

## Mesa Community College/Disney College Internship Program

GBS 270AC – Section 24451

MGT 270AC – Section 24452

Course Syllabus – Fall 2013

Mesa Community College



**Welcome - Welcome - Welcome!!**

**THERE ARE THREE ASSIGNMENTS YOU MUST TURN IN. Please read the syllabus for additional information.**

**Have a great time 😊**

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Welcome to the Mesa Community College internship program at Disney College Program

This syllabus is for students enrolled for one or two of the internship programs offered at Walt Disney World in Orlando, Florida or Disneyland in Anaheim, California.

You must have an MCC email account to participate in the internship and send regular communications to me. Additional internship requirements are provided within this syllabus. This is where you will also upload your final report.

**THERE ARE THREE ASSIGNMENTS YOU MUST TURN IN. Please read the syllabus for additional information.**

Please contact me at any time if you have any questions or need help.

Have fun at the internship!

## Required Assignments for Internship

1. By the third week of your internship you need to send me an email to [collins@mesacc.edu](mailto:collins@mesacc.edu) letting me know where you are working and the type of work you are doing. **25 points total possible**

2. Your next assignment is due by **October 15, 2013**. As your mid-term assignment you create a one page Word document or .rtf file and send it to me as an email attachment.

**25 points total possible**

You will create a document titled – If I knew then what I know now.

This is your opportunity to talk about your experiences so far.

3. You will need to send me a three page report at the end of the term on your experience as a Disney intern including where you worked. You can send the report to me in either Microsoft Word or if you do not have Word, please save as an .rtf file so I can open it. **Even if you complete your internship at Disney, you will not receive a grade at MCC until you send me your final report. 50 points total possible**

Please include in the report the following:

- Overall description of your internship including location, hours worked, customers, etc.
- Experiences you enjoyed the least
- Your most unexpected experience
- Would you do this again?
- What changes would you make?
- Would you recommend the program to others?
- Do you believe this experience helped prepare you for the business world?

- Would you like to work for Disney? Why or why not?
- Are you staying through the next session?
- Anything else you would like to add!

Be creative! If you would like to include pictures, videos, audio, etc., that would be great! **The report is due no later than Wednesday of finals week at MCC which is December 2013.**

### Official Course Description - MGT270AC

**MGT270AC**

L+L 3 Credit(s) 3 Period(s)

#### Management Internship

Management work experience in a business or industry. 80 hours of designated work per credit. Maximum of 3 credits allowed. Prerequisites: Departmental approval.

### Course Competencies - MGT270 AC

**MGT270AC**

#### Management Internship

1. Apply classroom instruction in management to work experiences during 80 hours per credit during the semester.
2. Accomplish individualized management related learning objectives.
3. Communicate effectively with business or industry personnel and with faculty coordinator.
4. Apply human relations skills in the business or industry setting.

### Official Course Description - GBS270AC

**GBS270AC**

LAB 3 Credit(s) 3 Period(s)

#### Business Internship

General business work experience in a business or industry. Eighty hours of designated work per credit totaling 240 hours per semester. Maximum of 3 credits allowed. Prerequisites: Permission of Department.

## Course Competencies - GBS270AC

### **GBS270AC Business Internship**

1. Apply classroom instruction in business to work experiences during 80 hours per credit during the semester.
2. Establish and accomplish individualized business-related learning objectives.
3. Communicate effectively with business or industry personnel and with faculty coordinator.
4. Apply human relations skills in the business or industry setting.

### Grading

This course is for letter grade. Students are expected to complete their internship assignment at Disney College as related to the above course competencies for their discipline.

### Grading Policy

Grade	From
P	70 - 100%
Z	69<%

### Attendance

Attendance is REQUIRED at your internship assignment for this class. You may be withdrawn by the instructor if you do not participate in this class. (See Participation Policy below.)

### Ethics Statement

In addition to academic performance, students should exhibit the qualities of honesty and integrity. Any form of dishonesty, cheating, fabrication, the facilitation of academic dishonesty and plagiarism may make you subject to disciplinary action. Refer to the student handbook information regarding institutional policy and due process procedures.

### Appropriate Subjects for Discussion

Students are expected to respond and write in a professional and appropriate manner when activities are assigned to students that ask students to create a scenario, discuss opinions, present on a selected subject, or post to the web board. Inappropriate language or objectionable material will not be tolerated and could result in a failing grade for the class.

### Participation Policy

Students must actively participate in the class through working at their internship position and by completing the report to receive a letter grade. Students who do not participate in coursework including their work assignment may receive a "W" or a "Z". If you participate in coursework and are unable to continue in the class, you must notify me if you want to be withdrawn.

### Syllabus Disclaimer

The information in this Syllabus is subject to change to meet the needs of the class. Students will be notified of any changes throughout the semester.

## Disney/MCC Course List

# Disney/MCC Course List -- Fall 2013



The following section numbers are for Spring 2013 and you will need to [enroll](#) by contacting Debby Smith in Career and Re-entry services. The MCC tuition is the only course fee you pay. There is no additional charge for courses while participating in the Disney College Program except for textbooks and other course materials. Electing to enroll in courses for credit through MCC while in the Disney internship program is an optional opportunity for each student in the program.

The MCC program is coordinated through the Career and Reentry Services office and your instructional contact for the program is [Dr. Linda D. Collins](#).

### Advanced Studies in Hospitality Management

MCC > HRM110 24493 Hospitality/Tourism Mgt  
*This course is only offered at Walt Disney World® Resort*

The objective of this advanced-level course is to prepare students to become entry-level managers in the Hospitality Industry by exposing them to contemporary and complex operational issues and situations and equipping them with the ability to analyze problems and develop, propose and implement strategic solutions. Topics covered include leadership, strategic planning, international tourism, organizational behavior, communication, ethics, etiquette, [human resource management](#), hospitality security and guest service, among others. Previous working knowledge of the Hospitality Industry gained through academic studies and practical experience is helpful. However, a list of independent reading material will be provided at the beginning of the term to help those students without this knowledge.

### **Corporate Analysis**

MCC > MGT251 24496 Human Relations in Business  
*This course is offered at both Walt Disney World® Resort and the Disneyland® Resort*

This course provides an in-depth look at The Walt Disney Company and covers a variety of topics including productivity, corporate culture and diversity & inclusion.

### **Corporate Communication**

MCC > GBS233 24495 Business Communication  
*This course is only offered at Walt Disney World® Resort*

This course is designed to introduce the students to the purpose and significance of communication within an organization at many levels. Students will learn both the why and how of communicative technique as organizations interface with customers, employees and the public. As a result, students should have greater understanding of and appreciation for the corporate communicative process.

### **Creativity & Innovation: Gaining the Edge**

MCC > INV150 26682 Innovation Skill Devlpmt Indiv  
*This course is only offered at Walt Disney World® Resort*

This course introduces students to the main theories of Creativity and Innovation. Students will learn various tools to promote creativity within themselves and others, processes to increase innovation, how to contribute to a creative team, how to manage creativity and how to establish a culture of creativity within an organization. As a result, students should have greater understanding of and appreciation for the creative/innovative process and be better able to harness and direct those forces for themselves and others.

### **Experiential Learning**

MCC > LDR102 26681 Emerging Leaders II

*This course is only offered at Walt Disney World® Resort*

The Disney Experiential Learning Course combines academic classroom education with on-site learning opportunities across the **Walt Disney World®** Resort property. Participants study theories of adult education, experiential learning, and the role of learning in a corporation environment. Directed activities include diversity, self-directed learning, career exploration, community volunteer activities and the exploration of education in entertainment.

### **Human Resource Management**

MCC > *MGT276 24686* Prsnl/Humn Resource Mgmt

*This course is only offered at Walt Disney World® Resort*

This course provides an overview of fundamental human resource management in a corporate setting. The focus is on the fundamentals of human resource management, including: Equal Employment Opportunity, Employee Rights and Labor Relations, Recruiting and the Foundations of Selection, Employee Development, [Performance Evaluation](#), Rewards, Benefits, Safety and Health Programs.

### **Marketing You**

MCC > *GBS175 24494* Professional Development

*This course is offered at both Walt Disney World® Resort and the Disneyland® Resort*

Through participation in this course, students learn how to market their skills of communication, customer service, problem solving, conflict resolution, decision-making, self-management and creative thinking. Key elements include the development of a career focus and a personal marketing plan that encompasses the creation of a cover letter, résumé and networking strategy. The students will also learn interviewing and negotiation techniques.

### **Organizational Leadership**

MCC > *MGT229 24687* Management & Leadership I

*This course is only offered at Walt Disney World® Resort*

This course analyzes the universal principles of leadership theory and its application within a personal and corporate environment. Instruction is designed to build repeatable and transferable leadership knowledge and skills.

\*For detailed course syllabi, visit [disneycollegeprogram.com](https://disneycollegeprogram.com)