



HOSPITALITY MANAGEMENT MASTERS ONLINE HANDBOOK

MBA/MS

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Thesis and Non-Thesis

KANSAS STATE
UNIVERSITY

DEPARTMENT OF HOSPITALITY
MANAGEMENT

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Letter from the Graduate Program Director

Dear HM Graduate Student:

On behalf of the faculty and staff in the Department of Hospitality Management, I would like to welcome you to K-State and the department. We are honored that you decided to pursue your advanced degree at K-State and committed to support you in achieving your goals.

We aim to provide clear and easy access to the information you need for successful completion of your graduate degree program. This graduate handbook includes pertinent information in one easy-to-access location. Please read and refer back to this document as you progress through your degree program.

Although we would be happy to assist you in person, it is a good idea for each student to fully understand what entails successful degree completion through this document. I encourage you to always check this handbook first when you have questions about policies or procedures for anything related to your graduate program. While we don't claim that this handbook is all-inclusive, it is an excellent place to start in trying to find answers to questions you may have.

It is our intention to update this document as needed and to make it available for current and prospective students. New students are assigned a temporary advisor when they first come to K-State, followed soon by the selection of your major professor. Your major professor is your primary "go to" person for questions that you may have. However, I would be more than happy to receive any comments, questions, or concerns you may have or compliments that you want to share.

It is our goal for you to have the best possible graduate experience while you are at K-State. If you have questions about your degree program or departmental policies or procedures, look in this handbook first to see if you can find an answer. If you still can't find the information, visit with your major professor or me.

I wish you the very best as you complete your advanced degree program in hospitality management.

Sincerely,

Junehee Kwon, PhD, RD
Associate Professor
Graduate Program Director

OVERVIEW OF GRADUATE PROGRAMS IN MBA/MS IN HOSPITALITY MANAGEMENT

Graduate Program Philosophy

Graduate study in the Department of Hospitality Management prepares graduates for management and academic careers in hospitality administration. Flexibility in planning the program of study allows students to meet personal and professional objectives. Supportive faculty and peer relationships foster an environment where students gain the knowledge, skills, and confidence for leadership positions in their chosen field.

Graduate Program Mission

The mission of the graduate program is to provide a theoretical, experiential, and research base to prepare graduates for managerial, educational, or research positions in hospitality management and business administration.

Master of Business Administration (MBA) and Master of Science (MS) in Hospitality Management

Graduates of the MBA/MS Hospitality Management Program will demonstrate:

- Efficient management of human, material, technological, and financial resources;
- Ability to recognize emerging trends and implement strategies to accommodate change;
- Analytical decision-making;
- Application of research methods and findings;
- Leadership and administration in foodservice and hospitality operations

HMD Graduate Faculty

Gould, Rebecca PhD, RD Dr. Gould came to Kansas State University in 1992 as an associate professor in the Department of Hospitality Management and Dietetics and taught courses in tourism, management for dietetic practice and cost controls, and conducted research in financial management of noncommercial operations and tourism. In 2001, Gould became the director of the Information Technology Assistance Center (iTAC), which serves as the first point of contact for information technology needs on campus.

Jang, Jichul, PhD Jichul Jang, assistant professor, earned his Ph.D. in hospitality management from The Ohio State University. He teaches lodging management theory, lodging management systems and employee development in the hospitality industry. His research interests include service management and organizational behavior in the hotel and restaurant industries. His work has focused on decreasing employee turnover while increasing employee engagement, integrating sustainability with hospitality management, enhancing employee creativity, and linking employee motivation to customer experiences in hotel and restaurants organizations.

Kwon, Junehee PhD, RD Dr. Junehee Kwon joined the Department of Hospitality Management and Dietetics in Fall 2008. From September 2014, she has served as the director of graduate programs in the department. Previously, she was an assistant/associate professor and director of the didactic program in the Department of Nutrition and Food Sciences, Texas Woman's University, Denton, Texas.

Malek, Kristin, PhD, CHE Kristin Malek, assistant professor, has more than 10 years of work experience in the convention and event industry. This year she received a Ph.D. in hospitality administration at the University of Nevada, Las Vegas. She has been involved in a variety of consultant and research roles related to leisure, corporate, association, and medical events. Currently, her research interests focus on consumer behavior and various issues that affect event management to include marketing, destination image, sustainability and organizational behavior.

Roberts, Kevin R. PhD, RD Kevin Roberts joined the Department of Hospitality Management and Dietetics in the Fall of 2003. Dr. Roberts is experienced in food safety research and training. His research interests focus on HACCP and food safety, specifically, overcoming employee barriers to food safety implementation in the commercial foodservice setting. Dr. Roberts has also been recognized for his leadership contributions as a graduate student at Iowa State University receiving the 2002 VEISHEA Campus Leadership Award.

GETTING STARTED AT K-STATE

Acceptance Letter

Once accepted into a graduate program at K-State, students will receive an acceptance letter from the K-State Graduate School. Read all information contained within the letter. This letter will contain a plethora of information that will make your transition to K-State easier. Moreover, the acceptance letter will outline important steps that you need to take to finalize your admission to Kansas State University including required prerequisites.

Enrollment Procedures

Once admitted to the Graduate Program in Hospitality Management students will be assigned a temporary advisor until the student finds a major professor with whom they would like to work. Your advisor will assist you in finding classes and enrolling during your first semester at K-State.

Enrollment Hours per Semester

Students consult with their advisor and the Graduate School to determine the appropriate number of credit hours to enroll in each semester.

Course Schedule

The list of courses offered each semester is published online and is generally available a few months prior to the beginning of the next semester. To access the online course schedule, select "Academics" from the K-State homepage (www.k-state.edu) and then "Catalogs and Courses". Here you will also find the academic calendar, fee payment schedule, final examination schedule, and the link to the Graduate Catalog.

Academic Warning

The KSU Graduate Handbook indicates that a student who fails to make satisfactory progress in his/her graduate program is subject to academic probation and may be denied enrollment in the Graduate School the next semester. Any of the following conditions may warrant academic warning:

- A grade point average lower than 3.0.
- Advice of the major professor that the student's progress is unsatisfactory.

A student placed on probation after recommendation by the major professor may be restored to good standing only following the notification by the major

professor that the student is making satisfactory progress HM graduate students must be in good academic standing to enroll in unstructured graduate courses (i.e. research, problems, or readings courses).

Grade Requirements

Graduate work is graded as: A, B, C, D, or F. To earn graduate credit for a graded course, the student must earn at least a C. To remain in good academic status, graduate students must maintain a cumulative GPA of 3.0 or higher. To graduate the student must have earned a 3.0 GPA on all graded courses on the program of study.

If a student earns lower than a 3.0 in a course listed on the program of study, the student's supervisory committee may require that student retake the course. "If the course is retaken by the direction of the supervisory committee, the original grade is noted as retaken and removed from the grade point average. The retake grade will always be used in computing the grade point average regardless of whether it is higher or lower than the original grade. A student may retake a course with subsequent removal of the prior grade only once for each course and for a total of two courses in a degree plan. The retake form may be found in the Guidelines and Form Section of Graduate School website at <http://www.ksu.edu/grad>

The deadline for submission of the signed form to KSU Graduate School is the last day to drop a course without a W being recorded, as designated in the KSU Academic Calendar; in the semester the course is being retaken. (Information on the retake form in Student Guidelines and Forms section of Graduate School website).

Students must earn at least a B in all undergraduate courses taken as prerequisites. Undergraduate prerequisites must be completed before enrolling in required HM courses.

In some instances an instructor may give an Incomplete (I) as a grade for a course if circumstances have prevented completion of the course requirements. If the course requirements are not completed within the following semester, the incomplete will be changed to an F on the transcript and will be calculated in the grade point average as an F. Students cannot take the comprehensive examination until all incompletes have been removed from their transcript.

Dismissal

The KSU Graduate Handbook indicates that a graduate student may be denied continued enrollment at Kansas State University or in their department's graduate program in the following cases:

- Failure of a student on probation as a condition of admission to achieve a minimum cumulative GPA of 3.0 in the first 9 credit hours of graduate level coursework.
- Failure of a student placed on probation for deficient grades to achieve a cumulative GPA of at least 3.0 within 2 semesters for full-time students and within 12 credit hours for part-time students.
- Failure to meet published departmental requirements or University requirements.
- Failure in the final degree examination(s).
- Qualifying for placement on probation a second time, except when the first period of probation is a condition of admission or when the second period is a condition for reinstatement (KSU Graduate Handbook).

Academic Integrity

Intellectual integrity is a core value of every HMD faculty member and student. Graduate students should be extremely mindful of any acts that could be considered a breach of academic integrity. Plagiarism is the most common breach of academic integrity. Below are some examples of instances when plagiarism can occur:

- **Paraphrasing.** Whenever you take ideas from or paraphrase something that you have read, either online or in print (whether published or unpublished), it must be documented with appropriate citations. This is true for both research papers for publication and class assignments. Failure to do so is considered plagiarism.
- **Quotations.** Any direct quote must be cited properly. Failure to do so is considered plagiarism.
- **References.** Falsifying or incorrectly citing sources also can be considered plagiarism.

Graduate students are expected to cite all sources using appropriate APA format unless the instructor implicitly states otherwise. Every graduate student should have a copy of the Publication Manual of the American Psychological Association, 6th edition,

2009. (ISBN: 978-1433805615). Faculty in the department of HM are committed to imposing appropriate sanctions for any breach of academic integrity. If a student is found to have breached academic integrity standards, each individual faculty member will handle the situation in accordance with his or her classroom policy. However, regardless of the sanction a faculty member chooses to impose, a formal report will always be filed with Kansas State University's Honor and Integrity System. For more information on the Honor and Integrity System, please visit: <http://www.k-state.edu/honor>. For more information on K-State's Definition of plagiarism, please see Appendix F of the University Handbook at: <http://www.k-state.edu/academicpersonnel/fhbook/fhxf.html>

GENERAL POLICIES FOR GRADUATE STUDENTS

Authorship of Publications during Graduate Study

All issues regarding authorship will be discussed in advance with the graduate student, committee members, and major professors. The decisions made regarding authorship will be presented in writing to all parties. Time lines for manuscript submission will be discussed with the major professor. For funded projects, the individual who is designated as the "principal investigator" for the funded project will serve as lead author. The major professor or co-major professors prior to submission must review all manuscripts based on research conducted at Kansas State University.

Scholarships and Grants

College of Human Ecology scholarships are available on a competitive basis to HM graduate students. Interested students must complete the KSU General Scholarship application through the Student Financial Assistance office (Fairchild 104) to be eligible. Scholarship applications are available on the web at <http://www.ksu.edu/sfs/>

Notices about scholarships are typically available in late December or early January. Completed applications are typically due around February 1 for the following academic year. Many professional and trade associations also have scholarships and fellowships available for students accepted or enrolled in a graduate program. Information about scholarships and

fellowships are published in the association's publications or websites. Some professional associations require applicants to be members to be eligible for scholarship or fellowship awards. NOTE: Most scholarships/fellowships require letters of recommendations. Please allow at least five working days for faculty to write a letter of recommendation. Provide faculty with the following information when requesting a letter of recommendation: current résumé/CV, name and address of sponsoring organization, criteria for award, and statement of why you are eligible for the award.

OBTAINING YOUR MASTER'S DEGREE

Hospitality Management MBA/MS

Non-thesis - a minimum of 54 credits of graduate course work and written examinations. The needs and desires of the individual student are considered in planning the Master's program. 30 of the credits will come from the MBA program the remaining 24 will be from the Hospitality MS program. All credits in the program of study must be completed within six calendar years. Students must have prerequisite coursework in food production and service, hotel operations, management concepts, financial accounting, marketing, and food safety. If not shown on the undergraduate transcript, these courses may be taken during graduate residence but may not be taken for graduate credit. A minimum grade of B must be earned in all prerequisite courses. Prerequisite courses or requirements should be completed within the first two semesters.

Master's Major Professor

Master's students will be assigned a temporary advisor prior to starting their first semester at Kansas State University based on their potential research interest and their preference for working with a particular graduate faculty member. The temporary advisor or the graduate program director will assist the student in selecting courses for his/her first semester. If a major professor is not chosen before the end of the student's first semester, the temporary advisor will advise the student during enrollment for the second semester. The faculty member who agrees to serve as a student's major professor assumes the role of working with the student to plan a program of study and directing his/her research.

Program of Study

All Master's students will work with their major professor to plan their program of study. The program of study should be submitted on the form required by the KSU Graduate School and should be filed with the Graduate School by the time a student has completed nine hours of graduate credit, which is usually near the end of the student's first semester. A copy of the completed form should also be filed with your major professor and the department's administrative assistant. The Program of Study form is available on the KSU Graduate School website in the section "Student Guidelines and Forms" at <http://www.ksu.edu/grad>.

Required courses for all Master's students are outlined on the Master's Program of Study guide. Graduate students are encouraged to take support courses outside the HM Department. The student will meet with their major professor to get approval for the program of study. The student's major professor must approve any transfer credit. Research, seminar, or other independent study courses will not be transferred from another university.

Master's students earn the majority of their credits in 700 or above level courses. At least 18 hours of the program of study should be at the 700 or above level. A maximum of six hours of 500 level courses can be included in your program of study from departments outside of HM.

Any change in the program of study after approval by the supervisory committee and Graduate School must be submitted to Graduate School. All members of the supervisory committee must sign the Change in Program/Committee form. This form is available on <http://www.ksu.edu/grad> in the section "Student Guidelines and Forms". The original is submitted to the Graduate School and a copy is given to the student's major professor and the graduate program director for the student's departmental file.

Revalidation of Outdated Credits

All credits on the student program of study must be completed within six (6) years. Outdated credits may be revalidated as described in the Graduate Handbook and outlined below. The final Master's examination normally includes an examination over the body of course work listed on the program of study. The form and content of this examination is determined by each Master's program and may impose additional requirements for revalidating the student's competency in supporting coursework over six years old.

**Master's Program Course Requirements for the
online MBA/MS Hospitality Management (54 hours):**

30 hours for MBA:

Economic Analysis for Business (3)
Foundations of Accounting and Finance (3)
Operations and Supply Chain Management (3)
Behavioral Management Theory (3)
Marketing Concepts and Research (3)
Management Accounting and Business Problem Solving (3)
Corporate Finance (3)
Managing the Triple Bottom Line Business (3)
Topics: Professional Ethics (3)
Business Capstone (3)

24 Hours for Hospitality Management:

Core Classes (10)

Research Techniques: Foodservice & Hospitality Management (3)
Revenue Management & Cost Controls for Hospitality (3)
Seminar in Foodservice and Hospitality Management (1)
Hospitality Strategic Management (3)

Supporting Area Classes (6):

Research Methods in FSHS (2)
Psychological Research Design and Analysis (3)

Electives (9 Non-Thesis/ 3 Thesis):

Advanced Lodging Management (3)
Advanced Food Production Management (3)
Advanced Event Management (3)
Administration of Hospitality Organizations and Human
Resources (3)
Tourism Destination Development (3)
Hospitality Law (3)

Thesis (6)

Final Examination

A final examination is required. The KSU Graduate School publishes a time schedule that last date for the Masters

CONTACT INFORMATION

Department of HM Main Office: 785-532-2204
College of Human Ecology Main Office: 785-532-5500
Enrollment Center: 785-532-6321
Graduate School: 785-532-6191
IT Help Desk: 785-532-7722

HM Graduate Faculty Contact Information

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