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This Student Handbook is a resource manual for academic program planning. It explains the complexities of the curriculum, options, and graduation requirements. Descriptions of student services and organizations also are found here.

Information in this Student Handbook was updated in July 2003 but is subject to change by action of the faculty.

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Welcome to the Hotel School!

Traditionally, we've taken as our motto the immortal words of our great benefactor, E.M. Statler, "Life is service—the one who progresses is the one who gives his fellow men a little more, a little better service." This Student Handbook is intended to give you a little more, a little better service. We've listed topics in alphabetical order to make the handbook easy to use, and we also have included a directory in the back to assist you. If, as you read through this handbook, and use it for reference throughout your studies with us, you find a topic that has not been included, or one that needs to be more clearly defined, let us know. We want to provide the best reference information we can for you.

Remember, each school or college at Cornell has its own policies and procedures. Therefore, use this handbook, together with other university resources, to get the answers to your questions.

And, if you still need assistance, check with the staff in the Student Services Office, Room 178 Statler Hall.

Enjoy your studies!

Cheryl S. Farrell, Director of Student Services

Classroom Etiquette and Behavior

The Hotel School has high expectations concerning your behavior in class. You have responsibilities to yourselves (and to those who may help support you financially through college), your classmates, your instructors, and any classroom visitors: guest lecturers, alumni, prospective students, etc.

As a general guideline, you can expect that any in-class behavior that enhances learning—both yours and your classmates’—is likely to be worthwhile. In turn, anything that you do that detracts or distracts from learning is likely to be problematic.

Because classrooms are the key venues where your instructors and your classmates will stimulate your academic learning, all parties share responsibility for maintaining appropriate decorum and contributing to learning in class.

What can you expect from your instructors?

You can expect that your instructors will conduct themselves responsibly and with integrity—so that they provide you with meaningful learning opportunities. Classroom activities should introduce new information, help you to explore and apply that information, and reinforce information covered in your course readings and/or other class sessions.

Your instructors will hold class for all scheduled sessions, prepare thoughtful lesson plans, design appropriate assignments, and explain assignment instructions clearly. During class, they will lecture, host guest speakers, and, depending on class size, lead class discussion and provide additional opportunities for you and your classmates to share your insights. Outside of class, you can expect that your instructors will evaluate your work fairly, return your assignments swiftly, hold office hours, and, as necessary, sponsor review sessions to help you prepare for your exams.

What will your instructors and classmates expect from you?

Within each class, your instructors and fellow students will expect you to demonstrate professionalism, integrity, and courtesy—three elements over which you have complete individual responsibility and control—so that you capture all learning opportunities and contribute meaningfully to your classmates' learning.

The value that you capture and contribute during each class will depend, in no small part, on how well you prepare yourself for class, conduct yourself during class, and follow up after class.

Preparing for class: You will discover that you have full responsibility for how well you prepare for class. To prepare thoroughly for class, you should complete all homework conscientiously: readings, problem sets, team projects, and writing assignments. Additionally, you should come prepared with questions and insights to share with your classmates and instructor.

If you miss a class, you should prepare yourself for the next class. To find out what material you missed and what your assignments are, consult your course syllabus and contact a classmate or teaching assistant (TA). Make sure that you get the notes from the class you missed, and be sure to complete all readings and other assignments. (Some instructors may be available to meet with you in tutorial.) Once you return to class, your instructor will expect you to be prepared to participate meaningfully in the class discussion and to have completed to the best of your ability any assignment due.

Applying yourself in class: You also have full responsibility for applying yourself in class, so that you learn the most possible and contribute to your classmates' learning. You can be confident, however, that the amount you learn, the amount you contribute to your classmates, and the final grade that you earn will suffer should you fail to manage your attendance, punctuality, timely submissions, and participation:

- Attendance. Attend all class sessions, unless an extraordinary event prevents you. You will find no substitute for class sessions.

- Punctuality. Come to class on time. When class is scheduled to begin, you should be ready to begin participating and learning—rather than walking in the door, finding your seat, removing your coat, or opening your books. Latecomers, even if they enter quietly, disrupt the class and implicitly demonstrate discourtesy toward those who arrive on time.
- Submission of assignments. Be prepared to submit your assignments at the beginning of class on the day that each assignment is due. If you regularly prepare and submit your assignments on time, you will likely find four valuable outcomes:
 - * Your workload remains reasonable.
 - * Your knowledge and skills develop incrementally.
 - * You are pleased with your growth—and with the progress of the course.
 - * You reinforce habits—of punctuality and skill in project management—that will serve you well in the professional world.

If, in turn, you submit assignments late, you likely will find that you lose points from your grades. More importantly, your learning will suffer, because you may not be prepared for subsequent assignments that build on the foundation skills and knowledge from earlier assignments.

- Participation. Participate meaningfully: be alert, active, and inquisitive. Students and instructors agree that nothing is worse than a silent and passive class—and nothing is better than an active, inquisitive, and enthusiastic one. Share your observations: initiate discussions concerning course readings, raise questions, and respond to your classmates' ideas. By sharing your insights, questions, and tentative observations concerning key concepts tested against your experience, you share responsibility for learning and push thinking—your own, your classmates', and your instructors'.

Following up after class: Following up also requires that you conduct yourself responsibly. You need to find the right balance in your life between academics and nonacademic activities, so that you complete any homework that your instructor assigns, meet with classmates for collaborative learning activities, and take advantage of additional learning resources, such as review sessions and faculty office hours. You will find that your instructors likely will receive you graciously if you use their office hours to focus

on matters involving learning, not merely grading. Additionally, you should keep your instructor informed of any extraordinary circumstances that affect your performance in the course.

Given these guidelines concerning how you should conduct yourself, what additionally should you not do? Consider the following cautions, so that you do not distract from class discussion and activities. Please note that the behavioral expectations in the Hotel School may differ from those in other Cornell colleges that may be less concerned with professional decorum:

- Don't bring food to class or nap in class. Manage your time so that you take care of your dining needs before or after class, and so that you get enough sleep at night.
 - Don't engage in extended private conversations.
 - Don't dress provocatively or sloppily.
 - Don't be disrespectful to classmates, your instructor, or class guests.
 - Don't leave the room during class, barring emergencies.
- Because you have full responsibility for how well you perform, you will reap the benefits of responsible behavior or suffer the consequences that accrue to irresponsible behavior.

The more conscientiously you accept your responsibility as you prepare for class, apply yourself in class, and follow up after class, the more you will learn, the more you will contribute to your classmates' learning, the higher your grades will likely be, and the more effectively you will develop and reinforce behavior that will serve you especially well in the professional world.

We hope that you will value your class sessions and take best advantage of these learning opportunities.

CORNELL UNIVERSITY ACADEMIC CALENDAR 2004–08

	2004-05	2005-06	2006-07	2007-08
FALL TERM				
Online Registration Verification on JTF [^]	F 8/20	F 8/19	F 8/18	F 8/17
New Undergraduate Student Registration	F 8/20	F 8/19	F 8/18	F 8/17
Residence Halls open/Orientation begins				
New Graduate Student Registration	M 8/23	M 8/22	M 8/21	M 8/20
Course Add/Drop Begins	*W 8/25	*W 8/24	*W 8/23	*W 8/22
Instruction Begins	Th 8/26	Th 8/25	Th 8/24	Th 8/23
Fall Break Begins, 1:10 PM	S 10/9	S 10/8	S 10/7	S 10/6
Instruction Resumes, 7:30 AM	W 10/13	W 10/12	W 10/11	W 10/10
Thanksgiving Recess Begins, 1:10 PM	W 11/24	W 11/23	W 11/22	W 11/21
Instruction Resumes, 7:30 AM	M 11/29	M 11/28	M 11/27	M 11/26
Last Day of Classes	S 12/4	S 12/3	S 12/2	S 12/1
Study Period	Su-W 12/5-8	Su-W 12/4-7	Su-W 12/3-6	Su-W 12/2-5
First Days of Scheduled Exams	Th/F 12/9-10	Th/F 12/8-9	Th/F 12/7-8	Th/F 12/6-7
Last Days of Scheduled Exams	M-F 12/13-17	M-F 12/12-16	M-F 12/11-15	M-F 12/10-14

WINTER SESSION

Period Begins	M 12/27	T 12/27	T 12/26	W 12/26
3-Week Classes Begin	M 1/3/05	T 1/3/06	T 1/2/07	W 1/2/08
Winter Session Period Ends	F 1/21	S /21/06	S 1/20/07	S 1/19/08

SPRING TERM

Online Registration Verification on JTF [^]	M 1/17	M 1/16	M 1/15	M 1/14
Course Add/Drop Begins	*Th 1/20	*Th 1/19	*Th 1/18	*Th 1/17
Instruction Begins	M 1/24	M 1/23	M 1/22	M 1/21
Spring Break Begins, 1:10 PM	S 3/19	S 3/18	S 3/17	S 3/15
Instruction Resumes, 7:30 AM	M 3/28	M 3/27	M 3/26	M 3/24
Last Day of Classes	S 5/7	S 5/6	S 5/5	S 5/3
Study Period	Su-W 5/8-11	Su-W 5/7-10	Su-W 5/6-9	Su-W 5/4-7
First Days of Scheduled Exams	Th/F 5/12-13	Th/F 5/11-12	Th/F 5/10-11	Th/F 5/8-9
Last Days of Scheduled Exams	M-F 5/16-20	M-F 5/15-19	M-F 5/14-18	M-F 5/12-16
Senior Week	Su-S 5/22-28	Su-S 5/21-27	Su-S 5/20-26	Su-S 5/18-24
COMMENCEMENT	Su 5/29	Su 5/28	Su 5/27	Su 5/25

SUMMER SESSION

3-Week Session Regist/Classes Begin	W 6/1	W 5/31	W 5/30	W 5/28
8-Week Session Regist/Classes Begin	M 6/13	M 6/12	M 6/11	M 6/09
3-Week Session Final Exams	F 6/24	F 6/23	F 6/22	F 6/20
6-Week Session Regist/Classes Begin	M 6/27	M 6/26	M 6/25	M 6/23
6- and 8-Week Sessions Final Exams	M/T 8/8-9	M/T 8/7-8	M/T 8/6-7	M/T 8/4-5

*Implementation of online add/drop may affect these dates.

[^]For continuing students only. JTF = Just the Facts accessible via Bear Access.

For complete semester start up information visit: www.campuslife.cornell.edu and www.SAS.cornell.edu/OUR.

This Calendar may be subject to modification and is not legally binding. Office of the Dean of the University Faculty, 4/03.

Academic Integrity

Academic integrity is a critical issue for all students and professors in the academic community. All students should familiarize themselves with and abide by the Code of Academic Integrity, because the SHA faculty and administration view academic integrity very seriously.

The code's introduction presents broad principles that should help students conduct themselves honorably: "Absolute integrity is expected of every Cornell student in all academic undertakings. . . . Academic integrity is expected not only in formal course work but in all university relationships and interactions connected to the educational process, including the use of university resources. . . . A student's submission of work for academic credit indicates that the work is the student's own. . . ."

A student who has been found guilty of violating the code may receive a penalty that ranges from as little as the loss of a few points on a specific assignment to as much as expulsion from the university. Moreover, no student who has been found guilty of a breach of the Code of Academic Integrity will be eligible for a management internship or for academic distinction or other graduation honors and awards.

For the complete Code of Academic Integrity, see the Policy Notebook for Cornell Community, 2003-2004.

Academic Status

Good Standing—A duly registered full-time student, enrolled in 12 or more credit hours, whose semester and cumulative grade point average (GPA) are above 2.0.

Warning—Issued when a student's semester and/or cumulative GPA fall below 2.0.

The student is warned that a 2.0 must be attained in the following semester or he/she faces further action, such as a required leave or withdrawal.

Required Leave (one or two semesters)—Generally issued after a student has been warned but may be issued at any time the student's semester and/or cumulative GPA fall below 2.0. The student is advised that he/she must leave the university for a period of one or two semesters, and, if the student wishes to return in the future, he/she must follow the readmission requirements included with

the Required Leave letter. Note: *Students returning from required leaves must attain a minimum 2.3 grade point average and must not have any grades of “F” or “Incomplete” in the rejoin term. Otherwise, the student will be subject to further disciplinary action. Additional copies of these guidelines may be obtained from the Student Services Office, 178 Statler Hall.*

Voluntary Leave—May be requested at any time by the student for any reason, by submitting a petition duly signed by the student and the academic advisor. Students are advised to check with the University Bursar for tuition refund policies in the event a voluntary leave is requested once the semester has commenced.

Medical Leave—Must be requested and approved through the university’s Gannett Medical Center. If granted a medical leave, which usually is at least six months in duration, the student may not return to the university until approved by the Medical Center.

Required Withdrawal—Issued when a student’s academic record is such that the faculty deem the student should leave the university on a permanent basis.

Suspension—Issued when a student has been convicted of a gross violation of the Code of Academic Integrity, the Campus Code, etc. A suspension generally is temporary.

Expulsion—A permanent separation from the university wherein the student may not re-register in the future.

Access to Records

The Family Educational Rights and Privacy Act of 1974 assures students of privacy of their records. The law also assures students access to their records. Information concerning a student’s relationship with the university is considered restricted and may be released only at the student’s specific written request. Therefore, parents cannot receive grades without the student’s permission.

Students who want additional information on access to their records may contact the Student Services Office, 178 Statler Hall, or the Office of the University Registrar, B7 Day Hall. An inventory of those student records maintained by Cornell University offices in Ithaca, their location, and cognizant officers are available in the Office of the Dean of Students, 401 Willard Straight Hall. For specific information, refer to the university’s policy, “Access to

Student Information,” at the following address on the Web:
www.univco.cornell.edu/policy/ASI.html.

Add Deadline

Students may add classes to their enrollment in the first three weeks of each term. You must turn in your Add/Drop form electronically or to the Student Services Office, 178 Statler Hall, by the specified date each term. If you miss the deadline, check with the staff in the Student Services Office to discuss your options.

See: Drop Deadline

Administration

A partial listing of the administration:

Dean of the Hotel School, David W. Butler

Associate Dean for Academic Affairs, Leo M. Renaghan

Assistant Dean, Steven A. Carvell

Executive Director, Center for Hospitality Research, Gary
Thompson

Managing Director, The Statler Hotel, Richard D. Adie

Associate Dean for Business Administration, Margaret H.
Ferguson

Director of Enrollment Management, Brad Walp

Director of Student Services, Cheryl S. Farrell

Associate Director of Admissions and Student Services,
Neoma Mullens

Multicultural Programs Counselor, Amber Cohen

Director of Alumni Affairs and Development, Walter
Williams

Director of Communication Strategy, William C.
Summers

Director of Career Services, Millie Reed

Director of Alumni Affairs, Philippus Miller III

Advanced Placement Credit

The primary purpose of Advanced Placement credit is to exempt students from introductory courses and to place them in advanced courses. In the case of Hotel School students, credit may be awarded only in free electives, with the exception of micro-economics. If you receive AP credit, you may not subsequently enroll in the course for credit at Cornell unless the AP credit is removed. Note: *AP Statistics does not count against H Adm 201, only free electives.*

Students may earn Advanced Placement credit from one of the following:

1. The requisite score on a departmental examination at Cornell (usually given during Orientation Week) or on a College Entrance Examination Board (CEEB) test. The requisite scores for the CEEB exams are determined by the relevant department at Cornell, vary by subject, and are published in *Courses of Study*.
2. A regular course taught at an accredited college to college students and approved by the relevant department at Cornell. Some departments have delegated the review of courses to college staff according to guidelines they have formulated. Some departments review each request individually. Some departments accept credit from virtually all accredited colleges; some do not.
3. Credit for the international baccalaureate, the German Abitur, the GCE A levels, etc. is evaluated individually.

Note: *Cornell does not accept credit for courses sponsored by colleges but taught in high schools to high school students. This is true even if the college provides a transcript of such work. Students who have taken such courses may, however, take the appropriate CEEB test to qualify for credit as in paragraph 1 above.*

For information and limitations on Advanced Placement credit, see *Courses of Study*.

Advisors

Every student in the School of Hotel Administration is assigned a faculty advisor. The advisor's role is to be of assistance in matters concerning academic guidance, personal counseling, and professional development.

It is a good idea to make an appointment with your advisor soon after you arrive on campus.

If, for any reason, you do not feel comfortable with your advisor, you can change advisors at any time by filling out the required form in the Student Services Office, 178 Statler Hall, once your new advisor has agreed to serve in this capacity.

In addition, student advisors are available during CourseEnroll. See: *CourseEnroll*

Alma Mater

Created by Archibald Crosswell Weeks (1872) and Wilmot Moses Smith (1874).

First Verse

Far above Cayuga's waters,
With its waves of blue,
Stands our noble Alma Mater,
Glorious to view.

Refrain

Lift the chorus,
Speed it onward,
Loud her praises tell;
Hail to thee, our Alma Mater!
Hail, all hail, Cornell!

Second Verse

Far above the busy humming
Of the bustling town,
Reared against the arch of Heaven,
Looks she proudly down.

Refrain

Alumni Affairs and Development

The Office of Alumni Affairs and Development is the bridge that unites alumni and the general public with the academic activities of the Hotel School. The Alumni Affairs staff and the Development staff work together to meet the needs of our various constituencies. For example, Alumni Affairs helps produce the *CHS Bulletin* for alumni, works with students to engage them with alumni in a mentor program, and helps organize the various Cornell Hotel Society (CHS) chapters worldwide. Development works toward providing the financial resources necessary to carry out the Hotel School's mission. Many of you already communicate class information and chapter activity directly to the Alumni Office, but you may not know how you can assist with the School's fund-raising efforts.

Development raises money for both restricted and unrestricted uses to support various Hotel School programs and activities. Examples of uses of restricted dollars include establishing endowed scholarships for Hotel School students, endowing professorships, and directing any gift toward a specific purpose. Unrestricted gifts are typically

referred to as the Annual Fund or the Cornell Fund. These important gifts provide budget relief as they enable the School to direct the funds to needs such as general student financial assistance, hardware and software for the computer learning labs, and classroom equipment. Unrestricted funds also allow the School to take advantage of unanticipated opportunities that arise throughout the year. While 60 percent of our alumni pay CHS dues, only 18 percent make a gift to the School. As a chapter president, you can play an important role in increasing this giving percentage by emphasizing the importance of gifts to the ongoing success of the School. Dues paid to CHS support the organization of the society, and gifts from alumni will support the Hotel School only if they are designated as such. Annual Fund gifts can be made via annual dues mailings, through the Cornell Fund pledge cards received periodically throughout the year, in conjunction with a Reunion effort, or online at www.hotelschool.cornell.edu/alumni/giving. Development also promotes planned giving opportunities (life income agreements, bequest arrangements, charitable trusts, etc.) and is available to assist chapters with non-event fund-raising efforts for the School.

For further questions on the Hotel School's development activities or to find out how your chapter can help with fund-raising, please call 607-255-9938.

Ambassadors

See: *School of Hotel Administration Ambassadors*

American Resort Development Association (ARDA)

ARDA strives to provide career opportunities and enrich its members' education in the areas of vacation ownership, resort development, eco-tourism and all that relates to one of the fastest-growing segments of the hospitality industry.

Auditing Classes

Undergraduate students may not audit courses. Hotel School courses may be audited only by Hotel School graduate students.

Awards

The **Class Marshals and Banner Bearers** are selected by the faculty to represent the graduating class at Commencement. Each year two class marshals and three banner bearers (plus two alternates) are chosen based on academic excellence as measured by the cumulative grade point average.

Students are selected to receive **Graduation with Distinction**, also based on academic excellence, as measured by the cumulative grade point average. Out of the top 15% of the graduates for the academic year, up to 10% of the students may be selected to receive this honor.

Merrill Presidential Scholars rank among the top five percent in their respective schools and colleges at the university. In the Hotel School, two seniors are selected by the dean, and these students, in turn, may pay tribute to the secondary school and college teachers who have had a vital effect on their academic careers. The students and their teachers are honored at a luncheon hosted by the president of the university, generally in the week immediately preceding Commencement.

Undergraduate Research Awards, generally monetary in nature, are given to students who, individually or in groups, produce significant research projects under the direction of a faculty member.

The SHA/ACEF Writing Excellence Awards (co-sponsored by the Adelpic Cornell Educational Fund) recognize students for top-quality writing and thinking in their undergraduate Hotel School courses. SHA faculty members nominate the best student writing from each course, and judging committees (composed of faculty members and hospitality-industry practitioners) determine honorees. The author of the top paper from the freshman, sophomore, junior, and senior class receives special recognition and a cash award: freshman (\$500), sophomore (\$500), junior (\$1,000), and senior (\$1,000).

The **R.C. Kopf Student Achievement Scholarship Award** is presented to a junior, senior, or MMH student. Applications are available early in the spring semester. A committee chooses the recipient based on the completion of core and elective food and beverage courses, demonstrated record of “hands on” experience in food service

operations, and good academic standing. The student selected receives a cash award of \$10,000 and a six-week European travel experience worth an additional \$10,000 value.

The **Joseph Drown Prize** is the most prestigious and significant award offered to an undergraduate in the Hotel School, and perhaps anywhere in the university. This annual prize has been made possible through the generosity of the Joseph Drown Foundation, a California-based foundation established by Joseph Drown, a renowned hotelier, and endowed with major proceeds from his estate. The prize of \$15,000 is awarded to a graduating senior at a student recognition ceremony held at the end of the spring semester. There also are four runner-up prizes in the amount of \$1,000 each. A committee composed of Hotel School faculty and administration consider the following criteria when making their selection: academic achievement; service to the Hotel School, the university, and community; work experience in the hospitality industry; career goals; and the results of a personal interview conducted with all members of the selection committee.

For more information on any of the awards, contact the Student Services Office, 178 Statler.

Binenkorb Computer Center

The Hotel School enjoys one of the premier computer labs on campus, which is restricted to Hotel School students. The Binenkorb Computer Center maintains and supports over 130 state-of-the-art PC workstations. These computers are available for both instructional and student use from 8:00 A.M. to midnight during the school year.

The “Bin,” as it is commonly called, is used to teach cutting-edge business, hospitality, and web-based computer applications. The center is equipped with the very best in overhead projection, laser and color printing, and is staffed by a team of professional managers and students.

When the “Bin” isn’t being used for instructional purposes, students can check-in and use the computers to complete homework; prepare papers, projects, and presentations; send and receive e-mail; and surf the web. The “Bin,” a popular gathering place for “Hotelies,” is located in Room 365, Statler Hall.

Bursar's Bill

The bursar's bill summarizes what you owe to the University and is issued by the Bursar's Office, 260 Day Hall, 255-6413. You can view your bursar's bill by accessing *Just the Facts*.

See: *Just the Facts*

Career Services Office (CSO)

As early as your freshman year, the CSO staff members are available to help you plan your career and your individual job search strategies. The CSO provides services and resources that include on-campus recruiting, the annual Career Days event, the Management Intern Program, and practice credit (the required work experience). Summer and permanent employment listings, company literature, and alumni directories also are available. Sessions on career-related topics, which include self-assessment, résumé and cover-letter preparation, networking, interviewing skills, and assessing job offers, are held throughout the academic year.

More information about the CSO and the services offered is available on the Web at <http://hotelschool.cornell.edu/cso>, or stop by the office at 255 Statler Hall, 255-9794.

Center for Learning and Teaching

The Center for Learning and Teaching provides reading and study skills assistance and tutorial assistance. It is located in 420 Computing and Communications Center (CCC), 255-6310.

Club Managers Association of America (CMAA)

The Cornell Chapter of CMAA promotes closer ties between CMAA and students of the Cornell School of Hotel Administration, promotes and advances friendly relations between its members and professional club managers, encourages the education and advancement of its members in the field of club management, and promotes the field of club management within the Hotel School.

Concentration

Students may select an optional 12-credit concentration within the Hotel Elective requirement. With careful planning, it also is possible to have more than one concentration. Courses that fulfill concentrations are defined by the academic areas within the Hotel School. In order to declare a concentration and have it appear on your transcript, a 3.0 minimum cumulative GPA in the concentration courses must be attained. The deadline to declare a concentration is the last day of the add period in the student's penultimate semester. Note: *If any courses within the concentration are taken outside the Hotel School, there still must be a total of 12 credits of upper-level electives taken in the Hotel School.*

For more information, see Appendix 3 or the listing of approved concentrations available in the Student Services Office, 178 Statler Hall, or contact the faculty representative in the area in which you want to concentrate.

See: *Appendix 3*

Cornell Dinner Club

The Cornell Dinner Club seeks to expand students' knowledge of the food and beverage industry through activities that stimulate learning in a social atmosphere.

Cornell Entrepreneurs in Hospitality

This student organization provides aspiring business-minded Hotel students a confidential forum to discuss prospective business ideas. It creates professional and academic opportunities for students pursuing a future in entrepreneurship.

Cornell Hotel Society, Collegiate Chapter (CHS,CC)

CHS,CC is dedicated to supporting Hotel School students and their special interests through the promotion of the student organizations and alumni affairs. The chapter holds biweekly meetings of student organization leaders, creates school-wide community service events, leads regional representation of alumni chapters, and is responsible for the distribution of student organization budget funds.

Cornell University Spa Association (CUSPA)

CUSPA is dedicated to the study and pursuit of careers in the spa industry.

Counseling

If you find yourself struggling more than you think you should in a course, or if your performance is not what you expect of yourself, there are people available to help you. To begin with, speak with the course instructor and your faculty advisor to develop a plan of action. You also may seek advice from the course teaching assistant (TA). Lastly, you may speak with any of the staff in the Student Services Office, 178 Statler Hall, 255-8322.

Course Changes

It is important to check your course schedule to verify the courses you are, or are *not*, enrolled in during the current semester. Checking your schedule prior to the deadlines will alleviate unnecessary problems later in the semester. See: *Add Deadline, Drop Deadline*

CoursEnroll

The feature on *Just the Facts* that students use to enroll for the next term's classes is known as "CoursEnroll." Students pre-enroll for the following semester by submitting course requests during a specified time period in the middle of the current semester. Students are notified of course enrollment dates through e-mail, by posters, and by notices in the *Cornell Daily Sun*. Course enrollment materials also are available in the Student Services Office, 178 Statler Hall, in mid-October and late March.

Before or during course enrollment, students should discuss their program plans with a faculty advisor. For their advising sessions, students need the *Course and Time Roster*, issued by the University Registrar, and the *Course Supplement* for the following semester, issued by the Student Services Office. To complete submission of their course requests, students must input a key code which they obtain from their faculty advisor. This key code changes each semester.

Students must complete their pre-enrollment on *Just the Facts* by the deadline announced by the University Registrar or face having to add and drop courses at the beginning of the following semester when many courses already will have been filled. Note: *Freshmen and first-semester sophomores are pre-enrolled in their core courses by the Student Services Office.*

Course Load

A student must take at least 12 credits (exclusive of physical education) each semester, and the typical course load per term is 15–18 credits per semester. If your cumulative GPA is below 2.50, you may not enroll in more than 18 credits per semester. With the written approval of your advisor, you may take over 18 credits if your GPA falls within the following ranges:

Cumulative GPA	Maximum Credits per Semester
2.50–2.99	19
3.00–3.49	20
3.50 and above	21

Exceptions are by petition only.

See: *Petition*

Course Numbering System

The first digit of the Hotel School course number is intended to be indicative, in most cases, of the level at which the course would normally be taken, i.e.,

1. Freshman/Introduction
2. Sophomore
3. Junior
4. Senior
5. Provisional Course Offerings
6. Graduate Electives
7. MMH Required Courses
8. M.S.
9. Ph.D.

This, however, is by no means ironclad: upper-class students will be found in 100- and 200-level courses, and undergraduates may be enrolled in 600-level offerings. The determining factor is the prerequisites/limitations statement for the course in question.

The second digit of the SHA course number designates the academic area within the school:

- 0—Operations
- 1—Management, Organizational Behavior & Human Resource Management
- 2—Finance, Accounting, & Real Estate Development
- 3—Food & Beverage Management
- 4—Marketing, Tourism, & Strategy
- 5—Facilities Management, Planning & Design
- 6—Managerial Communication
- 7—Information Systems
- 8—Law

The third digit of the SHA course number indicates a specific course within the area of instruction.

Course Schedule

You can view your course schedule at any time by accessing *Just the Facts*. Course schedules generally are available approximately 10 days before the first day of classes in a semester. If you want a printed copy of your schedule, you can print it from *Just the Facts*. Be sure to check your schedule several times during the semester to verify you are enrolled in the courses you think you are!

Course Supplement

The Hotel School publishes a *Course Supplement* each semester with the most up-to-date information on courses available in the Hotel School. Copies are available in the Student Services Office, 178 Statler Hall.

See also: <http://cuinfo.cornell.edu/academic/class.html>

Course Time Conflicts

Since instructors have the right to expect that the students registered for their courses will attend the entire class period, enrollment in courses with overlapping times will not be permitted.

Courses of Study

The university course catalog, *Courses of Study*, is distributed each year at the beginning of the fall semester. Course information also is available online through CUINFO (see *Courses, Classes, and Exams* under Academic Life). Additional copies of *Courses of Study* are available in the Student Services Office, 178 Statler Hall.

Credit

Credit is the value that you earn by successfully completing a class. Credit is measured in credit hours. The quality of the value that you earn is your grade.

Curriculum Requirements

CORE

Operations

H Adm 105 (2)—Introduction to Hotel Operations	_____
H Adm 106 (2)—Introduction to Food Service Operations	_____
H Adm 201 (3)—Hospitality Quantitative Analysis	_____
H Adm 301 (3)—Service Operations Management	_____
H Adm 305 (4)—Restaurant Management	_____

Mgmt. & Org. Behavior, Human Resources Mgmt.

H Adm 115 (3)—Organizational Behavior and Interpersonal Skills	_____
H Adm 211 (3)—Human Resources Management	_____

Finance/Accounting & Real Estate Development

H Adm 121 (3)—Financial Accounting	_____
H Adm 221 (3)—Managerial Accounting	_____
H Adm 222 (3)—Finance	_____
H Adm 321 (3)—Hospitality Financial Management	_____

Food & Beverage Mgmt.

H Adm 236 (4)—Culinary Theory & Practice	_____
------------------------------------------	-------

Marketing, Tourism, & Strategy

H Adm 141 (3)—Microeconomics for the Service Industries	_____
H Adm 243 (3)—Marketing Management for Services	_____
H Adm 441 (3)—Strategic Management	_____

Facilities Management, Planning & Design

H Adm 255 (3)—Hospitality Development & Planning	_____
H Adm 355 (3)—Hospitality Facilities Operations	_____

Managerial Communication

H Adm 165 (3)—Managerial Communication I	_____
H Adm 365 (3)—Managerial Communication II	_____
(3)—First Year Writing Seminar	_____

Information Systems

H Adm 174 (3)—Microcomputing	_____
H Adm 275 (3)—Introduction to Information Systems Management	_____

Law

H Adm 387 (3)—Business & Hospitality Law	_____
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Total Core	69
Hotel Electives	12
Distributive Electives	18
Free Electives	21
Total Program	<u>120</u>

Hotel Electives (Minimum of 12 credits, 300-Level, in the Hotel School)

Completed

_____	_____
_____	_____
_____	_____
_____	_____

Total Hotel Electives **12 credits**

Distributive or Non-Hotel Electives (Minimum of 18 credits, to be taken outside the Hotel School)

Humanities/Languages/Fine Arts/Performing Arts (minimum of 3 credits)

_____	_____
_____	_____

Social Sciences (minimum of 3 credits)

_____	_____
_____	_____

Biological and Physical Science/Mathematics (minimum of 3 credits)

_____	_____
_____	_____

Total Distributive or Non-Hotel Electives **18 credits**

Free Electives (Minimum of 21 credits, to be taken either in or outside the Hotel School)

_____	_____
_____	_____
_____	_____
_____	_____

Total Free Electives **21 credits**

Total Program **120 credits**

See: *Electives*

Note: All core courses must be taken for letter grade. Hotel Electives also must be taken for letter grade unless only offered on an S/U basis (such as H Adm 430).

See: *Satisfactory/Unsatisfactory Grades*.

Typical Four-Year Undergraduate Template

Core Courses to be completed by the end of the:

Freshman Year

Students enrolled in Block 1 in the fall term will be enrolled in Block 2 in the spring term, and vice versa.

Block 1

H Adm 115
H Adm 141
H Adm 165
H Adm 174

Block 2

H Adm 105
H Adm 106
H Adm 121
H Adm 174
First Year Writing Seminar

Sophomore Year:

H Adm 201
H Adm 211
H Adm 221 (Fall Only)
H Adm 222 (Spring Only)
H Adm 236
H Adm 243
H Adm 255
H Adm 275

Junior Year:

H Adm 301
H Adm 305
H Adm 321
H Adm 355 (Fall Only)
H Adm 365
H Adm 387

Senior Year:

H Adm 441

Dean of Students

The Office of the Dean of Students extends its umbrella over a wide array of services to students including Cornell United Religious Work, fraternity and sorority affairs, new student programs, peer support, and student activities. The main office is located in 401 Willard Straight Hall, 255-6839.

Dean's List

The Dean's List recognizes academic achievement each semester. Criteria are satisfactory completion of at least 12 credits for letter grade, no F or U grades in the semester, and a semester GPA of 3.3 or better. If you satisfy these criteria, you will receive a letter from the dean and a notation will be made on your transcript.

Degree Requirements

To earn a Bachelor of Science degree you must:

1. Complete eight terms in residence, or the requirement designated for transfer students. To satisfy a term of resident study, a student must be enrolled in a minimum of 12 credit hours. Under certain circumstances, a student may petition for early graduation;
2. Complete the prescribed course curriculum and attain a cumulative GPA of at least 2.0.
3. Earn a GPA of at least 2.0 in a full-time schedule of courses on campus in the final semester. Note: *Students must be in residence (on-campus) during the last semester. Exceptions for extraordinary reasons may be petitioned if all other graduation requirements, such as practice credit, physical education, etc. have been met and the student has a cumulative GPA of 3.0 in the penultimate semester.*
4. Receive a final grade in any courses in which a grade of "incomplete" was issued. See: *Incomplete Grade*.
5. Meet the qualification requirement of one language other than English. See: *Language Requirement*.
6. Complete two units of practice credit. See: *Practice Credit Requirement and Appendix 1*.
7. Complete the physical education requirement, including a swim test, usually during your first year of residence. See: *Physical Education Requirement*.

Note: *Students who have met all graduation requirements and,*

therefore, can graduate are expected to do so. Financial aid, with the exception of assistance for students enrolled under the Higher Education Opportunity Act, is awarded for a maximum of eight semesters.

Distance Learning

Students may enroll in distance learning courses offered by Cornell University, including winter and summer sessions. However, students may not receive credit for distance learning courses from other universities or colleges.

Distributive Electives

See: *Electives and Appendix 2.*

Double Dipping

You may not take two courses that are identical or similar for credit. If you have any questions about this policy, consult with the staff in the Student Services Office.

Drop Deadline

The deadline to drop classes is the end of the seventh week of classes. You must turn in your Add/Drop form electronically or to the Student Services Office, 178 Statler Hall, by the specified date each term. If you miss the deadline, check with the staff in the Student Services Office to discuss your options.

See: *Add Deadline*

E-mail

E-mail is an essential means of communication in the Hotel School and at Cornell. Students obtain their net ID, which permits them to access e-mail and other electronic services, prior to or during registration. Training and support also are available through the Binenkorb Computer Center in Statler Hall.

Electives

In addition to the core curriculum, students are given the option of selecting electives, either in the Hotel School or outside the Hotel School.

Students must take a minimum of 12 credits of **Hotel School Elective** courses at the 300-level or higher. All courses taken under the Hotel Elective area must be taken for a letter grade unless the course is offered only with the S/U option. The Management Intern Program (H Adm 493 and H Adm 494), Undergraduate Independent Study (H Adm 499), and Managerial Leadership in the 21st Century (H Adm 415) may not count toward Hotel Electives, only toward free electives. Up to 3 credits of Hotel Ezra Cornell (H Adm 491) may count toward Hotel Electives. Students may declare a concentration within Hotel Electives. See: *Concentration and Appendix 3*.

In order to broaden and strengthen the intellectual and analytical base of students' thinking, students are required to take a minimum of 18 **Distributive Elective** credits outside the Hotel School, with a minimum of three credits each to be taken in the Humanities, the Social Sciences, and the Natural or Physical Sciences. A maximum of six credits in Distributive Electives (no more than four in any one term) may be taken on an S/U basis. Note: *Freshman Writing Seminars may not be taken to fulfill the distributive requirements as the seminars do not provide the thorough understanding of the way of thinking and development of the various disciplines that the distribution requirement is designed to provide. Also note that a maximum of nine credits in distributive electives may transfer from other universities or colleges.* For more information on which courses fulfill distributive electives, see Appendix 2 or refer to the distributive elective handout available in the Student Services Office, 178 Statler Hall. See: *Appendix 2*.

Finally, the student may take a minimum of 18 **Free Elective** credits in electives of his/her choice either in or outside the Hotel School.

Caution: Refer to "Double Dipping" on page 26.

Endowed Colleges

The privately funded endowed undergraduate colleges at Cornell are the College of Engineering, the College of Arts and Sciences, the School of Hotel Administration, and the College of Architecture, Art, and Planning.

See: *Statutory Colleges*

Examinations

The preliminary and final examination schedules are printed every semester in the *Course and Time Roster* and in the *Course and Room Roster*. The most current information about examination schedules is available on the following Web page: <http://cuinfo.cornell.edu/Academic/Class.html>. Also refer to *Courses of Study* for complete policies on preliminary and final examinations.

Faculty

For a complete listing of the faculty, refer to *Courses of Study* or the Associate Dean for Academic Affairs, Leo M. Renaghan, 146 Statler Hall.

Financial Aid

Financial aid is administered by the Office of Financial Aid and Student Employment, 203 Day Hall, 255-5145.

The Hotel School also has a Financial Aid Office, 178 Statler Hall, 255-7494, which complements the University's Financial Aid Office and where you can obtain further information on additional scholarships available to Hotel School students. Also, if a financial emergency should arise during the academic year, you may be eligible to receive a short-term loan.

Remember, a new financial aid application must be filed each academic year. The deadline to receive aid for the following year is April 15. Please contact the Hotel School or University Financial Aid Office if you need guidance or clarification on any financial matters.

First Year Writing Seminar

Students are required to complete a First Year Writing Seminar during their first year of study in the Hotel School. Exceptions are (1) for those students who scored a "5" on the Advanced Placement examination in English, in which event the seminar is waived and the credits added to free electives instead; and (2) transfer students who had substantial writing courses at their previous college or university, in which event they may receive transfer credit for the seminar. For more information on the First Year Writing Seminars, go to www.arts.cornell.edu/knight_institute.

Grade Computation

The official university grading system uses letter grades with pluses and minuses. Passing grades range from A+ to D-; F is failing. INC denotes incomplete, and R is the grade given at the end of the first semester of a year-long course. A grade of W (withdrawn) is automatically assigned when a student is given permission to drop a class after the drop deadline. The grades of INC, R, S, SX, U, UX, and W do not have quality point equivalents attached.

To compute a term average, add the products (hours x the quality points) and divide by the number of credit hours taken (in the example below, $51.2/16=3.2$).

Cumulative average (averages taken for two or more terms) equals the sum of the products of all terms at Cornell divided by the total number of credits taken. A grade of F carries no quality points but the credits are added to the total credit hours, thereby lowering the average. Incomplete, S/U, and withdrawn grades are not calculated in the grade point average.

These are the quality point equivalents:

A+ = 4.3 (95.25)	B+ = 3.3 (85.5)
A = 4.0 (92.5)	B = 3.0 (82.5)
A- = 3.7 (89.5)	B- = 2.7 (79.5)
C+ = 2.3 (75.5)	D+ = 1.3 (65.5)
C = 2.0 (72.5)	D = 1.0 (62.5)
C- = 1.7 (69.5)	D- = 0.7 (59.5)
	F = 0.0 (52.5)

Compute a term average according to the following example

Course	Grade	Quality Points	Credit Hours	Product
HA 236	C+	2.3	4	9.2
HA 115	A	4.0	3	12.0
HA 174	A-	3.7	3	11.1
HA 121	B	3.0	3	9.0
Govt. 111	B+	3.3	3	9.9
Total			16	51.2

$$51.2/16 = 3.2 \text{ GPA}$$

Grade Dispute

If you find yourself in a significant disagreement with your professor over a grade, you have several options:

1. Meet with your professor and try to resolve your differences.
2. Seek the advice of your faculty advisor to discuss your strategy for resolving the disagreement.
3. Meet with the Associate Dean for Academic Affairs, 146 Statler Hall.
4. Meet with the University's Ombudsman, 118 Stimson Hall, 255-4321. See: *Ombudsman*.

Note: *There is a one-year deadline from the time the grade was issued to pursue any of these options.*

Grade Option

Every class is offered for a grade option, either letter grade (A through F) or satisfactory/unsatisfactory (S/U). See: *S/U Grades*

Some classes are offered for either letter grade or S/U grade, giving students the opportunity to choose under which option they wish to be graded. Students must make the decision on the grade option for all of their classes before the end of the third week of the semester. Check with the Student Services Office, 178 Statler Hall, for the specific date each semester.

Grade Reports

The fastest way to learn your grades at the end of the term is to view them on *Just the Facts*. If you want a hard copy of your grades, print it from *Just the Facts*. Grades generally are available on *Just the Facts* the first Monday in January and the first Tuesday in June. (As a general rule, if the first Monday in January is a holiday, grades will not be available until the following Monday.)

Half-term Classes

Occasionally a professor may offer a class that meets only for seven weeks. You may add or drop a half-term class to your schedule only by the deadlines stated in the course description.

History

The Hotel School began in 1922 as a department in what was then the School of Home Economics in the New York State College of Agriculture. A four-year course of study from its inception, Cornell's program in hotel administration—the first of its kind anywhere—began with a single professor, Dr. H.B. Meek, and a class of 21 students. The faculty, curriculum, and student enrollment expanded gradually over the years, until today, more than 80 years later, when we have more than 60 faculty members, 850 undergraduates, and 100 graduate students. Our facilities also have changed greatly, from a small area within the university's statutory divisions, to a separate building and 50-room Statler Inn built in 1950, to our current Statler Hall and 150-room Statler Hotel and J. Willard Marriott Conference Center. For more information on the Hotel School's history, refer to *Hospitality Leadership, The Cornell Hotel School*, available in the School's library.

Hospitality Sales and Marketing Association International (HSMIA)

HSMIA provides insights into the marketing profession and opportunities to gain valuable marketing experience in the hospitality industry.

Hospitality Students International (HSI)

HSI, the Hotel School's largest special-interest organization, celebrates and explores internationalism and cross-cultural diversity; works to increase multicultural awareness within the Hotel School through social, educational, and professional activities; provides support for international students; serves as a source of information and interaction; and cultivates a truly global network of social and professional contacts with alumni members, international industry leaders, and hospitality schools abroad.

Hotel Ezra Cornell (HEC)

To be on the HEC Board of Directors, students (1) must be in good standing with a grade point average of 2.0 or higher; and (2) receive approval of the faculty at large and the course instructor. HEC provides the students of the Hotel

School with an opportunity to showcase their skills to alumni and industry leaders through a weekend management of the Statler Hotel. A year's coordination built on over 70 years of tradition leads up to the extravaganza in April. Up to 3 credits of H Adm 491 may count toward Hotel Electives.

Hotel Graduate Student Organization (HGSO)

HGSO is a volunteer organization that gives graduate students the opportunity to get together for nonacademic or social events. The organization holds numerous social functions and fundraising events for charities.

Hotelies Volunteering Today (HVT)

HVT exists to encourage, recognize, and reward the outstanding volunteer service of Hotelies. In doing so, it strengthens relationships with the community, forms service partnerships with corporations, creates friendships, and cultivates management skills through volunteer service.

Incomplete Grade

A grade of Incomplete is given when a student is unable to finish the work for a course on time due to highly extenuating circumstances. In order to receive a grade of Incomplete, the student must have substantial equity (i.e., be passing) in the course. The final decision as to whether a grade of Incomplete will be given rests with the instructor of the course.

If the work is completed within the designated time period agreed upon by the instructor and the student, the Incomplete will be changed to a regular grade on the student's official transcript. A course that receives a grade of Incomplete will be noted with an asterisk on the student's official transcript when the final grade is recorded. If the work is not completed within the designated time period, the grade of Incomplete automatically will be converted to an F.

Note: A student may not graduate with an Incomplete on the transcript.

Independent Study Projects

Forms for independent study projects (which may be conducted only with resident faculty) are available in the Student Services Office, 178 Statler Hall. These must be turned in at course enrollment time, and they will not be accepted without an outline and faculty sponsor's signature. The usual Add/Drop deadlines apply to independent study projects.

For more information about the course requirements, see HA 499 in the Hotel School *Course Supplement*.

Insurance Verification

Some insurance companies require verification of your registration in the university. Should you need such verification for insurance or other purposes, see the Student Services Office, 178 Statler Hall.

International Students

The International Students and Scholars Office, B50 Caldwell Hall, 255-5243, provides a broad range of services to international students. All international students should maintain contact with the ISSO. You also can visit their Web page at www.isso.cornell.edu.

Ithaca College

Full-time undergraduate students at Cornell may petition to enroll in courses at Ithaca College. Students pay regular full tuition to Cornell and only special fees to Ithaca College, where applicable. Students are allowed to register for one course per term and a maximum of 12 credits in four years.

The program is available only during the fall and spring semesters. For further information, contact the Student Services Office, 178 Statler Hall, or the School of Continuing Education, B20 Day Hall.

Wells College has a similar program.

See: *Wells College*

Just the Facts

Just the Facts is an electronic information service available to students through the Student Services folder on *Bear Access*. Information available includes bursar accounts, class schedules, grade information, and address information. Students easily can update their local and home address information at any time. *Just the Facts* also is the fastest means available for students to see their grades at the end of a semester.

Students should make it a regular habit to check their enrollment on *Just the Facts* before the add/drop deadlines in order to make any necessary corrections in a timely manner.

Language Requirement

All students are required to meet the qualification requirement of one language other than English. Any *one* of the following meets the requirement:

1. Three years of high school study of one foreign language.
2. A score of 560 on the Cornell Placement Test (CPT).
3. Pass language 121 and 122, or the equivalent, and attain a minimum grade of at least C- or Satisfactory in each (C or above for transfer credit from other institutions).
4. Pass language 123, or the equivalent.

Placement exams are offered at the beginning of each semester, and students may receive up to six credits in free electives, depending upon the results of these placement exams.

Library

The Nestlé Library provides information resources and services to the students and faculty of the Hotel School as well as the rest of the university. It houses one of the world's largest collections in the hospitality industry and also maintains a core collection in business. Many databases are available, and students are encouraged to make use of these as well as the many other resources available in the library.

Management Intern Program (MIP)

As a participant in the Management Intern Program, a six- to eight-month work-study experience, a student will receive academic credit in free electives, one unit of practice credit, and a variable weekly salary from the sponsoring company. To be endorsed as a management intern, the student must meet the following requirements:

1. Be in good academic standing, have a GPA of 2.0 or higher, and have a faculty recommendation if GPA is below 2.4;
2. Have completed four semesters of study in the Hotel School;
3. Have processed required practice credit to date (at least one full unit of 400 hours of practice credit);
4. Receive approval by the faculty at large and MIP administrators.

The application process begins the semester before the internship.

If you are accepted for a management internship, you pay 75% of full Cornell tuition and 75% of Cornell's administrative fees for the semester you are away.

For further information regarding the MIP process, please contact the Career Services Office, 255 Statler Hall.

Multicultural Programs Office

The Multicultural Programs Office is responsible for the administration of programs that will assist in the successful recruitment, admissions, retention, and graduation of African American, Latino, Native American, and Asian American students. This office is located in Room 178 Statler Hall, and works closely with the Office of Student Services, the Admissions Office, the Career Services Office, and the Office of Alumni Affairs. The Multicultural Programs Counselor serves as the advisor to the National Society of Minorities in Hospitality whose mission is to promote the importance of multiculturalism in the hospitality industry.

National Society for Minorities in Hospitality (NSMH)

NSMH is a nonprofit organization that seeks to promote hospitality education and professional advancement for minorities. NSMH serves as a mechanism to meet the needs of minority students and professionals of African, Asian, Hispanic and Native American descent.

Ombudsman

The following is quoted from the *Cornell University Faculty Handbook*, 1990, p. 103: “The Office of the University Ombudsman administers the Student-Academic Staff Grievance Procedure and the Student-Administrative Staff Grievance Procedure. It also hears complaints from any source within the university community and complaints directed against anyone in the university who exercises authority. The office also offers assistance in obtaining a resolution of problems.

“Confidentiality and anonymity are assured any grievant who requests such protection. When appropriate, the office investigates and reports findings and conclusions without restriction other than to protect the rights of individuals. The office does not exercise powers of decision but may accept the role of arbitrator when requested to do so by parties to a dispute.”

Pass/Fail

See: Satisfactory/Unsatisfactory Grades

Petition

The petition process permits students to request exceptions to existing regulations. Petitions are considered individually, weighing the unique situation of the petitioning student with the intent of Hotel School and University regulations. Students can avoid the necessity to petition by observing the deadlines and other policies that affect their academic program. To explore whether a petition is appropriate, the student should discuss the situation with the Student Services Office, 178 Statler Hall, or the advisor.

Petitions are available in the Student Services Office. Obtain your advisor's comments and signature to show he

or she is aware of your request. The signature does not guarantee approval. Petitions will be considered on an “as needed” basis. Be sure to allow sufficient time for the process. A copy of the decision will be placed in your mail folder.

Note: *The deadline to petition a grade change is one year after the conclusion of the term in which the course was taken.*

Physical Education Requirement

Freshmen are required to complete two credits of physical education (PE) during their freshman year. It is the student’s responsibility to sign up for PE classes by reporting to Teagle Hall during university registration. Be sure to check add/drop deadlines for PE classes which often are different than the normal university course add/drop deadlines. Transfer students who have completed two or more terms of full-time study elsewhere, regardless of whether those terms included PE courses, are not held for PE or the swim test at Cornell. Transfer students who completed only one term elsewhere will be held for one term of PE, including the swim test, at Cornell.

PE requirements may be modified for the following reasons:

1. Health Reasons: Either a temporary medical postponement or a permanent medical waiver, which must be officially certified by Gannett Health Center.
2. Work: If a student works 20 or more hours per week, he or she may qualify for postponement or a waiver, which must be approved by the Athletic Director’s Office in Teagle Hall.
3. Team Sport: Upon approval of the Athletic Director’s Office, students participating in a team sport will receive credit toward the PE requirement.

In addition to the above requirements, students must pass a basic swim test to graduate. The test, conducted during the first week of classes, consists of a continuous 75-yard swim using front, back, and optional strokes. Any student who cannot pass the test must include swimming as his or her PE before choosing any elective PE class. A grade of Incomplete will be issued until the swim test has been passed or the requirement has been filled by satisfactory attendance in two terms of beginning swim classes.

All students are encouraged to explore opportunities offered by the Department of Athletics and Physical Education, 255-4286. More information also is available on the Web at www.cornell.edu/Academic/RSF8/RSF8PED.html

Note: *The credits of PE are **not** included in the 120-credit graduation requirement.*

Poster Policy

Official school announcements such as from Student Services and Career Services, class information, notices from student organizations, school-sponsored activities, and other business announcements of general interest to Hotel School students may be posted. All notices must identify the group or individuals responsible for the information and the last date when they should remain posted. Notices without dates will be removed at the administration's discretion. Notices may be posted on bulletin boards or glass cases not reserved for other use (such as Dean's Office, Career Services, Development, etc.) and any glass surfaces which do not block vision at doorways.

- Do not post notices on painted or wall-papered surfaces such as walls, doors, window frames and stairwells.
- Do not post notices in stairwells or within 10 feet of exits (this is prohibited by fire codes).
- Do not post notices with vulgar or obscene language or images.
- Do not post notices on glass doors which create hazards by blocking vision.

Notices violating any of the above rules will be removed. Repair of all damages caused by improperly posted notices will be the financial responsibility of the individual(s) sponsoring the notice.

Practice Credit Requirement

To graduate from the School of Hotel Administration and receive the Bachelor of Science degree, students must fulfill the Practice Credit requirement and submit verification thereof prior to registering for the second to last semester. To complete this requirement, students must work 800 hours (paid or unpaid) in the hospitality industry during a minimum of two separate employment periods. Typically,

this requirement is fulfilled in two summers. However, part-time employment is accepted. Upon completion of this requirement, the designation “HA 001 – Practice Credit” will appear on the Cornell transcript with a grade of “S.”

Transfer students may receive up to, but not exceeding, one full unit of practice credit in either of the following two sets of circumstances:

1. The student is a transfer student from an accredited HRI (Hotel, Restaurant, Institution) or culinary arts program, and that institution has a required industry practicum which is recorded on the transcript as satisfactorily completed.
2. The student has completed 400 hours of appropriate documented work in the hospitality/service industry since matriculating in any college or university.

In case 1, when the final transcript has been received, pre-matriculation practice credit is automatic and will appear on the transfer credit allowance. In case 2, the student must file a request for practice credit in the Career Services Office, 255 Statler Hall.

See: *Appendix 1*

Records

The Student Services Office, 178 Statler Hall, maintains your official academic records in the Hotel School, including progress toward your degree. The Student Services Office also provides a variety of services, including issuing letters verifying that you are a registered student, approving the transfer of credit from other institutions, clarification of School and university policies, etc.

Registration

University registration is the official recognition of a student’s relationship with the university and is the basic authorization for a student’s access to services and education. Completion of registration is essential to enable the university to plan for and provide services and education, guided by the highest standards for efficiency and safety. Unauthorized, unregistered persons who use university services and attend classes have the potential to use university resources inappropriately and to displace properly

registered students. In addition, the university assumes certain legal responsibilities for persons who participate as students in the university environment. For example, policy states that New York State health requirements are intended to safeguard the public health of students, the university has a responsibility to enforce the state regulations through registration procedures.

The policy on university registration is intended to describe clearly the meaning of and the procedures for registration so that students can complete the process efficiently and be assured of official recognition as registered students. With the clear communication of the steps for registration, it is hoped that compliance will occur with a minimum of difficulty.

To become a registered student at Cornell University, a person must

1. complete course enrollment according to individual college requirements;
2. settle all financial accounts, including current semester tuition;
3. satisfy New York State health requirements;
4. have no holds from the college, the Office of the Judicial Administrator, Gannett Clinic, or the Bursar.

Individuals must become registered students by the end of the third week of the semester. Cornell University does not allow persons who are not registered with the university in a timely manner to attend classes. The university reserves the right to require unauthorized, unregistered persons who attend classes or in other ways seek to exercise student privileges to leave the university premises. The university does not permit retroactive registration and does not record courses or grades for unregistered persons.

Religious Observances

The following is quoted from the *Cornell University Faculty Handbook* (1990), page 62:

“The university schedules some classes, laboratories, and examinations on religious holidays. Adequate opportunity should be provided to each student who is absent from school because of his or her religious obligations and practices to make up any examination, study or work requirements which may have been missed because of such

absence on any particular day or days.

“In effecting the provisions of this section, each college and university administration and faculty agree to exercise the fullest measure of good faith, and agree that no adverse or prejudicial effects should result to any student who avails himself or herself of the institution’s guidelines on religious observances.”

Repeating Courses

Students are allowed to register a second time for a course they have already passed with a grade above an “F.” For the second registration, however, no credits will count toward graduation requirements, and the grade received will not be averaged into the cumulative average.

Students are allowed to enroll a second time for a course in which they previously received the grade of “F.” For the second enrollment the credits will count toward graduation requirements, and the grade received will be averaged into the cumulative average. The “F” remains on the record and is included in the computation of the grade point average.

Satisfactory/Unsatisfactory Grades

Some courses are offered on a Satisfactory/Unsatisfactory (S/U) basis. University regulations concerning the S/U system require that a grade of “S” be given for work equivalent to a “C-” or better; for work below that level, a “U” must be given. No grade-point assignment is given to “S,” and “S” or “U” grades are not included in the computation of semester or cumulative averages. A course in which a student receives an “S” is, however, counted for credit. No credit is received for a “U.” Both the “S” and “U” grades appear on a student’s record. A maximum of four credit hours may be taken on an S/U basis each term, provided that the instructor has agreed to offer the S/U option, and a maximum of six credits in total in distributive electives may be taken on an S/U basis.

To take a course S/U, a student must check *Courses of Study* to be sure the course is being offered on that basis and then file a course form in the Student Services Office, 178 Statler Hall, specifying the S/U grade option for the course. Note: *The deadline for registering for a course with the S/U grading option is the end of the third week of the term.*

School of Hotel Administration Ambassadors

The Ambassadors seek to promote a positive image of the Hotel School to all visitors, including industry leaders, incoming students, and alumni. They also act as a support system, in the role of student advisors, for first-year and transfer students. The Ambassadors also serve as hosts for companies holding receptions in the Hotel School.

Statutory Colleges

Statutory colleges receive a portion of their operating funds from the State of New York. The undergraduate statutory colleges are the College of Agriculture and Life Sciences, the College of Human Ecology, and the School of Industrial and Labor Relations.

See: *Endowed Colleges*

Student Committee for Continuous Improvement (SCCI)

SCCI's mission is to utilize the talents of the students, faculty, staff, and administration to create and facilitate positive change. These actions are intended to strengthen the environment of continuous improvement and ensure the Cornell Hotel School's position as the world's preeminent hospitality management school.

Student Organizations

See any of the following for more information: American Resort Development Association; Club Managers Association of America; Cornell Dinner Club; Cornell Entrepreneurs in Hospitality; Cornell Hotel Society, Collegiate Chapter; Cornell University Spa Association; Hospitality Sales and Marketing Association International; Hospitality Students International; Hotel Ezra Cornell; Hotel Graduate Student Organization; Hotel School Ambassadors; Hotelies Volunteering Today; National Society for Minorities in Hospitality; Student Committee for Continuous Improvement; Ye Hosts Honorary Society. Note: *Only registered full-time students may participate in student organizations.*

Study Abroad

Students are encouraged to consider studying abroad in order to gain an international experience and an appreciation of different cultures. A minimum GPA of 3.0 is required to be considered for Study Abroad. For details on how to apply, see the “Study Abroad Information Sheet” available in the Student Services Office, 178 Statler Hall, and schedule an appointment with the Hotel School’s Cornell Abroad Advisor, Cheryl Farrell, 174 Statler Hall.

Summer Session Courses

Any student planning to take courses for credit on or off campus over the summer session must complete the appropriate forms available in the Student Services Office, 178 Statler Hall, **well before summer session begins.**

At Cornell, up to 4 credits may be taken in the 3-week session; up to 9 in the 6-week session, and up to 12 in the 8-week session. The total may not exceed 15 credits.

Note: Credit is given only for courses taken at four-year, accredited institutions, and courses must be passed with a grade of “C” or above.

Further information is available in the Student Services Office, 178 Statler Hall.

See: *Winter Session Courses*

Transcript

A transcript is an official record of the courses, credits, and grades that you have earned at Cornell University. The Office of the University Registrar, 222 Day Hall, issues official academic transcripts. The Web page for the University Registrar provides more information: www.uregistrar.cornell.edu/our. See also <http://transcript.cornell.edu>.

Transfer Credit Policy

Transfer students are required to complete all degree requirements with at least 75 credits at Cornell University, of which a minimum of 60 must be in courses offered by the Hotel School, and 9 must be in distributive electives taken outside the Hotel School. Thus, a maximum of 45 hours in transfer credit, for courses passed at “C” or

above, may be allowed from other accredited colleges or universities.

In the Core, transfer credit may be allowed against basic courses only. Any others would be waived and an upper-level course in the area would be substituted.

Hotel Elective courses may not transfer.

Distributive (non-Hotel) Electives ensure that Hotel students are exposed to other courses at Cornell, and, thus, only 9 credits may transfer. The remaining 9 must be taken at Cornell but may be distributed in any combination of Humanities, Social Sciences, or Natural Sciences provided at least 3 credits are taken (at Cornell or transferred from elsewhere) in each area.

The 18 hours in Free Electives may transfer in their entirety.

Wells College

Full-time undergraduate students at Cornell may petition to enroll in courses at Wells College. Students pay regular full tuition to Cornell and only special fees to Wells College, where applicable. Students are allowed to register for one course per term and a maximum of 12 credits in four years.

The program is available only during the fall and spring semesters. For further information, contact the Student Services Office, 178 Statler Hall, or the School of Continuing Education, B20 Day Hall.

Ithaca College has a similar program.

See: *Ithaca College*

Winter Session Courses

Any student planning to take courses for credit on or off campus over the winter session must complete the appropriate forms available in the Student Services Office, 178 Statler, ***well before winter session begins***.

Note: *Credit is given only for courses taken at four-year, accredited institutions, and courses must be passed with a grade of "C" or above.*

Further information is available in the Student Services Office, 178 Statler Hall.

See: *Summer Session Courses*

Appendix 1

PRACTICE CREDIT

Requirements & Guidelines

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Career Services Office
School of Hotel Administration
Cornell University
255 Statler Hall

Practice Credit Definition

To graduate from the School of Hotel Administration Bachelor of Science program, you must work a total of 800 hours (two units), paid or unpaid, in the hospitality/service industry as defined by the School of Hotel Administration (in the section “Structure of the Hospitality/Service Industry”).

- You must work a minimum of two separate employment periods, holding a minimum of two significantly different positions. No single position may qualify for more than 400 hours (one unit).
- To receive 2 units of practice credit from the same organization you must obtain prior approval from the Career Services Office.
- Entering freshmen may not receive practice credit for positions held prior to matriculation in the School of Hotel Administration.

You must fulfill the Practice Credit requirement and submit verification. You will not be allowed to graduate unless you

- process and submit Employment Verification Forms for appropriate work experience to the Career Services Office.
- receive e-mail notification that the Practice Credit requirement (H Adm 001) has been met.

Objectives of the Practice Credit Program

The objective of the Practice Credit requirement (HA 001) is to ensure that your education has the essential balance between theory and practice. In attaining this objective you will be able to

- test your career interests and gain valuable work experience in the various segments of the hospitality/service industry.
- recognize, develop, and practice skills necessary in your future career.
- put classroom theory into practice in the “real world” and utilize this practical experience in future academic assignments.
- compare and contrast different types of organizations, company cultures, and work environments.
- explore different departments/areas within an organization, gaining an invaluable perspective regarding issues, concerns, and behaviors of employees at various levels.
- improve your marketability upon graduation.

Fulfilling Your Practice Credit Requirement

Work Requirement

The Practice Credit requirement may be fulfilled in one or more of the following ways:

(1) One Practice Credit Unit

- full-time employment: a minimum of 40 hours per week for a minimum of 10 weeks
- part-time employment: a minimum of 400 hours of work completed during a period of more than 10 weeks

(2) Working for Fractions of Practice Credit Units

- full-time employment for fewer than 10 weeks. Each 40 hour work week of full-time work earns one-tenth of one unit
- part-time employment: each 40 hours worked earns one-tenth of one unit

The smallest fraction of a practice credit unit that you may earn is one-tenth for a period of 40 hours worked. You must complete an Employment Verification form for each job held.

Employment Verification

You are responsible for obtaining employment verification from your employer. Both you and your employer must complete the Employment Verification form. The school retains the right to verify the accuracy of the information submitted. *Any misinformation will be considered a violation of the University's Code of Academic Integrity.* The form is available in the Career Services Office, 255 Statler Hall.

Upon receipt of the completed Employment Verification form from your employer, you will receive notification from the Career Services Office via e-mail regarding the specific amount of Practice Credit you have earned.

Process Dates for Employment Verification Forms

Please adhere to the following time frame when submitting Employment Verification Forms:

Employment period	Date to submit form by
Summer	December 31
Academic Year	May 31
Prematriculation (for Transfer Students)	End of first semester at the SHA

You must submit all Employment Verification Forms prior to registration for your final two semesters.

Remember, you will not graduate until you have

- completed your practice credit work requirement of 2 units, (800 hours).
- submitted the Employment Verification Forms to the CSO.
- received e-mail notification that the requirement has been met.

To request an exemption from the Practice Credit program requirements you must petition the School of Hotel Administration Career Services Office. See page 49 for the petition process.

International Students

If you hold a J-1 or F-1 visa, and wish to earn practice credit for work completed in the United States, you must submit an offer letter from your employer to the Career Services Office.

Upon receipt of the offer of employment, the Career Services Office will give you a letter indicating that you must work as an academic/graduation requirement.

You must then submit the offer of employment and the School of Hotel Administration academic requirement letter to the International Students and Scholars Office (ISSO), B50 Caldwell Hall, where your curricular practical training work authorization papers will be processed.

Once you have completed your practice credit requirement, the CSO can no longer give you a letter indicating that work is an academic requirement. **It is your responsibility** to understand and comply with all immigration regulations regarding working in the United States. For more information, visit the ISSO website at www.isso.cornell.edu/.

Transfer Students

As a transfer student you may receive up to, *but not more than*, one full unit of Practice Credit upon matriculation if

1. you are a transfer from an accredited HRI (Hotel, Restaurant, Institution) or culinary arts program, and that institution has a required industry practicum which is recorded on your transcript as having been completed.
2. you have completed 400 hours of appropriate, documented work in the hospitality/service industry since matriculating in any college or university.

If you qualify under (1) above, and your final transcript has been received by the School of Hotel Administration, your prematriculation Practice Credit is automatic and will show on your transfer credit allowance.

If you qualify under (2) above, you must submit the employment verification form by the end of your first semester in the School of Hotel Administration.

Receiving Practice Credit for H Adm 493/ Management Intern Program

- Upon successful completion of the Management Intern Program, you will receive a maximum of one unit of Practice Credit.
- If you elect to enter the Management Intern Program in your final semester, and you need the Practice Credit unit to graduate, your graduation will automatically be extended to the next degree date.

Special Conditions

- **Leave of absence:** If you are on a leave of absence from the School of Hotel Administration and have worked within an acceptable hospitality/service industry segment during your leave, you may apply for Practice Credit when you return to school.
- **Practice credit for work done while on academic suspension:** If you are on academic suspension from the School of Hotel Administration and have worked within an acceptable hospitality/service industry segment during the suspension, you may apply for Practice Credit when you return to school.
- **ROTC candidates:** If you matriculated in the School of Hotel Administration as a freshman and joined any of the Reserve Officer Training Corps (ROTC) in your freshman year, you may receive up to one unit of Practice Credit for your ROTC required summer military training activities. If you did not matriculate as a freshman and/or you did not join a ROTC unit in your freshman year, you must petition to receive any credit for summer military activities.

Program Administration

The administration of the Practice Credit program (H Adm 001) is under the direction of the Career Services Office, 255 Statler Hall. The role, scope, and authority of the Practice Credit program resides with the faculty of the School of Hotel Administration. The Career Services Office is responsible for

- maintaining all records and employment verification forms.
- maintaining, updating, and recommending amendments to the Practice Credit Guidelines.
- submitting a final grade of “Satisfactory” for HA 001 to the Student Services Office of the School of Hotel Administration.

Practice Credit Petitions

To request an exemption from the Practice Credit program requirements you must petition the School of Hotel Administration Career Services Office. You may obtain petition forms from the Career Services Office, 255 Statler Hall. The petition must adhere to the following requirements:

1. State reason(s) for the request:

- change deadline to submit Employment Verification Form
- to receive 800 hours from one employer (must be done **prior** to employment period)
- other

2. Your petition should be submitted in advance of your employment and in writing.

You will be notified of the decision, in writing, by the Career Services Office Administration.

If your petition is denied, you will be informed that you may appeal for a second review. In such circumstances, you must submit in writing any additional material of your choosing for consideration.

The Structure of the Hospitality/Service Industries

Defined by the School of Hotel Administration for the Practice Credit Requirement. Employment in any of the industry segments listed below will be considered for Practice Credit purposes.

Industry Segments

Airlines
Banking and Financial Services
Casino/Gaming
Conference Centers/Services
Consulting
Consumer Products
Contract Food Services
Convention Facilities
Cruise Ships/Tours
E-Commerce
Event Planning
Golf/Country and City Clubs
Lodging:

- Hotel
- Resort
- Spa
- B&B
- Military
- Health Facilities
- Dormitories

Law
Life Care Services
Managed Services
Parks/Lodging/Camps
Professional Associations/Academic
and Professional Publications
Restaurants
Software/Hardware Vendors
Sports/Entertainment/Leisure
Stadiums/Arenas
Travel/Tourism:

- Travel Agencies
- Meeting Planning
- Visitor Bureau

Job Functions

Operations

- Business/Campus Dining
- Catering
- Facilities Management
- Finance
- Front Office
- Full Service Restaurant
- Housekeeping
- Human Resources
- Quick Service Restaurant
- Reservations
- Retail
- Rooms
- Sales/Marketing

Real Estate

- Brokerage
- Development
- Finance
- Property Management

Consulting/Finance

- Hospitality Consulting
- Environmental
- Financial
- General Management
- Healthcare
- Information Systems
- Investment Banking
- Real Estate
- Sales/Trading

Marketing

- Brand/Product Management
- Market Research
- Advertising/Public Relations
- Sales/Marketing

Students Please Note:

This list is not all-inclusive. To determine if a position qualifies for practice credit, please come to the Career Services Office to speak with a program administrator.

Teaching Assistants: No practice credit will be given for employment as a (T.A.) in any educational institution.

Departments within the School of Hotel Administration: To receive Practice Credit for your work in an SHA department, you must petition the CSO in advance for consideration.

Fraternities or Sororities: To receive Practice Credit for your work at a fraternity or sorority, you must have a full-time employee fill out your Practice Credit form.

Self-Employment: To receive Practice Credit for your own business, you must petition in advance so that appropriate verification procedures may be set in place.

Appendix 2

Distributive Electives

Students must take a minimum of 18 credit hours distributed among:

- (1) Humanities/Languages/Fine Arts/Performing Arts (H)—courses concerned with human thought and culture.
- (2) Social Sciences (SS)—courses that study society and individual relationships in and to society.
- (3) Mathematics/Physical or Biological Sciences (M/S)—courses that deal with the objects, phenomena, or laws of nature and the physical world.

A minimum of three credits must be taken in each of these areas, and a maximum of six credits in total may be taken on an S/U basis.

Generally, department courses fit into only one distributive elective category. However, some departments offer humanities, as well as social sciences, as well as natural sciences, and these are so designated on the listings. In those cases, check with the Student Services Office in Room 178 to determine in which category the course may be applied.

See below for some departments within Cornell that offer courses in each of the three distributive areas. **Note: Courses listed as not counting in a particular area are examples only, not complete listings.**

Humanities/Languages/Fine Arts/Performing Arts

College of Agriculture and Life Sciences

Landscape Architecture—depending on course

College of Architecture, Art, and Planning

Architectural Design

Architectural Theory

Art

College of Arts and Sciences

Africana Studies—depending on course

American Studies—depending on course

Anthropology

Asian Studies—depending on course

Classics

Comparative Literature

English

German Studies

History of Art
Linguistics (115 is SS)
Music
Near Eastern Studies—depending on course
Philosophy
Romance Studies
Russian
Theatre, Film, and Dance

College of Human Ecology

Design and Environmental Analysis
Textiles and Apparel

Social Sciences

College of Agriculture and Life Sciences

Applied Economics and Management (free elective only)
Communication (free elective only, except 120 may be used as SS)
Education (not 115, 240)
International Agriculture
Landscape Architecture—depending on course (140 and 155 are SS)
Rural Sociology

College of Architecture, Art, and Planning

Architectural History
Architecture, Culture and Society
City and Regional Planning

College of Arts and Sciences

Africana Studies—depending on course
American Studies—depending on course
Anthropology
Asian Studies—depending on course
Economics
Government
History
Near Eastern Studies—depending on course
Psychology
Sociology

College of Human Ecology

Human Development
Policy Analysis and Management

School of Industrial and Labor Relations

Collective Bargaining, Labor Law, and Labor History
Human Resource Studies (not 260)
International and Comparative Labor
Labor Economics
Organizational Behavior (not 170)

Mathematics/Physical or Biological Sciences

College of Agriculture and Life Sciences

Animal Science
Biological and Environmental Engineering (not BEE 102)
Biological Statistics and Computational Biology
Crop and Soil Sciences
Ecology and Evolutionary Biology*
Entomology
Food Science (not 100, 102, 290, 394, 395, 396 or 430; 150 **may** count as supplement)
Horticulture
Landscape Architecture—depending on course
Microbiology
Molecular Biology and Genetics*
Natural Resources
Neurobiology and Behavior*
Plant Biology
Plant Pathology

*Department is shared with College of Arts and Sciences

College of Architecture, Art, and Planning

(course areas, not departments)

Architectural Science and Technology
Computer Applications (not Com S 130)
Construction
Environmental Controls

College of Arts and Sciences

Astronomy
Chemistry and Chemical Biology
Computer Science (not 130)
Earth and Atmospheric Sciences
Mathematics
Physics
Science and Technology Studies

Note: *SOC 301* is *M/S*

Division of Nutritional Sciences

All courses

College of Engineering

Applied and Engineering Physics
Biological and Environmental Engineering
Chemical and Biomolecular Engineering
Civil and Environmental Engineering
Computer Science (not 130)
Earth and Atmospheric Sciences
Electrical and Computer Engineering
Engineering Common Courses
Materials Science and Engineering
Mechanical and Aerospace Engineering
Operations Research and Industrial Engineering (not 350)
Theoretical and Applied Mechanics

School of Industrial and Labor Relations

Social Statistics

Note: Courses taken in the following areas are free electives only:

Johnson Graduate School of Management
The Law School
Officer Education

Appendix 3

Election of Undergraduate Concentration School of Hotel Administration

To: Student Services Office
From: _____
(Print name)
Date: _____

I understand that in order to have this concentration appear on my transcript, a minimum 3.0 Cumulative Grade Point Average in the concentration must be attained. I also understand that if any courses within the concentration are taken outside the Hotel School, I still must take a total of 12 credits of upper-level electives in the Hotel School. I elect the following to be my optional concentration (which must be declared by the last day of the add period in the penultimate semester):
(please circle one)

Organizational Management, Communication, and Law
Human Resources Management
Law

Hospitality Facilities and Operations
Food and Beverage Management
Operations
Facilities Management, Planning & Design

Marketing, Tourism, Strategy & Information Systems
Marketing, Tourism, and Strategy
Information Systems

Finance, Accounting, and Real Estate (FARE)
Finance/Accounting
Real Estate Development

Concentration Courses: _____, _____, _____, _____, _____.

(Signature of Student) (Signature of Concentration Advisor)

Copy distribution:
Student
Concentration Advisor
Student's Advisor

Updated 3/04

Organizational Management, Communication, and Law

Area Director: J. Brownell

The Organizational Management, Communication, and Law area offers a wide array of courses in organizational behavior, human resources management, business communication, and law. Required courses emphasize critical and analytical thinking, as well as people management skills. Elective courses provide opportunities to explore cutting edge topics in the general management domain.

1. Human Resources

Advisor: T. Hinkin

Optional Selections (Minimum of 12 credits):

- H Adm 313 Training in the Hospitality Industry
- H Adm 411 Negotiations in the Hospitality Industry
- H Adm 412 Managing Organizational Change
- H Adm 416 Special Studies in the Management of Human Resources:
Service Cultures
- H Adm 449 Innovation and Dynamic Management
- H Adm 485 Employment Discrimination Law for Managers
- H Adm 611 Negotiations in the Hospitality Industry (Graduate Only)
- H Adm 614 Leadership and Group Processes

2. Law

Advisor: D. Sherwyn

Required Courses (Take 3 or 4)

- H Adm 385 Business Law I
- H Adm 485 Employment Discrimination Law and Union Management Relations
- H Adm 487 Real Estate Law
- H Adm 489 The Law of the Internet and E-Commerce

Plus 1 of the following courses if only 3 are chosen from required list above:

- H Adm 320 Real Estate Management
- H Adm 326 Corporate Finance
- H Adm 340 Franchising in the Hospitality Industry
- H Adm 356 Hospitality Risk Management
- H Adm 386 Insurance and Risk Management
- H Adm 411 Negotiations in the Hospitality Industry
- H Adm 420 Principles of Real Estate
- H Adm 428 Hospitality Real Estate

Hospitality Facilities and Operations

Area Director: R. Penner

Hospitality Facilities and Operations consists of courses that define the primary sources

- H Adm 333 Current Issues in Food Safety and Sanitation
- H Adm 353 Foodservice Facilities Design
- H Adm 402 Contract Foodservice Management
- H Adm 403 Specialty Food & Beverage Operations: Guest Chefs
- H Adm 404 Catering Management
- H Adm 432 Contemporary Healthy Foods
- H Adm 435 (Lecture 2) Selection, Procurement, and Supply Management
- H Adm 602 Spa and Spa Hotel and Resort Development and Management
- H Adm 606 Restaurant Revenue Management
- H Adm 634 Food & Beverage Marketing Strategy

3. Business, Industry, and Health Care Operations

The student choosing this concentration will learn the details of the business of on-site foodservice. Career options may be in the management or ownership of the many large and small companies that provide catering and contract services to corporate clients, hospitals, airlines, sports facilities, and institutions.

Courses Required: Advisors: T. O'Connor, M. Tabacchi

- H Adm 402 Contract Foodservice Management
- H Adm 435 (Lecture 1) Selection, Procurement, and Supply Management

Additional courses that will benefit the student who chooses this career path (select any combination that will yield a minimum 12-credit concentration):

- H Adm 333 Current Issues in Food Safety and Sanitation
- H Adm 353 Foodservice Facilities Design
- H Adm 404 Catering Management
- H Adm 432 Contemporary Healthy Foods
- H Adm 435 (Lecture 1) Selection, Procurement, and Supply Management
- H Adm 602 Spa and Spa Hotel and Resort Development and Management
- H Adm 609 Airline In-Flight Management and Foodservices

4. Food and Beverage Support Services

A concentration in this area will focus on companies that manufacture, process, or distribute food and beverage products to the restaurant, hotel, and allied industries. Career opportunities include wholesale and retail sales and distribution, supply and logistics, foodservice consulting, and government regulatory bodies.

Courses Required: Advisors: B. Lang, S. Mutkoski, G. Norkus, R. Spies

H Adm 435 (Lectures 1 & 2) Selection, Procurement, and Supply Management

Additional courses that will benefit the student who chooses this career path (select any combination that will yield a minimum 12-credit concentration):

- H Adm 333 Current Issues in Food Safety and Sanitation
- H Adm 334 Wine and Food Pairing Principles and Promotion
- H Adm 353 Foodservice Facilities Design

- H Adm 436 Beverage Management
- H Adm 609 Airline In-Flight Management and Foodservices
- H Adm 634 Food & Beverage Marketing Strategy

5. Beverage Management

This course of study focuses on the beverage side of the food and beverage industry. Career paths include beverage managers in restaurants, hotels, and resorts and staff positions with major wineries, wholesale distributors, or importers of various beverage products.

Courses Required: Advisors: S. Mutkoski, A. Nash, G. Pezzotti

- H Adm 334 Wine and Food Pairing Principles and Promotion
- H Adm 436 Beverage Management

Additional courses that will benefit the student who chooses this career path (select any combination that will yield a minimum of 12-credit concentration):

- H Adm 339 Wine in Culture and History
- H Adm 435 (Lecture 1) Selection, Procurement, and Supply Management
- H Adm 530 Anheuser Busch Seminar in Quality Brewing and Fine Beer
- H Adm 606 Restaurant Revenue Management
- H Adm 634 Food & Beverage Marketing Strategy

6. Specialty Operations: Clubs, Casinos, Catering, and Spas

Courses Required: Advisors: R. Spies, R. McCarthy, M. Tabacchi

Any combination of the following:

- H Adm 303 Club Management
- H Adm 402 Contract Food Service Management
- H Adm 403 Specialty Food and Beverage Operations: Guest Chefs
- H Adm 407 Seminar in Hotel Operations
- H Adm 408 Casino Management
- H Adm 602 Spa and Spa Hotel and Resort Development and Management

7. Revenue Management

This course of study focuses on helping hospitality firms more profitably manage their capacity. Careers include revenue manager, front office manager, reservations manager, and consultant.

Courses Required: Advisor: S. Kimes

- H Adm 474 Corporate Information Systems Management
- H Adm 605 Yield Management
- H Adm 606 Restaurant Revenue Management

One of the following courses:

- H Adm 445 Services Marketing

- H Adm 447 Channels of Distribution in Tourism
- ENGRI 115 Engineering Applications of Operations Research and Industrial Engineering
- NBA 600 The Strategic Role of Information Technology

See the advisor for a complete list of related courses beyond the courses listed above.

8. Asset Management

This concentration is focused on managing physical assets from the owner's perspective. Careers include asset manager, owner's representative, portfolio manager, and property analyst.

Courses Required:

Advisor: D. Stipanuk

- H Adm 320 Real Estate Management
- H Adm 420 Principles of Real Estate **OR**
- H Adm 323 Hospitality Real Estate Finance
- H Adm 351 Hospitality Facilities Design **OR**
- H Adm 456 Hospitality Facilities Management **OR** both

Plus one additional 3-hour course.

Courses Recommended:

- H Adm 356 Hospitality Risk Management
- H Adm 421 Internal Control in Hospitality Operations
- H Adm 428 Hospitality Real Estate
- H Adm 487 Real Estate Law
- H Adm 604 Service Operations Management
- CRP 533 Real Estate Marketing and Management

See the advisor for related courses beyond the courses listed above.

9. Design

This concentration deals with the planning and design of a variety of hospitality facilities. Careers include hotel interiors and foodservice design, corporate technical assistance, and renovation management.

Courses Required:

Advisors: R. Penner, S. Robson, S. Curtis

- H Adm 351 Hospitality Facilities Design
- H Adm 352 Hotel Planning and Interior Design **OR**
- H Adm 353 Foodservice Facilities Design **OR** both
- H Adm 354 Computer-Aided Design

Courses Recommended:

- H Adm 457 Advanced Development and Construction
- ARCH 151 Drawing I
- ARCH 262 Building Technology, Materials, and Methods
- DEA 303 Furnishings, Finishes, and Materials

DEA 150 Introduction to Human-Environment Relations

DEA 350 Human Factors: The Ambient Environment

See the advisors for related courses beyond the courses listed above.

10. Development

This concentration focuses on the creation of physical assets, including strategic expansion, investment decisions, construction, design management, and deal making. Careers include real estate development, both as an entrepreneur and in a corporate environment; and public sector careers in policy making, project funding, and project approval.

Courses required:

Advisor: D. Stipanuk

H Adm 323 Hospitality Real Estate Finance

H Adm 351 Hospitality Facilities Design

H Adm 457 Advanced Development and Construction

Plus one additional 3-credit course

Courses Recommended:

H Adm 420 Principles of Real Estate

H Adm 428 Hospitality Real Estate

H Adm 429 International Development

H Adm 456 Hospitality Facilities Management

H Adm 487 Real Estate Law

H Adm 628 Advanced Real Estate

CEE 595 Construction Planning & Operations

See the advisor for related courses beyond the courses listed above.

Marketing, Tourism, Strategy, and Information Systems

Area Director: M. Lynn

Marketing and Tourism

Marketing and Tourism (M&T) is an area that combines studies in marketing with those of tourism. The marketing concentration focuses on the understanding of the elements of marketing, its process and its application to the hospitality and service industries. Tourism is presented in a series of courses that present an integrated understanding of the forces that shape the modern tourism phenomenon. Students wishing to concentrate in Marketing and Tourism should choose the “track” that most closely matches their career objectives. The Hotel School offers students five ways to concentrate in the Marketing and Tourism area.

1. Tourism

This track of the concentration is designed for students who wish to have a broad flexibility in their career path and/or want to prepare for a more specific tourism career

in both public- or private-sector service and consulting.

Courses Required

Advisor: J. Siguaw

- H Adm 344 Tourism 1
- H Adm 343 Marketing Research **OR**
- H Adm 347 Consumer Behavior

Courses Recommended:

Students wishing to concentrate in tourism should also seek to augment their education with courses in economics, natural resources, public policy, and sociology.

2. Hospitality Marketing

This track of the concentration is designed for those students who wish to have a general knowledge of marketing in the hospitality and tourism industries.

Courses Required:

Advisor: J. Siguaw

- H Adm 343 Marketing Research
- H Adm 347 Consumer Behavior
- H Adm 445 Services Marketing

3. Hospitality Sales

This track is for students who wish to concentrate on the sales function in the hospitality industry. This track is often the point of entry for those interested in a career in hospitality marketing.

Courses Required:

Advisor: J. Siguaw

- H Adm 345 Hospitality Sales

and two of the following:

- H Adm 347 Consumer Behavior
- H Adm 411 Negotiations in the Hospitality Industry
- H Adm 447 Channels of Distribution
- H Adm 448 Marketing Communications

4. Corporate Marketing/Marketing Consulting

This track is designed for those students seeking a career as a marketing consultant in a hospitality-consulting firm and/or as a corporate marketing executive in a hospitality company.

Courses Required:

Advisor: C. Dev

- H Adm 442 Strategic Marketing

Two of the following are recommended courses:

- H Adm 340 Franchising in the Hospitality Industry
- H Adm 343 Marketing Research
- H Adm 347 Consumer Behavior

H Adm 448 Marketing Communications
H Adm 605 Yield Management

5. Marketing Research

This track is designed for students interested in a career in market research in the hospitality and tourism industries. It may be applied to both public and private sector.

Courses Required:

Advisor: J. Siguaw

H Adm 343 Marketing Research
H Adm 347 Consumer Behavior
H Adm 605 Yield Management

Students concentrating in the area of Marketing and Tourism are strongly urged to take H Adm 445 Services Marketing in all tracks and also to augment their education with courses in strategic management, financial management, information technology, organizational behavior, and human resources.

Special Note:

In addition to the advisors associated with each of the five tracks, Professor M. Lynn also is a general advisor in the marketing specialty of consumer behavior.

Information Systems (IS)

In our service-oriented, knowledge economy, managing data and information is crucial to supporting business objectives. Technology-based IS enable the production of knowledge to support operations, management, and decision making. The field of information systems addresses these issues through the study of technology life cycles and analyzes their impact on organizations and society as a whole.

IS management

This track is designed for students who are interested in technology and information systems, their development, management, and use. This track suits a broad range of career aspirations: management and IS consulting, project management, business and system analysis, and corporate and business-unit technology management.

Courses Required:

Advisors: P. Clark, G. Piccoli

H Adm 374 Fundamentals of Database Management and Data Analysis
H Adm 574 Strategic Information Systems
H Adm 476 Visual Basic for Application: End-User Programming **OR**
H Adm 575 Internet Technologies for Entrepreneurs

Information Science Concentration (Universitywide)

Advisors: P. Clark, E. Wagner

Information Science is an interdisciplinary field covering all aspects of digital information. The program has three main areas: human-centered systems, social systems, and

information systems. Human-centered systems studies the relationship between humans and information, drawing from human-computer interaction and cognitive science. Social systems examines information in its economic, legal, political, cultural, and social contexts. Information systems studies the computer science problems of representing, storing, manipulating, and using digital information.

The concentration/minor has been designed to ensure that students have grounding in all three of these areas, as well as in statistics. To this end, the requirements for the undergraduate concentration/minor are as follows. All courses must be chosen from the list below. In addition, a letter grade of C or better is required; S/U courses not allowed.

All students interested in pursuing the IS concentration must contact the IS program by e-mailing infosci-minor@cs.cornell.edu with their name, college, major, and anticipated graduation date.

To fulfill the concentration in IS, students must take

1. Statistics: H Adm 201 Operations Management
2. 1 course in Human-Centered Systems (*see list below*)
3. 1 course in Information Systems (*see list below*)
4. 1 course in Social Systems (*see list below*)
5. H Adm 374 Fundamentals of Database Management and Data Analysis
6. H Adm 574 Strategic Information Systems
7. Either H Adm 476 Visual Basic for Applications OR H Adm 575 Internet Technology.

Courses that Satisfy the Requirements for the IS Concentration

(For the most up-to-date list of available courses see: www.cis.cornell.edu/infoscience)

Human-Centered Systems

- COGST 101 Introduction to Cognitive Science
- PSYCH 205 Perception
- PSYCH 214 Cognitive Psychology
- COMM 240 Introduction to Computer-Mediated Communication (can be used during the 2003–2004 academic year or prior years only)
- COMM 245 Psychology of Social Computing
- PSYCH 280 Introduction to Social Psychology
- PSYCH 342 Human Perception: Applications to Computer Graphics, Art, and Visual Display
- COMM 345 Human-Computer Interaction Design
- PSYCH 347 Psychology of Visual Communications
- PSYCH 380 Social Cognition
- PSYCH 413 Information Processing: Conscious and Unconscious
- PSYCH 416 Modeling Perception and Cognition
- COMM 440 Advanced Human-Computer Interaction Design
- COMM 450 Language and Technology

Social Systems

- S&TS 250 Technology in Society
- S&TS 292 Inventing an Information Society
- ECON 301 Microeconomics*
- ECON 313 Intermediate Microeconomic Theory*
- SOC 304 Social Networks and Social Processes
- S&TS 349 Media Technologies
- S&TS 355 Computers: From Babbage to Gates
- S&TS 387 The Automatic Lifestyle: Consumer Culture and Technology
- LAW 410 Limits on and Protection of Creative Expression—Copyright Law and Its Close Neighbors
- S&TS 411 Knowledge, Technology, and Property
- ECON 419 Economic Decisions under Uncertainty
- COMM 428 Communication Law
- OR&IE 435 Introduction to Game Theory**
- S&TS 438 Minds, Machines, and Intelligence
- ECON 467 Game Theory**
- ECON 476/576 Decision Theory I and II

*Only one of ECON 301 and ECON 313 can be taken for IS credit.

**Only one of OR&IE 435 and ECON 467 can be taken for IS credit.

Information Systems

- CIS 130 Creating Web Documents
- COM S 211 Computers and Programming
- CIS 230 Intermediate Web Design
- CIS 330 Applied Databases
- LING 424 Computational Linguistics
- CIS 430 Information Discovery
- CIS 431 Web Information Systems
- COM S 432 Introduction to Database Systems
- COM S 465 Computer Graphics I
- COM S 472 Foundations of Artificial Intelligence
- LING 474 Introduction to Natural Language Processing
- OR&IE 474 Statistical Data Mining
- COM S 478 Machine Learning
- OR&IE 480 Information Technology
- CIS 501 Software Engineering
- ECE 562 Fundamental Information Theory
- COM S 574 Language Technologies
- COM S 578 Empirical Methods in Machine Learning and Data Mining

Finance, Accounting, and Real Estate (FARE) Concentrations

Area Director: J. deRoos

The finance, accounting, and real estate area focuses on the analysis, financing, investing, control, and valuation of individual, corporate, and portfolios of hospitality assets. Students choosing a FARE concentration should choose the “track” that most closely matches their career objectives. The Hotel School offers students five ways to concentrate in the FARE area.

Students concentrating in the FARE area are **strongly urged** to augment their education with courses in probability and statistics, economics, econometrics, and mathematics. Firms hiring for entry-level positions look favorably on candidates with quantitative abilities. Taking courses in these areas will dramatically improve your competitiveness when interviewing for a position and will make you more effective as an industry professional.

1. General Financial Management

Advisors: Any F.A.R.E. faculty

This track of the concentration is designed for students who wish to have flexibility in their career path and/or want to prepare for a more generalized financially oriented career in either operations or consulting.

Courses Required:

- H Adm 322 Principles of Investment Management
- H Adm 323 Hospitality Real Estate Finance
- H Adm 326 Corporate Finance

Plus, any other FARE area courses totaling 3 credits

2. Hospitality Controllershship

Advisors: D. Dittman, N. Geller, G. Potter

This track of the concentration is designed for students seeking a career as a financial controller or as a managerial accountant in hospitality operations.

Any four of the following courses totaling 12 credits:

- H Adm 322 Principles of Investment Management
- H Adm 326 Corporate Finance
- H Adm 421 Internal Control in Hospitality Operations
- H Adm 422 Taxation and Management Decisions
- H Adm 622 Capital Investment Analysis
- H Adm 624 Analysis and Interpretation of Financial Statements

3. Corporate Finance/Financial Consulting

Advisors: L. Canina, S. Carvell, S. Gibson, G. Potter

This track of the concentration is designed for students seeking a career as a financial consultant in a hospitality consulting firm and as a corporate finance analyst in a hospitality company.

Any four of the following courses totaling 12 credits:

- H Adm 322 Principles of Investment Management
- H Adm 323 Hospitality Real Estate Finance
- H Adm 324 International Capital Markets
- H Adm 326 Corporate Finance
- H Adm 424 Security Analysis and Portfolio Management (last offering Spring 2004)
- H Adm 527 Hospitality Asset Management
- H Adm 622 Capital Investment Analysis
- H Adm 624 Analysis and Interpretation of Financial Statements

4. Security Analyst/Investment Banking

Advisors: L. Canina, S. Carvell, C. Chang S. Gibson

This track of the concentration is designed for students wishing to pursue a career on Wall Street as a security or investment banking analyst.

Courses Required:

- H Adm 322 Principles of Investment Management

Plus, any three of the following courses, totaling 9 credits:

- H Adm 323 Hospitality Real Estate Finance
- H Adm 324 International Capital Markets
- H Adm 326 Corporate Finance
- H Adm 525 Securitization and Structured Financial Products
- H Adm 624 Analysis and Interpretation of Financial Statements

5. Real Estate Finance

Advisors: J. Corgel, D. Quan

This concentration is designed for students seeking a career in real estate and real estate finance at an investment bank, with an REIT, or with a real estate fund.

Courses Required:

- H Adm 323 Hospitality Real Estate Finance
- H Adm 420 Principles of Real Estate

At least two of the following courses, totaling at least 6 credits:

- H Adm 487 Real Estate Law
- H Adm 525 Securitization and Structured Financial Products
- H Adm 527 Hospitality Asset Management
- H Adm 528 Advanced Topics in Real Estate and Finance
- H Adm 628 Real Estate Finance and Investments

Directory

This list is categorized into areas that students inquire about most often. For more services and locations, refer to the *Cornell University Telephone Directory*.

Crises or Emergencies

Police, G2 Barton Hall, 255-1111
Gannett Medical Clinic, 255-5155
Cayuga Medical Center at Ithaca Emergency Room, 274-4411
Rape Crisis Center, 277-5000
Suicide Prevention and Crisis Center, 272-1616
Victim Advocacy Program, 118 Stimson Hall, 255-1212

Academic

Academic difficulties

Instructor of the Course
Faculty Advisor
Academic Assistance Advisor, Neoma Mullens, 178 Statler Hall, 255-8322
Student Services Office, 178 Statler Hall, 255-3739
Office of the Associate Dean of Academic Affairs, 146 Statler Hall, 255-3692

Academic program: requirements and planning

Advisor
Student Services Office, 178 Statler Hall, 255-3739

Admissions

Office of Admissions, 174 Statler Hall, 255-6376
Internal Transfer Division, 220 Day Hall, 255-0973

Courses: adding or dropping

Student Services Office, 178 Statler Hall, 255-3739

Disability services

University Disability Services, 424 CCC Building, 254-4545
Hotel School Representative, 174 Statler Hall, 255-7494

Graduation requirements

Student Services Office, 174 Statler Hall, 255-3739

Learning skills improvement

Center for Learning and Teaching, 420 CCC, 255-6310

Leaves of absence, types of and forms for

Student Services Office, 178 Statler Hall, 255-3739

Directory

Academic *(continued)*

Petitions, forms for

Student Services Office, 178 Statler Hall, 255-3739

Records

Student Services Office, 178 Statler Hall, 255-3739

Study abroad

Hotel School Advisor, 178 Statler Hall, 255-6376

University Office, 300 Caldwell Hall, 255-6224

Transcripts

www.transcript.cornell.edu

University Registrar, B7 Day Hall, 255-4232

Transfer credit: evaluation

Student Services Office, 174 Statler Hall 255-6377

Careers

Hotel School Career Services Office, 255 Statler Hall, 255-3366

University Career Center, 103 Barnes Hall, 255-6929

Other

Dining

Balch Hall, 255-5247

Co-Op Meal Plan Information, 255-8582

Financial

University Financial Aid Office, 203 Day Hall, 255-5145

Hotel School Financial Aid Office, 178 Statler Hall, 255-7494

Grievances

Appeals, unjust treatment; general

Faculty

Advisor

Student Services Office, 178 Statler Hall, 255-3739

Office of Associate Dean of Academic Affairs, 146 Statler Hall, 255-3692

University Ombudsman, 118 Stimson Hall, 255-4321

International students

International Students and Scholars Office, B50 Caldwell Hall, 255-5243

Directory

Other (continued)

Legal matters

University Counsel, 300 CCC Building, 255-5124

Legal Aid Clinic, G40 Myron Taylor Hall, 255-4196

Housing

Balch Hall, 255-5511

Medical

Emergencies, anytime:

Gannett Medical Clinic, 255-5155

Cornell Police, 255-1111

Cayuga Medical Center at Ithaca Emergency Room, 274-4411

Appointments:

Gannett Medical Clinic, 255-6958

Psychological Services, 255-5208

Multicultural student services

Director of Multicultural Programs, 178 Statler Hall, 255-8322

Religious matters

Coordinator of Religious Affairs, 119A Anabel Taylor Hall, 255-4214

Sex counseling

Gannett Medical Clinic, 255-3978

Lesbian, Gay, Bisexual Coalition, 207 Willard Straight Hall, 255-6482

Family and Children's Service of Ithaca, 204 North Cayuga Street, 273-7494

Planned Parenthood of Tompkins County, 314 West State Street, 273-1513

Rape Crisis Service, Women's Community Building, 100 West Seneca Street, 277-5000

For other contact information, see <http://cuinfo.cornell.edu>.

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