshops, colloquia and social events. As a recognized voice for graduate students, the GSA can represent graduate student interests to UCF administrators and others in the campus community. GSA plans workshops for graduate students as well as other events and activities to serve your needs. GSA news, information, events and meetings are posted on the GSA website. They encourage your participation and suggestions.

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/.

Graduate Research Forum

graduate.ucf.edu/graduate-research-forum/ Yearly event where UCF graduate students will showcase their research and creative projects to the university community. The Research Forum features poster displays and oral presentations representing UCF's diverse colleges and disciplines.

Graduate Awards of Excellence

graduate.ucf.edu/awards-and-recognition/

- Award for Excellence by a Graduate Teaching Assistant
- Award for Excellence in Graduate Student Teaching
- Award for the Outstanding Master's Thesis

Job Search

Job Search Strategies

Career Services: Learn the practices and skills used by students who are accepted into highly competitive career fields.

Graduate career development issues are unique and include evaluating academic and nonacademic career choices, discussing graduate school effect on career choices, as well as learning, evaluating, and refining networking and interviewing skills.

They can help you to assess your skills, interests, values, and experiences as they relate to your long-range career goals. Once you have defined those goals, we support you in your job search. Whether you are looking for jobs inside or outside of the academy, we can help you prepare a resume or curriculum vita, design your career

portfolio, gain valuable part-time employment and graduate assistantships, and assist you in negotiating job offers.

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.

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