Program Handbook 2024

HOSPITALITY MANAGEMENT

Last update: July 1, 2022

The information on this version of the Hospitality Management - Culinary Arts Program Handbook is subject to change without notice. This handbook is a program resource and not intended to contain all policies and regulations

Introduction

The purpose of this handbook is to inform and guide students on program specific requirements and expectations.

The Cuyahoga Community College Board of Trustees, Faculty and Administration reserve the right to change, at any time, without notice, graduation requirements, tuition, books, fees, curriculum, course structure and content, and such other matters within its control, including information set forth in this handbook.

Table of Contents

Section I – Welcome Letter

Cuyahoga Community College welcomes you to the Hospitality Management Program. As a student of Hospitality Management, you are embarking on an exciting career in the Hospitality Industry, one of the largest industries in the world. You'll have the ability to taste exotic dishes, travel to far off places and visit exclusive hotels!

This handbook provides you with valuable information needed for your success as a student in Culinary Arts, Restaurant/Food Service Management and Hotel, Destination and Event Management disciplines.
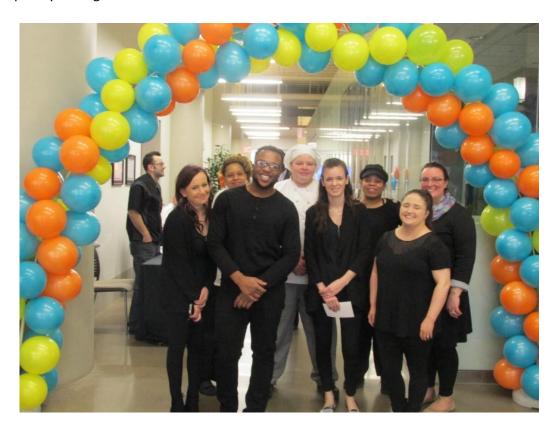
Save this handbook for future reference, and if you are unsure of any information or need clarification about the program, contact the Associate Dean or Program Director at 216-987-4081.

We're so glad you're here!

Yours in Hospitality,

Karen L. Monath 🍍

Karen L. Monath, CHE
Associate Dean, Hospitality Management
The Hospitality Management Center of Excellence

Section II – Program Description

1. Mission, Vision and Philosophy

The College Mission:

To provide high quality, accessible and affordable educational opportunities and services — including university transfer, technical and lifelong learning programs —that promote individual development and improve the overall quality of life in a multicultural community.

The Hospitality Management Department mission is to serve students from diverse backgrounds, seeking to enhance their individual worth and professional potential, by delivering quality educational programs in Culinary Arts, Restaurant Management, and/or Hotel, Destination and Event Management. The department strives to ensure the success of each student and to meet the needs of local industry and the community by offering relevant courses with outstanding delivery.

Vision

Cuyahoga Community College will be recognized as an exemplary teaching and learning community that fosters service and student success. The College will be a valued resource and leader in academic quality, cultural enrichment, and economic development characterized by continuous improvement, innovation, and community responsiveness.

The Hospitality Management Department is a leader in quality educational programs in Northeastern Ohio and will be recognized as such throughout the region.

Values

To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

2. Program History

The Hospitality Management Department dates back to 1966 when it was the first program in Ohio to offer a degree in Foodservice Management. The Hospitality Management Department, as part of the Business Division, has offered a variety of degree concentrations throughout the years, all related to the Hospitality Industry and either in response to, or in anticipation of, the needs of students and the community, for a quality hospitality industry workforce. Graduates successfully own and hold management positions in a wide variety of hospitality establishments locally, nationally and internationally. The community industry leadership provides positive support and welcomes students into their businesses and organizations.

General education courses are available to students at any of the four campuses located throughout the county. Hospitality courses are offered at The Hospitality Management Center of Excellence (HMC), the Eastern, West, and Westshore Campuses, and the Brunswick Center. With great foresight, the College opened The Hospitality Management Center at Public Square in 2010 as well as a state-of the art facility

at the Eastern Campus. The HMC facility includes two instructional kitchens with small group stations, a beautiful Northern Haserot demonstration kitchen, and a front door to Cleveland's burgeoning hospitality industry. The Eastern Campus facility includes an instructional kitchen, a beautiful demonstration kitchen and a well-appointed fifty-seat dining room. Both facilities offer hi-tech classrooms and offices. In 2017, the College opened another multi-million dollar 50-seat ala carte restaurant to meet student demand. The new restaurant facility, Alere, is located in the Jerry Sue Thornton Center. The facilities provide students with small class sizes, maximum individualized attention, close interaction with the well-qualified, industry-experienced faculty and staff, the availability of the latest technologies and a front door open to the hospitality industry of Cleveland.

3. Core Values

To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

3354:1-42-01 College Policy on affirmative action, inclusive excellence, equal opportunity, discrimination, and harassment.
http://www.tri-c.edu/policies-and-procedures/documents/3354-1-42-01-college-policy-on-affirmative-action-inclusive-excellence-equal-opportunity-discrimination-and-harassment.pdf

HOSPITALITY MANAGEMENT CENTER OF EXCELLENCE CORE VALUES

- We believe in fostering academic excellence that prepares graduates for careers, reflects the needs of the business community, and fosters personal growth and professional success.

- We believe in honest and robust conversation that celebrates our success and provides insight and opportunities for continuous improvement.

- We believe the student is the most important person here and must commit to be an active participant in the educational process.

- We believe in providing value for the graduate's investment of time and money.

- We believe that student, alumni, and industry employer satisfaction contribute to our success.

- We believe in civic and professional service.

- We believe in mutual respect, active participation and collaboration amongst our entire staff while cultivating an environment that celebrates creativity, diversity and excellence.

- We believe that faculty and staff development, satisfaction, engagement and responsibility are essential to productivity, growth, and excellence.

- We believe in continued department improvement and effective management of change.

- We are committed to operating with integrity and cultivating integrity within our students.

- We seek to do the right thing in all circumstances.

4. Description of the Profession

Culinary and Hospitality Management are among the world's largest and fastest growing industries, offering endless opportunities for ambitious students locally and around the country. Graduates from the Hospitality Management program are well rounded with a combination of business and life skills that are in high demand. Tri-C's Hospitality Management Center of Excellence (HMC) is recognized across the region as a leader for offering associate degrees and short-term certificates in:

- Culinary Arts
- Hotel, Destination and Event Management
- Restaurant and Food Service Management

Experienced faculty, rich curricula and connections to leaders in the Cleveland-area hospitality industry provide students with the hands-on experience they need to succeed. The HMC, located in downtown Cleveland, adds to the city's diverse and exciting culinary scene and Public Square's revitalization. Co-located with Pura Vida Restaurant and Bar, the HMC provides spectacular amenities including two full size kitchens and a demonstration studio and direct access to our many hotel partners.

5. Program Admission

Students must be eligible to take English 1010 (College Composition I) and a Math 1000 level course.

6. Professional Memberships

Upon the successful completion of the Culinary Arts Degree, students will be certified by the American Culinary Federation (ACF) as a Certified Culinarian. Fee and exam are automatically built into tuition and course curriculum.

7. Program Faculty and Staff

Mary Ann Bradfield, Program Director	216 987-3103	MHMC 119 L
Thomas Capretta, Assistant Professor	216-987-2108	EEC 180 N
Unit Ops Specialist, Vacant	216 987-4095	MHMC 119
Michele Gaw, Assistant Professor	216-987-2494	EEC 180 M
Katherine George, Lecturer	216 987-4080	JSTC
Paul Glatt, Assistant Professor	216-987-4245	MHMC 119 C
Rachel Klacza, Recruitment Specialist	216-987-5858	MHMC Front
Maureen Leonard, Assistant Professor	216-987-0208	MHMC 119 I
Deanna Manners, Assistant Professor	216-987-4080	JSTC

Claire McMahon, Interim Dean, Hospitality	216-987-5899	MHMC 119 H
Karen L. Monath, Associate Dean, Hospitality	216-987-4085	MHMC 119 F
William Scully, Lab Technician II	216-987-3430	MHMC 113
Kimberly Susbauer, Assistant Professor	216-987-4986	MHMC 119 J
Ky-Wai Wong, Assistant Professor	216-987-4088	MHMC 119 E

Section III – Program Expectations

1. Professional Standards

Semester Course Schedule Information

All students registered for one or more courses in the Hospitality Management Program must complete the hospitality course section of an Academic Plan with their assigned hospitality faculty mentor by the end of the first eight weeks of the semester. Whether you are a returning student or just started taking courses in the Hospitality Management Program, you are required to complete this form with your hospitality faculty mentor. It is your responsibility to make an appointment with your hospitality faculty mentor. Once a student has completed the hospitality course selection with their hospitality faculty mentor, the student must then make an appointment to see a counselor who will help them choose their required general education courses, complete an academic plan and lock it in. Once the plan is locked into the system by a counselor, the student should request a printed copy of their plan. If applicable, a student must submit that to their HOSP 1010 instructor to be included in their grade. Plan development supports successful and timely completion of goals. Hospitality faculty mentors will make a copy of the plan for the student. The faculty mentor keeps one copy of the student's academic plan and the student keeps a copy. ***It is very important to note that beginning fall 2019 financial aid may only be applied to classes that are required of a student's declared major.***

In order to complete your degree or certificate in a timely manner, it is important that you follow the plan designed for you with the help of your hospitality faculty mentor. If for any reason, you are not able to follow the plan, you should immediately make an appointment with your faculty mentor to revise the plan.

Please note the following so you are prepared:
- Not all courses are offered in each semester
- Some courses have a limit to the number of students that may enroll in the course
- Some course offerings are only in the daytime

- Some course offerings are only in the evening or on Saturday due to lab space
- *Course prerequisite(s) are required for most courses. If you do not take courses in the suggested order or the designated semester, it may delay completion of the program.*

Borrowing Equipment

The program does not loan equipment nor is equipment allowed to leave the program.

Cell phones

Cell phone use is restricted to taking photos of food/plate presentations in the Hospitality kitchens and dining rooms. Hands must be washed after cell phone use and before returning to food handling. **No cell phones are to be used in classrooms.** Please be considerate of others when using your cell phone in common spaces.

Eating During Class-time

Lecture classes Eating is permitted at the discretion of the professor.

Laboratory classes, particularly food preparation, require that you taste products produced. Students must use provided tasting spoons when sampling. Eating and drinking while in the kitchen laboratory is restricted by Ohio Administrative Code 3717-1-02.3 (A) and regulated by food safety and sanitation laws. Only beverages in closed containers may be in laboratory areas.

Ohio Administrative Code 3717-1-02.3 (A) is available at: http://codes.ohio.gov/oac/3717-1

Locker Policy

Due to the limited space, and for safety and sanitation concerns, the only items permitted in lab classes will be the actual class paperwork and textbook. All other material such as purses, book bags, coats, etc. must be left in a locked locker or wherever the chef instructor designates.

The Hospitality Management Program has a limited amount of lockers available to its students. Lockers are available by selecting an available locker. Students are required to furnish their own locks and locks must be removed daily.

All locks must be removed from your lockers at the end of the academic day. There are a limited amount of lockers available for all of the classes.

Personal Belongings

Students are required to keep personal belongings in lockers provided by the College. Students must supply their own locks. Purses, book bags, coats, rolling carts, backpacks, etc., remain in lockers. Textbooks and notebooks are acceptable for lecture but returned to the student's locker during lab periods or at the discretion of the chef instructor. Personal items and locks must be removed from lockers daily.

While there are not enough lockers to accommodate students in all the kitchen lab classes, students must keep their personal belongings in the area of the kitchen designated by the chef instructor.

The only items allowed in the food preparation area are recipes, evaluation sheets, thermometers, and other required tools as outlined by the chef instructor.

Personal Use of Facilities

The laboratory kitchens are not for personal use. There is no cold storage available. Additionally, students may not enter a kitchen during a laboratory class and use the microwave without the express permission of the chef instructor.

Special Events

The Hospitality Management Center often hosts events for College departments, as well as community members and organizations. Therefore, visitors are in the facility all the time. You are expected to be respectful, hospitable, courteous and friendly**. Food buffets and coffee stations ARE NOT for student consumption.** Guests have paid for those services. Students may not help themselves to food buffets or coffee service.

Student Mentoring

The Hospitality Management Program provides faculty mentoring for all students who list Hospitality Management as their desired major of study. Faculty mentors are assigned to all first-year students. You will receive an email from the Hospitality Management Department to your Tri-C student email address with the name of your faculty mentor and contact information. Faculty mentors are available by appointment to help make the student's journey through the College and the program successful.

I. **Ways a faculty mentor assists individual students are:**
- Helping the student plan the course selections to meet personal and work demands and schedules
- Helping a student plan ahead for the courses needed to meet the individual's goals in a timely manner
- Providing guidance to help the student make the best use of college and community resources as the student pursues the achievement of personal and professional goals
- Providing direction and information as the student seeks employment opportunities and advancement
- Offering alternatives to help the student make reasonable decisions and find solutions to solve academic problems and situations
- Explaining practicum and management experience procedures so the student will understand the process

II. **Assignment of and changing mentors**

Faculty mentors are assigned students to mentor through a random selection process. A student may request a mentor change one time during their enrollment in the Hospitality Management Program. Students should direct requests for a different mentor to the program staff. Changes are encouraged when a student finds that he/she is more comfortable with one faculty member as a mentor or have a schedule that allows the student to meet with one faculty member rather than another.

The program staff will e-mail the mentor list to all students by the third week of the semester. If you need assistance before being assigned a mentor, ask the staff.

III. **When you meet with your faculty mentor**

As with any relationship, it is best to take the time to introduce yourself to your assigned faculty mentor as soon as possible. Often your faculty mentor will be one of your current instructors, but not always. If you do not know your assigned faculty mentor, ask the program staff to introduce you.

IV. **Important times to meet with your faculty mentor**

Remember to make an appointment to meet with your mentor. Each faculty member posts office hours at the start of the semester. Good time management is important to both you and your faculty mentor. In cases of emergencies or immediate need for assistance, the faculty mentor will try to see you as soon as possible. See the program staff for direction if arrangements for a timely appointment are not possible.

In no case should you disrupt a classroom or lab while faculty is teaching.

Important times to meet with your faculty mentor:
- During the first eight weeks that you are enrolled for the first time in the Hospitality Management Program
- **Prior to registering for classes for the upcoming semester**
- If you are transferring credits from another college or university
- If you plan on attending a four-year college after graduating from Cuyahoga Community College
- When a situation is causing you frustration and keeping you from doing your best work. Faculty mentors cannot solve all of your problems but they can suggest College and community resources available and solutions that have worked for students in the past.
- Speak to your classroom instructor about concerns specific to course or class, not your mentor. If you are not satisfied with the response, then schedule a meeting with the Associate Dean.
- The procedures for field experience courses are often confusing and require review with your faculty mentor eight weeks before you plan to take the course. Students are required to obtain signatures from work sites before requesting permission to enroll in these courses.

Visitors and Children

No children may be in any classes during lecture or lab under any circumstance. This policy is **non-negotiable**. Making advanced arrangements with the instructor, may allow adult visitors. Adult classroom visitors must abide by the dress code and other policies of the program and class. If they do not, they may be asked to leave.

2. Code of Ethics

The Hospitality Management Program follows the college-wide Code of Conduct which can be found on the following link: https://www.tri-c.edu/policies-and-procedures/documents/student-conduct-code.pdf.

3. Program Learning Outcomes

The Program Learning Outcomes of the Hospitality Management Program are posted in each of the HMC classrooms.

Our Program Learning Outcomes are also available on the College's website at: http://catalog.tri-c.edu/programs/ and on the links provided below:

Hospitality Management with a Concentration in Culinary Arts
Hospitality Management with a Concentration in Hotel, Destination and Event Management
Hospitality Management with a Concentration in Restaurant/Food Service Management

4. Professional Attire Requirements

Dress Code for Food Preparation Labs:

Uniform
- White Chef Hat purchased in the campus Book Store
- White cleaned and pressed Tri-C Chef Coat purchased in the campus Book Store
- White and Black Check Pants, clean
- White Apron, clean
- White under garments so that no printing or color is showing through the chef jacket

The only acceptable uniform is a CLEAN AND PRESSED uniform. Students starting in Basic Food Preparation (1031) and Baking (1552) will have up to two class meetings to obtain their uniforms. Students should consider dropping the course if unable to obtain their uniform by the third meeting of class.

Students in all Laboratory classes are required to have two full sets of uniforms so they have a clean uniform available for the many lab classes they take each semester. Students in kitchen labs subsequent in sequence to HOSP 1031 must have the correct uniform with them on the first day of class. If they do not have the proper uniform, they will not be able to participate in the laboratory part of class for the day, losing all points from their Laboratory Evaluation Form. Students should consider dropping the course if by the second-class meeting they do not have their uniforms.

Shoes
- Closed toed, black leather, non-slip shoes are required. Shoes are to be purchased on your own.
- All shoes must be skid resistant (Chef Clogs are acceptable). Sandals, sneakers, Crocs, shoes with high heels, and shoes with open toes are not acceptable.

Hair restraints
- The only acceptable hair restraint is a White Chef Hat
- Hair and bangs must be tied-back AND tucked under the hat so that no hair is visible
- **Students must be cleanly shaven. Beards or stubble longer than ¼" must be restrained by wearing a beard net.**
- **Students may NOT wear false eye lashes**

Nails
- No artificial nails
- No nail polish
- The maximum nail length is ¼ inch

Jewelry
- According to the Cuyahoga County Board of Health and the Ohio Administrative Code Chapter 3717-1, dated March 1, 2001, 'While preparing food, food employees may not wear jewelry on their arms or hands." This prohibition does not apply to a plain, non-absorbent ring such as a wedding band.
- No visible body piercings allowed in Lab class. Clear plastic retainers may be used.

Any infractions will result in penalties according to your syllabus.

Hygiene
- Students shall not eat or drink, except as permitted by the chef instructor
- Tasting spoons used only once and discarded after tasting a food item
- Students may have closed beverage containers in the laboratory as long as they are using a straw
- Students should be odor free, (shower, use deodorant, and little to no aftershave or perfume)
- Beards or stubble longer than ¼" must wear a beard net
- Wash hands with soap and water before working with food. Hands must be dried ONLY with disposable towels.
- Wash hands before handling foods
- Avoid touching hair, cell phone or face while working with food. If you do, wash your hands immediately after contact, and before handling food.
- While in the lab (food prep areas or dining room), no grooming of hair is allowed
- **WASH YOUR HANDS, WASH YOUR HANDS, WASH YOUR HANDS**!

Dress Code for Field Trips:

Students in the Hospitality Management Program can expect to go on field trips with various classes. While on these field trips as a student, you represent the Hospitality Management Program and Cuyahoga Community College. It is imperative to wear proper professional attire and conduct yourself courteously on all field trips. *If you are unsure as to what constitutes professional attire, discuss this with your professor, faculty mentor or an appropriate member of the Hospitality Management staff.*

Certain field trips will require that you be in your Chef's uniform. Other field trips will require that you dress in professional business attire. This would include but is not limited to MEN - dress shirt, dress pants and tie, WOMEN - Business attire: dress pants, dress shirt or blouses.

Appropriate attire will be required to participate in any event. The instructor will inform the class when the field trip is scheduled and what attire is expected.

5. Student Code of Conduct

The College acknowledges the importance of an environment that is conducive to learning. The Student Conduct Code and Judicial System serves to provide such an atmosphere that is conducive to education growth and civility which fosters and protects the mission of the College. College Procedures on Student Conduct: Student Conduct Code and Student Judicial System , and Student Judicial System.

The Associate Dean of Hospitality and all faculty members expect that each student will be disciplined and respectful both to the instructor and to their fellow students. Therefore, disruptive talking, speaking out

of turn and use of inappropriate language or disrespect will not be tolerated. Students exhibiting this type of behavior will be asked to leave the classroom. The instructor will notify the Associate Dean and file an appropriate formal complaint to Student Affairs who will investigate and determine appropriate action.

College procedure for the student complaint process can be found at: https://www.tri-c.edu/policies-and-procedures/documents/3354-1-30-03-4-procedure-on-student-complaints.pdf.

Office Courtesy: Please remember that the office area is a working environment. Phone calls come into the office from many sources including hospitality professionals. Faculty and staff work to ensure that the program runs smoothly. While we all appreciate a friendly hello, please remember to keep your voices to a moderate level. Faculty offices are small and therefore doors are often open; it is both rude and embarrassing when on a phone call to have to stop and ask office visitors to lower their voices. If visiting a faculty member's or administrator's office and the door is closed, knock once. If no one answers come back in a few minutes or wait in a common area for that person to finish what they are doing. DO NOT continue to knock.

The Hospitality Management Center often hosts events for College departments, as well as community members and organizations. If an event is present in the Center, please be respectful to our guests.

Field Trips:

You will be required to fill out a form prior to the date of the planned field trip. The instructor will distribute the form. Your instructor will maintain a copy for his/her files and the original form will go to the Office of Student Life.

Be Prepared to make the most of all field trips. Come with questions, worksheets, or any other required items. You can only make the best use of that time by coming prepared and ready to participate.

Be respectful. The presenters/providers are giving of their valuable time to contribute to your educational pursuit. You will encounter individuals with varying philosophies and management styles. Keep an open mind and respect their right to have these ideas.

6. Health and Physical Requirements

Upon successful completion of HOSP 1020: Sanitation and Safety, student will receive certification in ServSafe, a nationally and industry recognized certificate. Passing of this course/certification is required before students can proceed with the program.

Section IV – Academic Requirements and Progression

1. Degree Requirements

A list of degrees, program certificates, and degree requirements for the Hospitality Management Program are listed on the College website at: https://www.tri-c.edu/programs/hospitality-management/index.html.

Prerequisites: Some courses require that specific courses be completed prior to enrolling. It is the student's responsibility to complete prerequisites before enrolling in a specific course. PREREQUISITES ARE VERIFIED BY THE COLLEGE SYSTEM AT THE TIME OF REGISTRATION. If you are unsure that you have completed prerequisites, you should meet with your hospitality faculty mentor or hospitality staff PRIOR to registering for that course.

You should be meeting with your hospitality faculty mentor every semester PRIOR to registering. You are assigned a faculty mentor who will guide you through your academic plan and help ensure that you are on track to graduate and meet you goals in the shortest, most effective time possible.

Course Waivers: Please note that all course waivers must be reviewed and approved by the Associate Dean of Hospitality Management.

Graduation: Graduating and granting of a degree is not automatic. You must submit a petition to graduate. When you are ready to graduate, it is recommended that you meet with an academic mentor to review graduation status and submit a **"Petition to Graduate"** form which can be found on My Tri-C Space on the Student tab.

Students completing a certificate program must also file a "Petition to Graduate" form. The same procedure is followed as for the degree. **All Hospitality Management students who have completed an associate degree will also be awarded at least one certificate.** For clarification on this, contact your faculty mentor or hospitality staff.

To graduate on time, a petition requires submission by the appropriate date available on the academic calendar also available on the College website. A college-wide commencement occurs every fall in December and every spring in May.

2. Attendance

Students are expected to adhere to established College, program and course attendance guidelines: Student Rights and Responsibilities - Attendance

Attendance guidelines are outlined in individual instructor course syllabi.

3. Absence Policy

Absence policy is outlined in individual instructor course syllabi.

4. Illness/COVID-19

The Ohio Food Safety policy, which includes a list of diseases that are transmissible through food, can be found on the following link: http://codes.ohio.gov/oac/3717-1-02.1. Students exhibiting any of these symptoms should not come to class. All illnesses should be reported immediately to your instructor.

It is a requirement of the program that an "Employee Health Policy Agreement" form be completed by all Hospitality students in kitchen lab courses and a "FERPA Authorization to Release/Disclose Contagious/Infectious Illness Information" form be completed by all Hospitality students.

Students should report an infectious disease, transmissible from person to person or by direct contact with an affected individual or the individual's discharges, or by indirect means. The Ohio Administrative Code (OAC) provides guidance through the Communicable Disease Rules: https://odh.ohio.gov/wps/wcm/connect/gov/84ffece4-16f1-4602-9b93-7ce4eeb34680/section-1-reporting.pdf?MOD=AJPERES&CONVERT_TO=url&CACHEID=ROOTWORKSPACE.Z18_M1HGGIK0N0JO00QO9DDDDM3000-84ffece4-16f1-4602-9b93-7ce4eeb34680-mtn9-.6.

The Ohio Administrative Code (OAC) provides guidance through the Communicable Disease Rule. Diseases to report: http://codes.ohio.gov/oac/3701-3-02v1.

For a student who is infected with one of these illnesses and, if the illness occurs on campus, please use the Cuyahoga Community College Student Incident Report Form on Appendix II as well as immediately reporting the illness to the Program Director or Manager.

COVID-19 - The College is taking many precautions to provide a safe, healthy environment for students, faculty and staff. Visit www.tri-c.edu/coronavirus for up-to-date information on protocols.

5. Scheduling

To maximize effectiveness and expedite completion, courses should be taken in the order as outlined on the Program Sequence sections located on the Hospitality Management website (https://www.tri-c.edu/programs/hospitality-management/index.html).

It is important that you follow the sequence as outlined in the Program Sequence guidelines. Taking courses out of order could lead to delays in graduation. You should meet with your hospitality faculty mentor every semester PRIOR to registering to guide you through your academic plan and help ensure that you stay on track to graduate and meet your goals in the shortest, most effective time possible.

Section V – Academic Status

The College procedure on Academic Status explains the college's academic probation and dismissal process, including the GPA requirements for each level of credit hours attempted. Good Academic Standing, Dean's List status, probation and dismissal are explained by opening the underlined links: College Procedure on Academic Status. The Standards of Academic Progress information provides details on how financial aid is impacted based on grade point average and progress toward degree completion: Satisfactory Academic Progress. Federal regulations require that students make measurable progress

towards completion of their course of study in order to continue to remain eligible for federal aid. The College reviews the academic progress of all students and notifies students receiving federal financial aid each semester of their status.

1. Grading

The link to the Procedure on Grading explains the grades and awarding of credits, auditing of courses and pass/no pass use. At the program level, there are grading scales and/or rubrics that faculty provide to guide students on course grading.

Grading is always a subject of discussion and sometimes an area of misunderstanding between students and faculty. Each instructor selects the grading scale and criteria best suited to the individual course they teach. Faculty, administration, and industry mentor committee members review grading criteria for all courses. Students are welcome to make suggestions on improving the grading for an individual course. However, they must understand if approved, it may not appear until a future semester.

It is important for students to understand what grades reflect and what they do not reflect.

- Grades reflect your level of demonstrated proficiency as it relates to your understanding, retention, and interpretation of lecture materials, classroom discussions, reading materials, video assignments, internet assignments, guest speaker presentations, and field trip experiences within an individual course.
- Grades reflect your demonstrated ability to follow instructions, procedures, and standards of operations.
- Grades reflect your demonstrated ability to communicate effectively both verbally and with written correspondence.
- Grades reflect your demonstrated ability to relate past knowledge and experiences to current course work.
- Grades reflect your demonstrated growth in gaining new skill and knowledge while sharpening the knowledge and skills already obtained.

Grades do not judge you as a person, determine your success or failure in life or your career, measure you against other students, or measure your ability. Grades measure what you do in relationship to course expectations. Grading is also a method of evaluating proficiencies to determine areas that may be below industry expectation.

Grade Dispute Policy can be found at https://www.tri-c.edu/policies-and-procedures/documents/procedure-on-student-complaint-and-grade-dispute.pdf.

Course Syllabus

In the course of your college career, you will encounter instructors with different teaching styles and who may require different objectives from their students. The course syllabus is the framework for your classes. Instructor expectations of students, as well as what students can expect from the instructor is in the syllabus. It includes grading and requirements to earn the highest grade possible. A syllabus is a wealth of information and includes, among other things, how to contact your instructor, the class-meeting schedule, dates indicating when the college will be closed, course objectives (what you can expect to learn), and college-wide policies.

Please read your syllabus very carefully to ensure you are aware of all policies, important dates, assignment due dates, and grading criteria. If you have any questions after reviewing your syllabus, schedule an appointment to meet with the specific instructor to discuss your concerns.

2. Grade Point Average (GPA)

While there is no specific GPA requirement to enter the program other than the college-wide policy (see link provided below), Hospitality Management students must be eligible to take English 1010: College Composition I as well as a Math 1000 level course.

Students must also pass the Hospitality 1020: Sanitation & Safety course, which requires passing the ServSafe certification test in order to progress in courses/labs in the kitchen.

College GPA Policy: https://www.tri-c.edu/policies-and-procedures/documents/3354-1-30-03-3-procedure-on-academic-status.pdf

3. Program Withdrawal, Probation, Dismissal, and Reinstatement

When considering withdrawing from a course, students should make an appointment to speak with the Associate Dean to discuss potential consequences that may result from such action.

Students should be also be mindful of the Course Withdrawal Dates. Depending on the date of withdrawal a student may forfeit refund and/or risk the possibility of receiving a failing grade. If a student encounters any extenuating issues that prevent the completion of a course or program, the student will need to follow withdrawal instructions from the program administrators. The academic calendar, which includes course withdrawal dates, can be found on My Tri-C Space on the Registration tab under the heading Important Dates and Deadlines.

The College Procedure on Academic Status explains the college's academic probation and dismissal process including the GPA requirements for each level of credit hours attempted.

4. Due Process

Students in violation of a standard or academic requirement will go through due process before removal per college policy.

5. Student Change of Contact Information

In addition to submitting a change of address, phone or personal email through My Tri-C Space, using the "Student Tab" in the "My Info" section, please call the Hospitality Line at 216 987-4081 and leave a message detailing contact information change.

Section VI – Language Proficiency Requirements

The College establishes the language proficiency requirements to enter college level courses in this page: English Language Proficiency Requirements for Admission and specific scores can be reviewed on the linked information.

Section VII – Student Resources

1. Tutoring

Tutoring Services are offered at each campus tutoring center. There is support for a wide variety of subject at each campus.

Tutoring Services designed specifically *for* Hospitality students and conducted *by* Hospitality students are also available for all Math Courses and ServSafe certification by appointment at the Hospitality Management Center. Contact the Hospitality Management office at 216-987-4081 for more information.

2. Student Accessibility Services

Student Accessibility Services provides support to students with disabilities at all College campuses, site, locations or online course. To receive services, students must schedule an appointment with a student advisor and provide documentation of a disability. The Student Accessibility Handbook is another source of information for students.

3. Student Safety

The college is committed to providing a safe and secure environment as outlined in the Safety and Security Policy:
3354:1-50-04 Safety and security policy
https://www.tri-c.edu/policies-and-procedures/documents/safety-and-security-policy.pdf

4. Other Resources

The following links can help you identify additional resources for completing a degree or program:

CLEP (College Level Examination Program)
Credit by Exam (CBE)
Credit for Prior Learning

Standardized Training and Certification Programs (ACE)
Transfer Centers on each campus provide information on transferring to and from Tri-C, Credit for Prior Learning, Articulation Agreements and State Wide Transfer Guarantees.
Transfer Students
University Partnerships by School are available for students interested in transferring to a particular institution or program.

Hospitality Club
Any student enrolled in a Hospitality class is encouraged to join the Hospitality Club. This club is great for networking and getting to know your fellow students in a casual setting. The club participates in events and represents the program. The Hospitality Club volunteers for many events in the industry. It is an amazing opportunity to work with industry chefs and other professionals, add to your knowledge and skill set, and give back to your community.

Hospitality Scholarships

The Tri-C Foundation offers more than 75 scholarship opportunities in various disciplines for Tri-C students, including specific Hospitality scholarships. The generosity of many donors who believe in the College's mission and the importance of providing access to education to community members, create and support scholarship opportunities.

Because the Tri-C Foundation wants to ensure student success, several factors become part of the decision to award each scholarship. The best chance a student has of maximizing his or her educational potential is to investigate as many options as possible to receive all of the aid available to them. The Student Financial Assistance Office can be of tremendous help in this process.

For more information, visit the Student Financial Aid & Scholarship website at: https://www.tri-c.edu/paying-for-college/financial-aid-and-scholarships/index.html

Student Dining Room

Students create a dining experience in the HOSP 1650 and HOSP 2350 courses. Fellow students are encouraged to utilize the restaurants, Café 4250 at the Eastern Campus and The Alere (pronounced AL-A-RAY) at the Jerry Sue Thornton Center (JSTC) during the restaurant's regular hours of operations. Reservations are strongly recommended.

Student Refreshments

At the HMC, popcorn and coffee are located in the back-vending area and are provided free of charge to all Hospitality Management students. WE ARE HOSPITALITY! Our facility needs to be welcoming, pleasant and pristinely clean at all times.

Student Resource Center

There is no Technology Learning Center located at the Hospitality Management Center at Public Square. However, due to a grant from ARAMARK, the HMC has its own Student Learning Resource Center with computers, laptops, printers, books and periodicals. Please be considerate of your fellow classmates when using these materials and equipment. Please be aware that you must have your student ID with your student number listed in order to use the campus centers.

Section VIII – Accreditation and Credentialing

1. College and Academic Program Accreditation

The College's accreditation by the Higher Learning Commission is maintained and updated at this link [Accreditation.](#)

Program accreditation information is maintained on the program web page and in the list linked here: [Programs Accreditation Bodies.](#)

The Tri-C Hospitality Management Center of Excellence is recognized nationwide for its high quality of educational program.

Tri-C Hospitality Management is one of only a few schools in the area which is accredited by the American Culinary Federation for its Culinary Arts program. This honor permits our students to graduate from a distinguished program with nationally recognized certification.

Culinary Arts majors are automatically enrolled in the Cleveland Chapter of the American Culinary Federation (ACF) with a Student Culinarian Membership. This membership applies to a student or apprentice with less than two years full-time employment, a student enrolled in an accredited postsecondary culinary education program, or a registered apprentice as defined by the ACF apprenticeship training program. A student membership is subject to a limit of four years. See the benefits of membership at www.acfchefs.org.

The Hospitality Management Degree program in Hotel, Destination and Event Management is accredited by the nationally recognized Accreditation Commission for Programs in Hospitality Administration (ACPHA) (http://www.acpha-cahm.org/).

2. Boards, National and/or State Testing

Not Applicable

Section IX – Costs

1. Tuition and Fees

The College [Tuition and Fee Schedule](#) including program related fees and supplies are part of the program cost. More details are available under the "Supplies" section below.

2. License, Application, Certification and/or Examination costs

Upon successful completion of HOSP 2992: Culinary Evaluation and American Regional Cuisine, students are certified by the American Culinary Federation (ACF) as a Certified Culinarian. All costs of certification and ACF Cleveland membership are included in supplemental fees.

Upon successful completion of HOSP 1020: Sanitation and Safety, students will receive certification in ServSafe, a nationally and industry recognized certificate. Passing this course/certification is required before students can proceed with the program.

Students are allowed to repeat the HOSP 1020 course twice, giving them the opportunity to take the ServSafe exam six times (three times each time HOSP 1020 is taken). Failure to successfully complete HOSP 1020 and receive ServSafe certification after six attempts to pass the exam will result in removal from the Hospitality Management Program.

Please be aware that there is a waiting period in-between retaking the ServSafe exam. ServSafe Retest Policy is as follows: An examinee may take the exam twice within a 30-day period, if necessary. If three or more attempts are required, the examinee must wait at least 60 days from their last attempt. No more than four attempts are allowed in a 12-month period. Not passing the exam is the only legitimate reason to retest.

3. Financial Responsibility

To determine what costs may be covered by financial aid, visit one of the college's financial aid offices located at each campus. Visit http://www.tri-c.edu/paying-for-college/financial-aid-and-scholarships/index.html for more information.

4. Supplies

Supplies for Food Preparation Labs include:
- Food Grade Thermometer
- Mandatory approved Knife Kit purchased in the campus Book Store (personal knives must receive approval from each individual chef instructor on the 1st day of class)
- Pastry Kit (for HOSP 1552: Intro to Baking & Pastries)
- Black leather non-slip shoes, no sporting type shoes
- Appropriate Text Book as required for class

Metropolitan and Eastern Campus Book Stores sell hospitality uniforms, knife kits, and pastry kits. Please be aware that required shoes are NOT available for purchase in Tri-C Book Stores.

Prices:

Chef Apron: $16.98	Chef Jacket: $36.98-39.98
Chef Pants: $34.98-46.98	Chef Hat: $14.98
Knife Kit: $209.98	Pastry Kit: $155.98 (for HOSP 1552: Intro to Baking & Pastries.)

Section X – Field and Clinical Experiences

1. Clinical Experience

Not applicable

2. Internships, Practicums, Field Experience, and Cooperative Education

FIELD EXPERIENCE: HOSP 1940, 1950 OR 1960

You must have an approved worksite prior to registering. You must have competed at least 12 credits of HOSP coursework.

Student Information

This information includes prerequisite coursework requirements, approvals required prior to registering, worksite selection and approval, definition of terms, sample forms, and information on the required procedures a student must follow when taking this course.

Plan Ahead for Success
- Start planning for this course at least eight weeks ahead so you have time to register for the course
- Make an appointment and see your faculty mentor
- Talk with your employer or prospective employer to see if they are willing to let you use the employment for your field experience
- Register for HOSP 1940-Culinary/Baking, 1950-Restaurant or 1960-Hotel

The Hospitality Field Experience is a supervised on-site work experience in the student's area of specialization. Students need to prepare well in advance for the work experience and can do so by meeting with their faculty mentor.

It is highly recommended that you plan ahead and meet with your faculty mentor by the eighth (8th) week of the semester prior to the semester in which you plan to take the Field Experience. (i.e.: if you want to take the Field Experience in the spring, you will need to meet with your faculty mentor in the fall). Your faculty mentor will go over all of the field experience prerequisites and requirements.

Prerequisite Coursework

Students must have successfully completed the following courses before the start of the semester in which they plan to take HOSP 1940, 1950 or 1960 (Hospitality Field Experience):

- HOSP 1010 – Introduction to the Hospitality Industry (requires a "C" grade or better)
- HOSP 1020 – Sanitation and Safety (must have passed the Certification Exam)
- HOSP 1031 – Fundamentals of Culinary Arts
- HOSP 1040 – Customer Service
- HOSP 1552 – Introduction to Baking & Pastries

Approvals Required Prior to Registering for Course

- Faculty mentor approval of your chosen worksite

Registration is not permitted once the semester has begun. You must have an approved worksite to register.

Worksite Selection and Approval

Your worksite must provide you with experience in a variety of workstations to reinforce learned classroom/lab skills. Therefore, your chosen major must be reflected in your chosen worksite. Consider the following when selecting a worksite:

- Your degree major
- Your previous work experience
- Your personal goals
- Agreement from the worksite to meet the requirement of the field experience

Your faculty mentor can help you with this process and is available to call your employer if your employer has questions*. Please note that it is not your faculty mentor's responsibility to find a worksite for you.* They may give you guidance, suggestions, and/or possible contact names, but it is your responsibility to secure the worksite.

***Culinary Arts students (HOSP 1940) must complete a total of 360 verifiable hours at their chosen work place for a total of two credits (credits can be taken together or split). Restaurant/Food Service Management (HOSP 1950) and Hotel, Destination and Event Management (HOSP 1960) students must complete a total of 180 hours for a total of one credit. ALL students must keep an accurate log of hours worked. ***

Suggested Culinary Arts positions: prep cook, line cook, baker's assistant

Suggested Hotel, Destination and Event Management positions: front office clerk, reservation agent, housekeeping inspector, sales/catering assistant, intern at the CCVB, tour guide

Suggested Restaurant/Food Service Management positions: host/hostess, server, bartender, banquet coordinator

Definition of Terms:

Faculty Mentor:
Each student is assigned a full-time faculty member to assist the student throughout his/her tenure in the Hospitality Management Program. This information will be e-mailed to you to your Tri-C e-mail address. This is your faculty mentor with whom you will make your preliminary field experience arrangements.

Field Experience Instructor:
Once you register, your course instructor will work with you individually on the requirements of the field experience. An instructor will also visit you at your worksite and evaluate your performance there.

Worksite Supervisor:
Your worksite Supervisor is the person to whom you directly report to when at your worksite. This is the person that an instructor will visit during the course of the semester.

FIELD EXPERIENCE: HOSP 2871: Food & Beverage Management Experience & HOSP 2862: Hotel, Destination and Event Management Experience

Registration for this course is not permitted once the semester has begun. You must have an approved worksite to register. You must have completed at least 12 credits of HOSP coursework.

Student Information

The Hospitality Management Experience offers a combination of a supervised on-site management experience in the student's area of specialization and a series of seminars and one-on-one meetings to prepare students for professional success after graduation. For most, this course is taken during their last semester and is required to graduate. Be sure to meet with the professor early and follow instructions to ensure success.

IMPORTANT NOTE: There is more required of this course than simply going to work and tracking the hours. Please read this guide carefully to understand all requirements.

After registering for this course, immediately make an appointment to meet with the course instructor. **YOU MUST MEET WITH THE COURSE INSTRUCTOR DURING THE FIRST TWO WEEKS OF THE SEMESTER.** Please find the instructor's office hours and make an appointment to meet with him/her at your earliest convenience. Be aware that you will need to meet with the course instructor periodically throughout the term, so be sure there is a day/time you can meet with the instructor during their office hours. When you meet with the instructor, you will receive a syllabus and all requirements of the course will be discussed and any questions addressed. If you do not meet with the instructor in the first two weeks of the term and other arrangements are not made, you may be administratively withdrawn from the class.

HOW TO REGISTER

Step I: Obtain departmental approval of your chosen worksite from your faculty mentor
Step V: Make an appointment with the course instructor within the first two weeks of class.
Step VI: Discuss and set goals with Site Supervisor (see Goal Setting below)

Prerequisite Coursework
Students must have successfully completed the following courses before the start of the semester in which they plan to take HOSP 2862 or 2871

- HOSP 1950 or 1960, Hospitality Practicum and Seminar
- HOSP 2400, Hospitality Management and Supervision

Work Site Selection and Approval
While this is a management experience, you do not have to work in a management position to be eligible for the course. We do ask that your employer be willing to work with you on your career development and improving your management potential.

Your Worksite Supervisor will be asked to set goals with the student and assist them in achieving those goals. Additionally, a Site Visit will be conducted at some point during the term. It is necessary that someone from the department visit the student at their worksite to observe their work and meet with their supervisor to thank them for their participation and to discuss the student's progress.

Consider the following when selecting a worksite:
- Your degree/major
- Your previous work experience
- Your personal career goals
- Current employment conditions relative to personal career goals

Please note that it is not your faculty mentor's responsibility to find a worksite for you. He or she may give you guidance, suggestions, and/or possible contact names, but it is your responsibility to secure the worksite.

OVERALL REQUIREMENTS

TIME LOG

210 Hours Required

A sample 'Time Log' is included in your information packet, but any time log will do as long as it includes:
- Specific dates and hours worked
- 210 Hours
- Signed and verified by a supervisor including their name and a phone number

SEMINARS

You will be required to attend THREE career development related seminars or workshops during the semester. These seminars and workshops are offered through the Counseling and Career Services departments throughout the semester on all campuses at various days and times. Information about these workshops and seminars can be found on your My Tri-C Space under the Student Services tab. These seminars will be discussed in detail on your first meeting with the course instructor.

GOALS

Early in the semester meet with your workplace supervisor and discuss and set FIVE goals that you will work toward during the course of this semester. Before you meet with your supervisor, take some time to consider goals that you would consider appropriate: things that you would like to learn, skills you need to develop, etc. For example, if you have always wanted to know how inventory and ordering are done, set a goal with your supervisor to assist with inventory and ordering throughout the term. Additionally, ask your supervisor for advice about skills that they feel you could develop and set goals accordingly.

Goals should primarily revolve around career development, self-improvement, taking on additional responsibility, and learning new skills. Appropriate goals would include learning a new station, skill or position, shadowing a manager for various shifts, assisting with a special event or project, and taking on additional management or supervisory assignments.

For each goal, you must create a plan for achieving it and present it to your course instructor early in the term for discussion and approval. At the end of the term, you will submit your written goals with an explanation of how they were (or were not) achieved and your evaluation of your efforts.

RESUME

Meet with the course instructor at least twice during the semester to ensure that your resume is ready for you to graduate as well.

PARTICIPATION IN COMMUNITY/TRI-C EVENT

During the semester you will be asked to participate in a community or Tri-C related event. At this event you will be asked to 'manage' some portion of it. Generally, in the fall we will participate in the Taste of the NFL event and in the spring, it will be the Market at the Foodbank event – both support the Cleveland Foodbank. Please meet with course instructor to discuss and plan for these events.

PORTFOLIO

As you start the program, we ask that you take the time to organize assignments, awards, certifications or whatever you have done that is worth hanging on to. It is a chance for you to go through all of your 'college stuff' and determine what it is worth keeping and preserving it in a safe place.

SITE VISIT

You will need to schedule a day and time with the course instructor to visit you at your place of work. You do not have to be 'on the clock' for the visit, but you must be able to demonstrate your normal working day for the instructor. Additionally, the instructor will need to meet with your supervisor to thank them for their participation and discuss the progress and performance of the student.

3. Service Requirements

The Hospitality Management Department is involved in many community activities. There are many diverse volunteer opportunities for students to participate with department faculty in real life events. The learning goes well beyond what is capable in the classroom. <mark>Students who consistently volunteer and are engaged with what's happening in the department are typically more successful in the industry.</mark>

Many former students have been offered jobs while volunteering with chefs in Cleveland. Our students have the pleasure to work with their professors outside the classroom and have worked side by side with Michael Symon, Bobby Flay and Mario Batali – just to name a few!

4. Performance Expectations

Students must successfully complete HOSP 1020: Sanitation and Safety in order to receive their certification in ServSafe, a nationally and industry recognized certificate. Passing of this course/certification is required before students can proceed with the program.

Students must also successfully complete the field experience and capstone courses designated for the degree and certificates that they are seeking as outlined on the Program Sequence sections located on the Hospitality Management website: https://www.tri-c.edu/programs/hospitality-management/index.html.

5. Holidays

The College holidays procedure lists recognized holidays. These dates are included as part of the College closed days on the Academic Calendar. In addition to these dates, the College will close for Thanksgiving Recess and Winter Break. No credit courses will be offered on campus during Spring Break.

Please be aware that college recognized holidays are NOT applicable to your field experience work site schedule. As such, you may be scheduled and required to report to work during a college recognized holiday.

6. Hours

Field Experience Requirements:

HOSP 1940: Culinary Arts/Professional Baking Field Experience: 360 hours
HOSP 1950: Restaurant/Food Service Management Field Experience: 180 hours
HOSP 1960: Hotel, Destination, and Event Management Field Experience: 180 hours
HOSP 2862: Hotel, Destination, and Event Management: 210 hours
HOSP 2871: Food & Beverage Management Experience: 210 hours

Students must keep an accurate log of hours worked signed by their site supervisor and including the site supervisor's name and phone number.

7. Emergency Closures and Inclement Weather

In case of inclement weather or emergency closing, the College will utilize the Emergency Closing Procedure.

APPENDICES

Appendix I – Glossary of College and Program Terminology

Academic Behavior: refers to the standards that are expected for students to successfully complete coursework designated for their specific program of study, degree, and/or certificate.

Appeal Panel: refers to an approved body of individuals designated to review and make a determination on a decision that the student found unfavorable.

Closing: refers to the closure of the College or a specific campus or campuses for a designated reason (e.g. weather, natural disaster, utility outage, etc.). Emergency Closing. *See program handbook for closing guidance for students at clinical/experiential learning/practicum sites.

Code: refers to the Student Conduct Code (3354: 1-30-03.5) and Student Judicial System (3354:-1-30-03.6) and identifies prohibited conduct and clarifies when the code applies to student behavior.

Complaint: refers a matter that the complainant believes requires institutional attention. Select the appropriate category here Student Complaints, Concerns and Compliments .

Conduct: refers to student behaviors as it relates to prohibited actions as described in the Student Code of Conduct and related College Policies and Procedures. Student Code of Conduct can be found Student Conduct Code and Student Judicial System

Contractor/Vendor: refers to any individual or entity that has been contracted/retained to provide a service to the College.

Credit Course: refers to coursework that awards academic credit towards a degree and/or certificate.

Disciplinary Action: refers to corrective remedies imposed as a result of findings and recommendations from a program conduct meeting, level one hearing, and/or program professional conduct committee review.

Dismissal, College: refers to separation of the student from the College for a definite period of time. Conditions for readmission are outlined in the Student Code of Conduct sanction descriptions.

Dismissal, Programmatic: refers to separation of the student from a specific academic program. Conditions for readmission are specific to each program.

Ethics: refers to generally accepted professional standards of behavior as documented in the Codes of Conduct, Professional Ethical Standards, etc. of external professional organizations, licensure boards, etc.

Expulsion: refers to permanent separation of the student from all College locations, events and activities. An expulsion is denoted on a student's permanent transcript.

Faculty: refers to any permanent College employee assigned full-time to instruct credit course(s).

Grade Dispute: refers to a challenge to a recorded grade (final grades only — does not apply to individual assignments or midterm grades), and must be filed by a student to the Academic Affairs Office at the campus to which the course was associated no later than sixty (60) days after the disputed grade is recorded. Link: Student Complaints, Concerns and Compliments.

Grievance: refers specifically to the ADA/Section 504 Grievance Procedure as outlined in the Student Handbook and available here: Student Complaints, Concerns and Compliments.

Guidelines: refers to operating principles specific to a College program or department.

Instructor/Adjunct Faculty: refers to any individual assigned to instruct a credit/non-credit course, workshop, training seminar, summer camp, etc.

Lecturer: refers to a full-time instructor with a specific term related contract who has all of the duties and responsibilities of a full time faculty member at the college.

Non-Credit Course: refers to coursework that does not award academic credit towards a degree and/or certificate.

Peer Panel: refers to a body of individuals consisting of faculty in a specific discipline who evaluate a student's specific request regarding a disputed grade.

Policy: refers to documented operating principles for the College as approved by the Board of Trustees.

Policy and Procedure: Policies and procedures act as the operating principles for Cuyahoga Community College. All official College polices must be approved by the College's Board of Trustees and all official procedures must be reviewed and approved by the Office of Legal Services prior to the effective date.

Preceptor: "Internal" / "External"

- Internal preceptor refers to an employee of Cuyahoga Community College who works with students in matters related to experiential learning.

- External preceptor refers to an employee of a clinical or experiential site who is not an employee of Cuyahoga Community College. External preceptors supervise student experiential learning and often provide feedback and assessments of the student to the program.

Probation, College (Academic): refers to a status that follows after a student is not performing at a successful level. The College's Academic Probation policy is found here: Procedure on Academic Status

Probation, College (Behavioral): refers to a written reprimand for a designated period of time and includes the probability of more severe disciplinary action if the student violates any College rules during the probationary period. College Behavioral Probation is found here Student Conduct Code and Student Judicial System

Probation, Programmatic: refers to a student being placed on probation as a result of a corrective action panel specific to a program.

Procedure: refers to documented standard practices of how a board-approved policy is carried out.

Professional Conduct Committee: refers to a committee established to review a student's academic performance and/or professional behavior at the programmatic level and may make appropriate recommendations pertinent to any eligible behavioral modification and/or remedial actions.

Professionalism and Professional Conduct: refers to behavioral expectations and guidelines set forth in programmatic, clinical, experiential and professional associations and organizational guidelines. These expectations and guidelines may appear in various forms such as a code of ethics, clinical facility guidebooks, and /or practicum/internship expectations, etc. These expectations and guidelines are in addition to the College's official policies and procedures.

Protocols: refer to step-by-step processes specific to a College program or department.

Readmission: refers to the delineated process for the reinstatement of a student subsequent to a period of separation from the College and/or a College program.

Reinstatement: refers to the process by which a student returns to good standing at the College or in a specific academic program after a period of probation/suspension/dismissal.

Remediation: refers to a program-specific process of improving student performance. Remedial actions are not disciplinary actions.

Responsible Employee: refers to any individual required to take action based on reportable misconduct. All College employees have an obligation to adhere to the reporting requirements prescribed in applicable laws, regulations and College mandates.

Sanction: refers to any corrective action taken as a result of a student behavioral decision.

Staff Member: refers to any employee (part time/full time) of Cuyahoga Community College in a non-instructional role who performs duties as assigned.

Standards: refers to guidelines established by accreditation and approving bodies (e.g. state governing bodies) that a program must adhere to in order to maintain status.

Student: refers to anyone enrolled in a course of study at the College whether in a credit or non-credit course, workshop, training seminar, summer camp, etc. Applicants may also be considered 'students' under certain delineated circumstances

Suspension: refers to a temporary separation from the College or a specific academic program for a defined period of time as results of academic or behavioral issues. Eligibility for readmission may be contingent upon satisfactory or specific condition imposed at the time of suspension.

Withdrawal: refers to the process through which a student withdraws or is removed from coursework.

Appendix II – Student Incident Reporting

https://www.tri-c.edu/administrative-departments/business-continuity/documents/incident-report-student.pdf

Appendix III – Handbook Acknowledgement Form

I acknowledge I have received, read, and understand the contents of the student handbook for the Hospitality Management Program. By signing this document, I affirm that I understand and agree to adhere to the contents of the program handbook.

In addition to acknowledging and affirming the statements above, by signing this document I also acknowledge and accept that the College and the program reserve the right to revise the above-referenced handbook, documentation, and guidance at any time without notice. I also understand and accept that certain information, including but not limited to student directory information, immunization records, and background check results may be disclosed in the course of my enrollment in accordance with applicable laws, regulations, and College policies and procedures.

Name (please print): _____

Signature: _____

Date: _____

Student # _____