

Frequently Asked Questions regarding 320 hours field experience for students majoring in Tourism Management (TM)

(August 2011)

Why do I need to complete the 320 hours?

Tourism consists of diverse disciplines, industries and agencies. The main reason for this requirement is for students to explore the various tourism-related services and gain initial understanding of working in these agencies. This experience should broaden your understanding of the industry and aid you in determining your career path.

Is the 320 hour field experience the same as the required internship?

No. All TM majors must also complete a 14-week formal internship in order to graduate. The 320 hours must be completed before you can qualify for the internship. The 320 hours can be completed at multiple agencies, part time, through volunteering or paid work experience. Students do not need pre-approval from the department for the field experience. In other words, the 320-hour field experience is more informal than the internship.

What are the requirements for 320-hour field experience?

- a. These hours must spread across at least 2 different agencies in a leisure-related organization.
- b. At least 100 of the 320 hours must be in a tourism, hospitality or event setting.
- c. All hours must be initiated after high school graduation.
- d. The "320 Hours Practical Field Experience Report Form" must be completed by the student, signed and approved by the field supervisor and designated Tourism Management faculty member.

What agencies would count toward the 320-hour field experience?

In general, your work experience at any agencies that have a focus on serving our leisure needs would count. Common examples include, but are not limited to:

- a. Municipal or county recreation and park agency
- b. YMCA/YWCA/JCC/Community clubs
- c. U.S. Navy/Army/Air Force MWR facilities or programs
- d. Nature center/preserve, wildlife refuge
- e. Residential/day camp/summer camp
- f. Youth recreation (e.g. scouts, after-school programs)
- g. Campus recreational sports, recreational facilities and programs
- h. Commercial recreation facility (e.g. fitness centers, golf courses, bowling allies)
- i. Recreational equipment rental services
- j. Acute care facility
- k. Assisted living facility
- l. Developmental learning center
- m. Psychiatric/medical hospital
- n. Mental health center
- o. School special education program
- p. U.S, state, or county reservoir, forest, or park
- q. Bars and restaurants
- r. Catering services
- s. Wedding services
- t. Event planning agencies
- u. Spas and salons
- v. Museums or historical sites
- w. Zoo or botanical garden
- x. Travel and tour companies
- y. Hotels/resorts
- z. Theme parks, amusement parks
- aa. Country clubs
- bb. Conference venues
- cc. Visitor and convention bureau
- dd. Visitor center
- ee. Other tourist attractions

What agency experience would count toward the 100 hours in the tourism field?

In general, your work with agencies in categories *p* through *ee* above should be counted toward your tourism hours. However, in certain cases, your work within these agencies can only be counted for no more than 50 hours. Examples include: babysit at a resort, lifeguard at the pool of the resort, cutting vegetables at a restaurant, etc. Although these tasks can be equally meaningful as other jobs, you are encouraged to take the opportunity to explore the agency and know more about working in the tourism, hospitality, or event businesses. Likewise, if you work

at a medical device factory and give tours of your facility to visitors, that would be counted toward your tourism hours. Another example would be assisting with conference planning and organization for a medical association. Although the organization itself is not in tourism or hospitality industry, the skills required are relevant to your career interest. Therefore, the key is not necessarily where you have had the work experience, but rather what you have done. It is very important for the student to describe the specific duties they have had at the agency in the "320 Hours Practical Field Experience Report Form."

Will my customer service work be counted toward the 100 hours in the tourism field?

It depends on the setting in which your customer service work is performed. Customer service is very broad. If it is customer service performed to visitors, tourists, hotel guests, or event participants, the experience would be counted toward your 100 tourism hours. However, if it is customer service at a retail shop, manufacturing company, medical facility, day care or retirement centers, student rentals, residence halls, etc., the experience would not qualify as any of the tourism hours. Nonetheless, these hours may still be counted toward your overall 320 hours.

Can my class projects be counted toward my 320 hours?

Only your projects in R277, R367, R398 and R399 can be counted toward 320 hours. Currently, these projects can be counted up to 20 hours each regardless of how many more hours you have actually worked. Students must have the course instructor or field supervisor sign the form.

What are the commonly rejected experiences?

Majority of the field experience submitted are counted toward at least part of the 320 hours. In rare cases, hours submitted are not accepted at all. Examples include: babysit/nanny for neighbors, help plan a friend's wedding, planning the student's family reunion, painting houses, planting a garden, etc. The key is that you need to work for a professional agency/organization and have a supervisor. These agencies/organizations should provide leisure-related services.

When is the deadline for completing the 320 hours?

Students need to turn in the completed "320 Hours Practical Field Experience Report Form" at least 2 months before the paperwork for your formal internship is due. There are two reasons

for this deadline: 1. It takes about 3 weeks to process the paperwork internally. 2. If any of the experience you report does not qualify, you still have time to complete it before the internship application is due.

Why should I expect at least 3 weeks for the department to process my 320 hour paperwork?

All your 320 hour report forms must be reviewed and approved by the Tourism Management designated faculty member. Due to the large number of these forms the coordinator has to approve, it takes on average 2 weeks to review these forms. After that, it will take a few days for these hours to show up on OnCourse.

How do I find out if the experience I submitted has been approved?

Once your hours have been approved, your record will be added to an OnCourse site. After you login to OnCourse, you should see a project titled "Tourism 320 Hrs" on the head bar after My Workspace. If you do not see it, click -more-. Then you should see a category titled "PROJECTS" along with all the courses you have signed up for. "Tourism 320 Hrs" should be under "PROJECTS." If you do not see this option, it means that your paper work has not been processed. Only students whose paperwork has been approved will be added onto this site. If you have access to this site, go to Gradebook to find out about the results.

How do I know if the hours I submitted are rejected?

You should receive an email notice (to your official IU account) if your hours cannot be counted toward the 320 hours. However, you will not receive notices regarding how many hours are counted toward the general 320 hours or the 100 tourism hours. Therefore, it is essential that you check the OnCourse site to see if you have met all the requirements.

How do I interpret the results in Gradebook?

RQRMT1: 2 Agencies (1 = Met) – This refers to the requirement that a student must have work experience in at least 2 agencies. The number "1" entered in this cell means you have completed this requirement.

RQRMT2: 100hrs in TM (1 = Met) – This refers to the requirement that a student must have worked in the tourism, hospitality and event fields for at least 100 hours. The number "1" entered in this cell means you have completed this requirement.

RQRMT 3: 320hrs Total (1 = Met) – This refers to the requirement that a student must have worked for a total of at least 320 hours in leisure-related services. The number “1” entered in this cell means you have completed this requirement.

If you have “1”s in all three of the items, you have completed your 320 hours field experience hours.

of hrs in TM: This records the total number of hours that have been approved as tourism hours.

Agency 1 – 7 records the hours approved for each agency experience submitted.

Where do I get a copy of the “320 Hours Practical Field Experience Report Form?”

You can stop by HPER 133 at the front office of the Department of Recreation, Park and Tourism Studies to pick up the form. Or you can download your own copy from the department’s website http://www.indiana.edu/~recpark/pdf_files/microsoft-word-320hour.pdf .

How do I fill out the “320 Hours Practical Field Experience Report Form?”

Information requested on the form is essential for the approval of the hours.

Student’s E-Mail: students must provide their official IU email for student status verification purposes. We do not communicate with students through their personal email addresses.

Agency/Organization Information: Students must provide complete agency information including supervisor’s name and their contact information. Again, the official organization E-Mail address is required. In absence of an E-Mail address, a work telephone number must be provided.

Dates and Total Hours Performed: This information must be completed before the field supervisor signs the form. By signing, the supervisor verifies the total number of hours the student has worked.

Duties, Self-Critique, & Supervisor’s Critique: This is where students can justify why they believe their hours count toward the 320 hours experience or the 100 tourism hours. Be as specific as possible.

The importance of supervisor’s signature: By signing, the supervisor verifies that the student has worked at the agency for the responsibilities listed and hours reported. It is **OK** for the supervisor to provide critique or evaluation on a separate page. However, it is **NOT OK** if the

supervisor does not sign the form, unless the supervisor verifies the reported hours on the other page. Without signing the form, there is no way for the coordinator to verify these hours.

Where should I turn in the completed “320 Hours Practical Field Experience Report Form?”

Students should turn in the original hard copy of the form to Dept. of Recreation, Park, & Tourism Studies’ main office in HPER 133. The receipt date will be stamped on the form, and a confirmation notice of receipt should be sent to students shortly after. Do not leave the form in a faculty member’s mail box.

Who should I contact if I have other questions regarding the 320 hours field experience?

You can contact Dr. Charles Chancellor, Tourism Management Option Coordinator directly at hcchance@indiana.edu or call 812-855-0203.