

Disney Internship in THEM

LEI4940 | Class # DXF2

3 Credits | Fall 2024

Connect with HHP



Course Info

INSTRUCTOR

Ron Gromoll, CHA, CHE, CHIA
Office: 240B
Office Phone: 352+294-3064
Email: rgromoll@ufl.edu
Preferred Method of Contact: **email**

OFFICE HOURS

Office hours are Monday and Wednesday period 3 and by appointment

MEETING TIME/LOCATION

Students work at their approved organization and complete assignments on Canvas

COURSE DESCRIPTION

Practical field experience in selected off-campus tourism, hospitality, and event service agencies. Normally taken during the last semester before graduation

PREREQUISITE KNOWLEDGE AND SKILLS

Department permission. Approved internship agency.

REQUIRED AND RECOMMENDED MATERIALS

All printed forms and documents are provided in the Canvas modules.

COURSE FORMAT

Each student will intern under the supervision of an agency supervisor and the UF THEM internship supervisor. Students will have selected a company/organization at which they will do their semester of internship for a total of 520 hours (13 weeks of 40 hours). Some internships provide a stipend, some are paid, and some are unpaid. During your internship your focus is on your practical experience and so you are not permitted to be enrolled for any other classes.

Students will have developed a packet in LEI 3921 Field Experience containing the following to be approved for their internship:

- A 2-page signed agreement with the company they select
- A 13-week work plan of the tasks and departments the student will work in during their internship

- A signed clearance form from the department advisor stating they have successfully completed all UF requirements except for their internship.
- Ten goals the student expects to complete during their internship. Five of these goals must be measurable.
- A photo to be used in promotion of all interns and their companies in the administration office.

COURSE LEARNING OBJECTIVES:

By the end of this course, students should be able to...

1. Apply skills and knowledge in real world agency setting over 520 hours.
2. Evaluate strengths and needs related to chosen career.
4. Identify trends and issues relevant to the world of work.
6. Modify knowledge and information pertaining to professional development in light of practical experience.
8. Recognize the diversity of career opportunities available in the tourism, hospitality and event industries.

Course & University Policies

ATTENDANCE POLICY

While on internship you are guided by the UF attendance policy viewed here at this link [Attendance Policies < University of Florida \(ufl.edu\)](#). In addition, you will discuss and establish an attendance policy that has been agreed upon with Walt Disney Parks and Resorts US Inc., you the student and the THEM Internship Supervisor and to complete your internship you must complete a total of 520 hours during the semester.

PERSONAL CONDUCT POLICY

UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions.

Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the instructor or TA in this class.

ACCOMMODATING STUDENTS WITH DISABILITIES

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the Disability Resource Center by visiting their Get Started page at <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester. Students must share their accommodation with their agency before signing the two-page agreement to proceed with the internship.

Getting Help

You may contact the course instructor at any time to obtain help. Email is preferred but a phone call is acceptable if it is important, or an emergency item. You may also contact the department advisor in the administration office during business hours.

HEALTH & WELLNESS

- U Matter, We Care: If you or a friend is in distress, please contact umatter@ufl.edu or 352 392-1575
- Counseling and Wellness Center: <https://counseling.ufl.edu/>, 352-392-1575
- Sexual Assault Recovery Services (SARS) - Student Health Care Center, 392-1161
- University Police Department, 392-1111 (or 9-1-1 for emergencies) <http://www.police.ufl.edu/>

ACADEMIC RESOURCES

- E-learning technical support, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <https://lss.at.ufl.edu/help.shtml>
- Career Connections Center, Reitz Union, 392-1601. Career assistance and counseling. <https://career.ufl.edu/>
- Library Support, <http://cms.uflib.ufl.edu/ask>. Various ways to receive assistance with respect to using the libraries or finding resources.
- Teaching Center, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring. <http://teachingcenter.ufl.edu/>
- Writing Studio, 302 Tigert Hall, 846-1138. Help brainstorming, formatting, and writing papers. <http://writing.ufl.edu/writing-studio/>
- Student Complaints On-Campus: <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/> On-Line Students Complaints: <http://distance.ufl.edu/student-complaint-process/>

INCLUSION, DIVERSITY, EQUITY, AND ACCESSIBILITY RESOURCES

For suggestions or concerns related to IDEA, please reach out to any of the following:

- Daniel Rogers, THEM IDEA Liaison, drogers@ufl.edu
- Dr. Giulio Ronzoni THEM Interim Graduate Coordinator, giulio.ronzoni@ufl.edu
- Dr. Heather Gibson, THEM Undergraduate Coordinator, hgibson@ufl.edu

Assignments

As you complete the senior internship and conclude your undergraduate education in the Department of Tourism, Hospitality and Event Management, please be sure to take advantage of the opportunities available to you in terms of experiences and potential contacts. Whether you decide to seek employment with the Walt Disney Parks and Resorts you are working with (interning with) or use the experience to expand your personal portfolio, the next few months can certainly have an influence on your professional future...embrace the opportunity.

Although we hope your experience will be fulfilling and rewarding (meet your goals), and your site supervisor will be proactive and guide you professionally, please understand that UF is here if you need to discuss complicated situations or circumstances that may be different than you anticipated. Your UF supervisor will be your point of contact throughout the semester, and it is expected that regular communication will take place. Please be sure to maintain regular contact with your UF supervisor, complete the internship reports according to the schedule and establish a positive line of communication with your site supervisor and other leaders within the agency.

Because many supervisors are extremely busy, it may be in your best interest to schedule the internship evaluations in advance so you can meet the UF deadlines and allow your supervisor to confirm these dates in his/her calendar. The documents listed below are available on the THEM website and on Canvas. It is your responsibility to meet with your site supervisor, complete and sign the forms and submit them to your UF faculty supervisor via Canvas on or before the dates noted below.

ASSIGNMENTS

Work Experience

Students will be required to work an average of 30–37.5 hours per week from the start of the Academic Exchange Experience at Walt Disney World Resort until its completion.

Evaluations will need to be completed by your site supervisor in mid-September and early-December. Each student will also be required to complete an internship experience evaluation. Visits by the instructor will be made during the semester. You will be informed of these dates via email at least two weeks prior.

Assignments

- Goal Listing, 5 that are measurable (1)
- Responses to Two Internship questions. (2)
- Goal Assessment (3)
- Intern Experience Evaluation (1)
- Interview with Supervisor: Meet and Greet Paper (2)
- Disney Seminar (2)
- Alumni Questionnaire (1)
- Student Profile & Photo (1)
- Goal Reflection (1)
- Weekly Check-in (14)

Bi-Weekly Check-ins

Internship students must check in with the instructor bi-weekly. On Canvas, submit several lines amounting to one small paragraph detailing what you have been working on during the week. This information is confidential. Let me know any problems, successes and gained knowledge.

List of Goals

Students must submit a list of 10 goals to their advisor. The first five goals can be general while the last five must be measurable. (i.e., general goal – I will strive to learn my supervisor’s duties during my internship. Measurable goal – I will obtain 25 guest comments of satisfaction with my service) These goals must be submitted in a word document by the due date listed in Canvas.

Supervisor Interview Paper: Leadership at the Walt Disney Company, Meet and Greet

Instructions

The paper should be a minimum of two pages, typed, double-spaced with Times New Roman font, 1" margins, and 12-point font. The paper must address the topics below, and use "headings" to divide each topic within your paper (e.g. Background; Future Predictions; Issue, etc.).

Arrange an interview with your supervisor and find out the following information:

- **Background on the Interviewee:** What is the role of your interviewee, i.e. what does his/her job consist of? What are the "positives" and "drawbacks" of the job? How did he/she get their job? What is their work and educational background?
- **Future Predictions:** What are the predictions of your interviewee for the future of their operation? Where do they see their career going? What advice do they have for a new person who is thinking of entering the field?
- **Issue:** Identify the single most pressing issue within that particular establishment of Walt Disney World. Issues could include employee turnover, lack of funds/resources, etc. Based on the issue, how is management combating the issue? What are some programs that you yourself would implement to tackle the issue?

Responses to two Internship Questions

Instructions

There are two (2) assignments on this topic.

In each assignment, you will select two questions to answer from the attached Canvas list. One of the responses must come from questions 1 - 5. Your responses should be about 500 words each and should pertain to your current internship.

Responses to two Internship Questions

Instructions

There are two (2) assignments on this topic.

You can sign up for seminars Disney offers at the Flamingo Crossing housing. These seminars are posted each week throughout the year. Attending a seminar of your choice, take notes, and create a paper detailing three key items that would help you in your management style and career ladder. Explain the benefits of the seminar.

Goal Assessment

Instructions

There are three (3) assignments on this topic.

As your first assignment, you were asked to list 10 goals for your internship. Five of these goals were measurable. Throughout the duration of your internship, you are expected to meet at least three of those goals. One each GOAL ASSESSMENT assignment you will choose one measurable goal and one

general goal and provide tangible evidence supporting how you met it using detailed information and/or specific numbers.

Intern Experience Evaluation

The interns must fill out and submit the Canvas attached evaluation form about the intern's experience at Walt Disney World.

Goal Reflection

The intern's reflections on goals that were attempted and critical thinking analysis of the experiences.

GRADING SCALE

Grades will be posted within several days after an assignment. If a grading error is detected, please contact the instructor as soon as possible.

More detailed information regarding current UF grading policies can be found here:

<https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/>

Internship Graded

All assignments will be submitted to the instructor online via email. All missed assignments or those turned in past the due date will be considered a "0."

Quality internship performance, exceptional site visit evaluations, and outstanding employer evaluations are all expected to pass the course.

Grade Distribution

| Assignment | Points Per Assignment | Total Points |
|--|-----------------------|--------------|
| Responses to Two Questions (40 pts x 2) | 40 | 80 |
| Supervisor Meet & Greet Interview Paper (25 pts x 2) | 25 | 50 |
| Goal Assessments (25 pts x 3) | 25 | 75 |
| List 10 goals, 5 of them measurable (25 pts x 1) | 25 | 25 |

| | | |
|---|----|------------|
| Weekly check-ins (20 pts x 7) | 20 | 140 |
| Student Profile & Photo (25 pts x 1) | 25 | 25 |
| Goal Reflection (75 pts x 1) | 75 | 75 |
| Internship Experience Evaluation (20 pts x 1) | 20 | 20 |
| Alumni Questionnaire (25 pts x 1) | 25 | 25 |
| Disney Seminars (30 pts x 2) | 30 | 60 |
| TOTAL | | 575 |

Grading Scale

- A** 94% - 100%
- A-** 90% - 93%
- B+** 87% - 89%
- B** 84% - 86%
- B-** 80% - 83%
- C+** 77% - 79%
- C** 74% - 76%
- C-** 70% - 73%
- D+** 67% - 69%
- D** 64% - 66%
- D-** 60% - 63%
- E** 0 - 59%

Requirements for making up assignments, and other work in this course are consistent with university policies that can be found in the online catalog at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.

Weekly Course Schedule

The internship schedule will be determined by Walt Disney Parks and Resorts.

All work-related days including weekends and holidays will be determined between the organization and the student.

Student Feedback Surveys

Every semester, students give feedback to the instructor regarding the elements of this course. This survey is anonymous and are a way for you to provide honest feedback on the course. This feedback is essential to provide the best quality instruction and give you, the learner, the best learning experience. You are asked to give your honest opinion and to share any advice you have to make the course better.

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at the [GatorEvals \(Links to an external site.\)](#) website. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via the [GatorEvals portal \(Links to an external site.\)](#). Summaries of course evaluation results are available to students on the [GatorEvals Public Data \(Links to an external site.\)](#) website.

You will be asked questions regarding the instructor presence, lectures, assignment quality, etc. The End-of-Course Survey is anonymous, and will take place during final week of the course. This survey will act as a prerequisite for the final module and will require completion before moving forward.

Final Thoughts

As you complete your internship at the Walt Disney World Resort, please be sure to take advantage of the opportunities available to you in terms of experiences and potential contacts. Whether you decide to seek employment with Disney in the future or use the experience to expand your personal portfolio, the next six months can certainly have an influence on your professional future....embrace the opportunity.

Although we hope your experience will be fulfilling and rewarding (meet your goals), and your site supervisor will be proactive and guide you professionally, please understand that UF is here if you need to discuss complicated situations or circumstances that may be different than you anticipated. Your UF supervisor will be your point of contact throughout the semester, and it is expected that regular communication will take place. Please be sure to maintain regular contact with your UF supervisor, complete assignments according to the schedule and establish a positive line of communication with your site supervisor and other leaders within the agency. Since many supervisors are extremely busy, it may be in your best interest to schedule the internship evaluations in advance so you can meet the UF deadlines and allow your supervisor to confirm these dates in his/her calendar.

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Department of Tourism Hospitality and Event
Management
University of Florida**