UCF Experiential Learning

Course Syllabus

Main Office: 300 CSEL
(407) 823-2667
(407) 823-1001 (Fax)

Business Students: BA1, Room 130
(407) 823-5581
(407) 823-1001 (Fax)

Engineering Students: ENG II, Room 202c
(407) 823-2667
(407) 823-1001 (Fax)

Hospitality Students: 9907 Universal Blvd, Suite 201
(407) 903-8017 / (407) 903-8018
(407) 903-8104 (Fax)

General Email: oel@ucf.edu
Website: www.explearning.ucf.edu

OEL Faculty Members – Orlando Campus

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Office Hours</th>
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<tbody>
<tr>
<td>Ulla Isaac</td>
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<td>Robert Williams</td>
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<td>Chinyen Chuo</td>
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OEL Faculty Members - Rosen College Campus

<table>
<thead>
<tr>
<th>Name</th>
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<th>Office Hours</th>
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<tbody>
<tr>
<td>J.T. Ghim</td>
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<tr>
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Rev 5.10.2013
Course Description
Welcome to the UCF Experiential Learning Program! This course is intended to provide a way for you to apply your formal education to a “real world” work experience. Through this course, you will have the opportunity to develop skills in many areas including:

- **Academic** – integrate classroom theory with workplace practice and clarify academic goals
- **Professional** - clarify career goals, understand workplace culture, gain workplace competencies, benefit from professional networking, and enjoy increased access to post-graduation employment opportunities
- **Personal** - determine strengths and weaknesses, enhance interpersonal and time management skills, and obtain earnings to support college expenses

Registration
To be registered for the Experiential Learning course, you will first need to be hired into a co-op or internship position. You may either find a position on your own and request approval through our office, or you may work with your EL faculty member and be referred to appropriate positions. Once you are selected for a position in either case, it is your responsibility to contact your EL faculty member to be registered into an Experiential Learning course, either co-op or internship. If the position is a co-op, you are expected to work multiple terms, and you will be registered into a co-op course with a prefix related to your major or minor for each term that you work. If the position is an internship, you will be registered into an Experiential Learning internship course again with a prefix related to your major or minor for the one semester that you participate.

**BENEFITS OF BEING REGISTERED**
- Your co-op or internship will appear on your transcript each semester to verify your participation in professional experience.
- An EL faculty member will be assigned to you who will act as a liaison between your work site and UCF in case any problems or issues arise.
- Registered students have the opportunity to engage in a structured reflection process during and after each semester, which tends to increase the amount you learn from the experience.

While you can begin a co-op or internship at any point in the semester, you will only be registered for the Experiential Learning course during the drop/add period. Certain exceptions to this rule may apply, and your coordinator can give you additional details.

**HOW TO REGISTER**
Unlike most other courses at UCF, you will not register through MyUCF for the Experiential Learning class. Instead, the Experiential Learning office will register you into the appropriate class directly. The course will appear on your class schedule sometime before the end of the add-drop period.
**Tuition and Fees**
You will be charged tuition and/or fees for your Experiential Learning course ONLY if you fall into one of the following categories:

- You are registered for 1-6 credits through the Experiential Learning office. The cost for Experiential Learning credit is the same as credit for any other course at UCF.
- You are registered for zero credits through the Experiential Learning office and are not taking any other courses. The fee will be equal to one credit hour at the Florida Resident tuition rate at the course level (undergraduate or graduate) for which you are registered.

**Grading Policy**
The Experiential Learning course is graded on a Satisfactory (“S”)/Unsatisfactory (“U”) basis. To earn an S, all of the following must occur:

- All online assignments and/or special projects as assigned are completed on time and to your EL faculty member’s satisfaction
- Your employer deems your performance on the job as satisfactory on the employer evaluation
- You successfully complete your co-op or internship assignment

Should any problems arise on the job (communication with supervisors or co-workers, conflicts, etc), you should immediately notify your EL faculty member to help resolve the issue in a timely and professional manner. Further, if you feel you must prematurely terminate your work assignment, you must consult with your EL faculty member prior to resigning your position. **Failure to do so may result in a grade of “U.”**

**Academic Credit**
Through the Experiential Learning program, you will normally be registered for zero credit hours. However, it is possible to earn 1-3 academic credits for the knowledge you gain from a co-op or internship assignment if the credit will count within your degree program. Because every major is different, please consult with your academic advisor to see if earning credit for your co-op or internship is possible.

Students taking Experiential Learning courses for credit will be responsible for completing additional assignments based on the number of credit hours attempted, such as journals, papers, projects, or portfolios, in addition to the basic requirements listed on the next few pages. These requirements are individualized, agreed upon at the beginning of the term, and completed by the end of the term to receive a satisfactory grade.

**Site Visits**
Periodically, your EL faculty member may request to meet with you and your co-op or internship supervisor at your work site. The purpose of this visit is to ensure that the experience is meeting the expectations of the student, the site supervisor, and the faculty member, and to answer any questions.
Course Requirements
The Experiential Learning program is academically based, and gives you the opportunity to apply classroom content in a professional setting. As with any academic program, several assignments are due during the course of the semester which will help you set goals, reflect on your learning, and evaluate your performance. **The assignments are required each semester you are enrolled in a co-op or internship course, even if you are not earning credit.** Your grade (S/U) will be partially determined by your successful completion of these assignments.

The assignments and due dates are as follows:

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<tr>
<th>Assignment</th>
<th>Due Date</th>
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<tr>
<td>1. Position Information and Learning Objectives</td>
<td>2 weeks after the position or semester begins</td>
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<tr>
<td>2. Semester Report and Student Evaluation</td>
<td>2 weeks prior to the last day of classes</td>
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<tr>
<td>3. Employer Evaluation (completed by your employer)</td>
<td>2 weeks prior to the last day of classes</td>
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<tr>
<td>4. Debriefing Interview</td>
<td>The last day of finals</td>
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**DESCRIPTION OF ASSIGNMENTS**

1) **Position Information and Learning Objectives**
This form allows us to stay informed about your work tasks and gives you the opportunity to report changes from semester to semester. It also allows you to tell us about any challenges you are facing on the job so that we can help if possible. Finally, it offers you the opportunity to set learning objectives in conjunction with your supervisor.

Learning objectives clearly and precisely describe what you intend to accomplish during the semester, and should be different each term as you progress in school. Effective learning objectives are **SMART:**

- Specific
- Measurable
- Attainable
- Results-Focused
- Time-Limited

**Some examples of SMART learning objectives are as follows:**
- By December 15th, I will be able to troubleshoot word processing software, including WordPerfect and Microsoft Word over the telephone with less than 3% error rate.
- By March 15th, I will develop, duplicate, distribute, pick up, evaluate, and report on a customer survey relating to my company's advertising.
- By mid-term, I will list the 40 common medications I observe being used by referring to patients' charts, then research their chemical composition, and record this data on my list.
- I will develop four different cheerful conversation techniques and briefly describe each in a notebook. By May 28, I will record reactions of customers to these techniques.
2a) Semester Report
In your Semester Report, you will reflect on your progress this term and will review what you learned. If your position is a co-op continuing with progressive responsibility from semester to semester, the focus of the report will be different each term since you will have different learning objectives and new experiences to discuss.

2b) Student Evaluation
This evaluation is an opportunity for you to evaluate your own progress in developing knowledge and skills from your experience and to evaluate the Experiential Learning program, your experience, your EL faculty member, and the work site. It is important that you make every effort to be as realistic as possible when completing the evaluation form. It allows the tracking of your growth as you move forward in progressively responsible assignments.

3) Employer Evaluation
At the end of each semester, you should ask your employer to complete an online evaluation of your performance. The direct link is:
https://ucfrchm.us2.qualtrics.com/SE/?SID=SV_bk05l7RPjzfz495G

In most cases, you will have the opportunity to discuss this evaluation with your supervisor to receive constructive feedback.

4) Debriefing Interview
Debriefing interviews occur during the last two weeks of classes and finals week. During this time, you will reflect on your co-op or internship experience with your EL faculty member and discuss future plans. Due to the heavy traffic flow in the Office of Experiential Learning toward the end of the semester, you are encouraged to visit prior to the last day of finals.

HOW TO SUBMIT WRITTEN ASSIGNMENTS

All assignments and specific due dates for each semester can be found at the following website:

- The Position Information and Learning Objectives, Semester Report, Student Evaluation, and Employer Evaluation should be submitted online. You are encouraged to print a back-up copy of each report for your own records prior to pressing the “Submit” button.

- The Employer Evaluation should be completed by your employer online.
On-the-Job Conduct: Some Reminders

As you get settled in to your internship or co-op this semester, you may have noticed some "rules of the road" which prevail at the organization in which you are working. Depending on the company, some rules may be documented and posted for you to see, and others may be unspoken but important nonetheless.

The principles outlined below are designed to serve as guidelines for professional conduct. Following these principles will benefit all those involved in the experiential learning process, and will reduce the potential for problems.

1) During the work period, you are subject to your employer's rules and regulations regarding work hours, holidays, dress code, email/internet policies, etc. If you have any questions about these items, be sure to check with your supervisor.

2) Personal business conducted during work hours is strongly discouraged. This includes doing homework, using your cell phone for personal calls, or surfing the web. This also includes using employer resources such as photocopy machines, fax machines, telephones, and computers.

3) The use of controlled substances (alcohol or drugs) prior to or during work is prohibited. Some companies perform random and unannounced drug testing throughout the year, so using illicit drugs anytime you are employed anywhere is not only illegal, but it may result in termination.

4) Strive to be fair, considerate, honest, trustworthy, and cooperative when dealing with others at work.

5) All tasks should be carried out in a reliable and efficient manner.

6) A professional work ethic should be adopted which is in line with your personal values and the basic tenets of the field in which you are working.

7) Your effectiveness will be enhanced by your efforts to improve skills and acquire new knowledge. Therefore, during down times, ask yourself: "What could I be learning or doing?" "How can I contribute to the goals of my employer?"

8) If your supervisor approaches you with corrective feedback regarding your performance, realize this is a part of his or her job. Suggestions should be met with acceptance, and attempts should be made to improve performance.

9) Should any problems arise on the job (communication with supervisors or co-workers, conflicts between school and work, etc), notify your EL faculty member immediately to help solve the problem in a timely and professional manner.

10) If you anticipate a change in your employment status, notify your EL faculty member immediately.
Making the Most of Your Experience

Your co-op or internship is an opportunity to achieve personal and professional goals, and learn new ideas and skills. In addition, this experience is a great way to network! Many full-time job offers come from co-op and internship experiences. Think of the semesters in which you work as a prolonged job interview, and act accordingly. Here are some ways to make the most of your experience.

Be positive, enthusiastic, and a problem-solver. Nothing will hurt you more than to have a negative and complaining attitude. A "can do" and willing attitude is always noticed. When you point out a problem, always have a suggestion on how it can be resolved.

Be realistic and be willing to take on less-than-glamorous tasks. Not every assignment will lead to glory, but the task may be important to your employer. Being attentive and giving 100% will be strong indicators of your work ethic and will lead to greater responsibility.

If a project comes along that interests you, ask to be involved. Demonstrate your organizational skills and initiative. Begin to develop new levels of responsibility by noticing the tasks around the office that need to be done, and asking your supervisor if you can take on the challenge.

Ask questions, but know when to listen and observe. In the beginning, you may notice processes or procedures that do not seem to make sense. Prior to criticizing, be sure to ask questions like "why is it done that way?" There may be history you do not know about.

Be willing to accept feedback and criticism. This is one of the hallmarks of a true professional.

Keep your supervisor informed. "No surprises" should be the motto here. If you have to arrive late one day, call. If you need more time on a project, ask for it. Keep the lines of communication open.

Seek out mentors and learn from colleagues. A mentor is someone who you feel you can learn from, and may or may not be your supervisor. If you think someone's job looks interesting, ask them how they got to that point in their career.

Dress for the position you want, not the position you have. How do your supervisor and colleagues dress?

Make a point to learn business etiquette. This includes standing to shake someone's hand who enters a room, not forwarding jokes using the company email system (even if someone forwarded it to you!), and using the right fork and spoon during company lunches. If you are unsure, find someone to watch and emulate.
By initialing below, I agree that I will do the following:

____  1) **notify my OEL faculty member immediately** after I have been hired into an experiential learning position.

____  2) **continue to participate in the Experiential Learning Program** while I am still a student and working in my internship or co-op assignment if it was a result of an Experiential Learning Program referral and subsequent hire. This includes:
   - **contacting my OEL faculty member** to register for the co-op or internship course every semester in which I continue to work in my experiential learning position.
   - **reading the syllabus** and submitting all required assignments on time for every term I work.

____  3) **satisfy all academic and professional standards** of the university, the Experiential Learning Program, and the employer. This includes returning all phone calls/emails, attending all scheduled interviews/appointments, arriving at work on time each day, dressing appropriately, working all scheduled hours, and following all company policies.

____  4) **notify OEL faculty** immediately if I begin to experience problems with my internship or co-op assignment.

____  5) **remain a candidate in good standing** for the baccalaureate or graduate degree and comply with appropriate university registration requirements.

____  6) **forgo any offer of permanent employment** by an Experiential Learning employer which becomes operative prior to the actual receipt of the baccalaureate or graduate degree.

____  7) **maintain correct contact information** with the Experiential Learning office and **comply with other conditions** as may be required for successful program administration.

In addition, I grant the Experiential Learning Program **access to my student records** and permission to make my resume, class schedule, and transcripts available to prospective and current employers. I consent to **participate in research** done with the Experiential Learning Program and allow my records to be used for this purpose. I also consent to the use of individual and group photographs and motion pictures for **advertising and publicity** purposes by UCF and/or associated employers. I waive all claims of compensation for any such use. I recognize that I accept co-op and internship work assignments at my own risk, and that the **University is not liable for any damages** incurred at or in any way arising from or related to those work sites.

____  When I participate in a non-credit internship or co-op assignment during a semester in which I am not enrolled in other UCF classes, I **agree to pay the Zero Hour Registration fee**. This fee is equal to one credit hour at the Florida Resident Tuition rate at the course level for which I am registered. I realize that if I do not pay this fee or neglect to obtain a fee deferment by the payment deadline, I will also be assessed a $100 late payment fee.

I understand the terms above and realize that failure to follow any of these standards may result in an **Unsatisfactory grade and/or termination of my participation in the Experiential Learning program**.

________________________________________
Print Name

__________________________    ________________________
Signature                     Date