**Program Policy Statement**

Hospitality Business Management

Master of Science

**Part I. Program History**

1. Statement of purpose and expectation of graduate study in the program.

Purpose:

With the advent of the information economy, knowledge, effective decision making skills combined with strong analytical backgrounds have become the mainstay of career success in the hospitality industry. At the undergraduate level, hospitality education primarily focuses on orientation and operational excellence, but less towards the analytical side. To respond to these advances, hospitality companies need professionals who are knowledgeable, and can solve emerging problems using a wide array of analytical tools and skill sets pertinent to the information economy. The hospitality academy meaning the academic domain of hospitality also needs faculty who can teach and conduct effective research on the analytical frontiers of the information economy. The Department of Hospitality Business Management offers a powerful and innovative Master’s program with two options; a Non-Thesis option that focuses on the analytical skills for decision making in the hospitality industry and a Thesis option that prepares students for terminal degrees that is based strong analytical capabilities, and good research skills.

In today’s information economy, a clear need has arisen for individuals who are skilled in managing and analyzing information in the hospitality industry. The burgeoning mass of information now demands greater levels of oversight, dynamic decisions and strong analysis to keep firms in the industry up to date. Across functional areas of hospitality such as strategy, finance, accounting, marketing, information systems, the quantity and quality of information has risen and created demands for knowledge workers who can effectively make critical decisions. The following are areas of emerging change that underscore the rationale towards having two options, a Non-Thesis option and a Thesis option in the MS in Hospitality Information Management:

1. Online Media Management: A recent study by Booz & Co, show that firms are diverting significant resources towards online efforts such as paid search and social media thereby creating a whole new class of employees geared towards the management and promotion of content. Evaluating the scope of consumer-generated content using new tools will require analytical and domain oriented knowledge pertinent to the hospitality industry.
2. Revenue Management: Revenue management, which is the science of optimizing revenue based on supply and demand, and was an on-property function in the 90s is now integrated with channel management and the firm’s overall distribution strategy. According to the Center for Hospitality Research at Cornell University, revenue management is fast gaining acceptance in restaurants, golf clubs, spas, stadiums etc.
3. Mobility & E-Services: According to Google Inc., choosing where to eat is now decided using mobile phones than on traditional desktops. These have indisputably added a new dimension to service delivery and distribution. The integration of location based services, smartphone technology and novel distribution models such as group couponing, demands greater understanding and analysis of the virtual marketspace and the viability of emerging opportunities.
4. Financial Analysis: The emphasis for most companies in the hospitality industry today is to educate managers to understand how and where the enterprise makes money. Knowing how value is created in the enterprise and the key components that drive that value is critical to the success of the enterprise in a very competitive hospitality market. Therefore using tools that assist the hospitality manager to analyze financial statements and using the results of the analysis to make critical decisions that determine the business’ success are the skills that recruiters seek when they talk to students.
5. Service Automation: Lastly, a recent publication from MIT’s Center for Digital Business observes that service automation has increased with the growth of self-service technologies, and this in turn demands a new class of professionals who can facilitate service delivery with technological and analytical support.
6. The number of faculty positions in analytics and decision-making in the hospitality academy has increased significantly. Preparing students to pursue terminal degrees with a focus on analytics can be of immense value to UD’s department of Hospitality Business Management.

In summary, to respond to this fast changing environment, hospitality companies require professionals who are both knowledgeable and also possess the right analytical skill sets to make effective decisions.

The Master of Science in Hospitality Business Management program provides a stronger foundation and preparation for students to integrate emerging information age trends across functional areas of the industry, and enable the application of decision making tools to solve problems and evaluate business enterprise opportunities. If you have questions, please contact any of the following faculty and staff:

|  |  |  |
| --- | --- | --- |
| Dr. Sheryl KlineChairpersonRaub Hall(302)831-6083 kwansa@udel.edu | Dr. Srikanth BeldonaDirector of Graduate StudiesRaub Hall(302)831-6192beldona@udel.edu | Ms. Amber BarrettGraduate Administrative AssistantRaub Hall(302) 831-6747dlaws@udel.edu |

There is a Graduate Student Orientation meeting scheduled during the beginning of the fall semester that is designed for new graduate students to meet current graduate students, faculty and staff. The students receive a brief introduction to the HSBM department and the MS in HBM program. Faculty will deliver brief presentations of their expertise and research interests for students to make effective decisions pertaining to their research projects. This meeting also offers us an opportunity to answer questions about such items as student parking, course registration and so on.

Expectation:

The expectation of the graduate program is first to develop students for successful careers in positions demanding strong analytical and decision-making skills such as consultants, revenue optimization specialists, e-marketing specialists, social media managers, project managers, business analyst; and second to offer high-quality, professional-level instruction for current hospitality managers seeking to further their education by enhancing their analytical and decision-making capabilities for corporate level positions. It is also designed to provide students interested in future doctoral work in hospitality and tourism management with a good foundation toward that goal.

1. Date of Permanent Status (or current status).

The MS in Hospitality Management Program was granted permanent status in 2006.

1. Degrees offered (include brief description of concentrations, fields, etc.).

Students who graduate from this program will receive a Master of Science with a major in Hospitality Business Management with two options. A Non-Thesis 30 Credit program and a 39 credit Thesis option. Please be aware that the University requires that graduate students achieve an overall cumulative grade point index of at least 3.0 for graduation. It is the student’s responsibility to consult the UD graduate catalog for all academic requirements and policies.

**Part II. Admission**

1. Admission Requirements (be specific about GRE, GMAT, and TOEFL Scores, G.P.A and others).

Qualified applicants for admission to the MS in Hospitality Business Management program must:

- Supply all information required by the University for admission to a graduate program as stated in the University of Delaware Catalog.

- Hold the equivalent of a 4-year U.S. Bachelor’s Degree from an accredited college or university.

- Submit a Graduate Admission Application and official transcripts of all previous academic work.

- Submit official results of the Graduate Records Examination (GRE) or the Graduate Management Admission Test (GMAT).

- Submit three letters of recommendation from faculty and/or employers.

- Submit a resume and application essays on the following topics:

* What are your career objectives and how will an MS in Hospitality Business Management help you achieve your goals?
* Describe a particular challenging experience and how you handled that experience.
* Describe any special circumstances related to your academic record that you think the admissions committee should consider.

Applications can be submitted before taking the GRE or GMAT. Please indicate on your application the scheduled date of your GRE or GMAT exam. However, late exam submission will delay application processing and the admission decision.

Admission to the program is selective and competitive based on the number of applicants and the limits of available faculty and facilities. Those who meet stated minimum academic requirements are not guaranteed admission, nor are those who fail to meet those requirements necessarily precluded from admission if they possess other appropriate strengths. Admission decisions are made by the HSBM Department Graduate Committee and based upon a number of factors, including the applicant’s GRE or GMAT, college transcripts, application essays, relevant work experience and letters of recommendation.

Prospective full-time candidates are admitted for fall semester only. Part-time candidates may also begin in the fall semester.

Candidates for admission need not have majored in HSBM previously, but they will be expected to possess:

* Strong written and oral communications skills
* A minimum of 160 in Verbal and 148 in Quantitative Reasoning on the GRE is preferred (GMAT scores also acceptable and a minimum of 550 is preferred)

- Acceptable evaluation of three (3) letters of recommendation

- Students whose first language is not English must achieve a minimum score of 100 on the Internet based Test of English as a Foreign Language (TOEFL).

1. Prior degree requirements.

Applicants need not have majored in any specific undergraduate field. The following should be considered as preferred minimum levels for admission:

* A minimum overall undergraduate GPA of 3.0 (out of 4.0)
* A Bachelor’s degree from an accredited college or university

C. Application deadlines.

 Application deadline is February 15 each year.

1. Special competencies needed (i.e., specific courses or experience).

Incoming students are expected to have:

- Mathematical ability (a minimum level of math equivalent to MATH 114)

- An understanding of computer systems and basic applications, such as word processing and spreadsheets (equivalent to CISC 101, CISC 105 or ACCT 160)

- Knowledge of business or industry fundamentals (equivalent to HOSP187 or BUAD 100).

Appropriate credit and non-credit courses are available at UD to students with deficiency in any of these areas. Students may be admitted if a deficiency is noted in any of these areas, but will be informed of a potentially customized plan of courses to be able to meet their needs. They should be aware that this may extend the time it takes for the degree.

1. Admission categories (explain other than regular such as provisional).

In special cases, provisional admission to the program may be offered with specific requirements necessary to receive regular standing articulated in advance of the student’s provisional admission. See the Graduate Admissions Categories. Applicants, especially international applicants, may be granted Conditional Admission while enrolled in the English Language Institute at UD to complete the English language requirements.

1. Other documents required (i.e., letters of recommendation, essays, portfolios, interviews, writing assessments, etc.).

Original transcript(s), three (3) letters of recommendation, official GRE or GMAT scores, work experience documentation, essays and all other pertinent documentation as outlined in the Admissions application are required.

**Part III. Academic (present all information separately for each degree)**Degree Requirements List course requirements according to categories such as core requirements, concentration options, electives, research credits and dissertation credit requirements. List number of credits in each category and include total credits required for degree. Give non-registered requirements in detail; includes residency requirements, qualifying examinations (number and format), portfolios, seminars, English proficiency, language requirements, teaching experience, internships, etc. Give procedure for petitions for variance in degree requirements (e.g., course substitution policies, completion deadlines, etc.). Define any grade minimums in courses that are different from University policy. Identify any courses, which may not be used towards the degree (i.e., independent study, pre-candidacy study). Identify expectations of facility of expression in English (oral and written) as part of the degree requirement. B. Committees for exams, thesis, or dissertations Identify initial procedure for advisor and advisement procedures. Identify each student committee needed and procedures for selecting committee members. Give deadlines for establishing and preparation requirements for comprehensive examinations. Give policies for dates of examinations, grading of committee examinations and retake options.

* 1. Give guidelines for approving research proposals involving human or animal subjects.
	2. Define procedures for thesis/dissertation approval in the department (e.g., role of department chair, dean, etc.).
	3. Define departmental and student obligations for finding committee members.
	4. Define departmental and student obligations and procedures for changes in committee members.
	5. C. Timetable and definition of satisfactory progress towards the degree
	6. Academic load (full & part-time) expectations. Define normal progress. Define departmental review procedures for evaluating normal progress and evaluation of performance.
	7. Grade requirements (general and specific). Include any special departmental expectations such as minimum grades in specific courses, limits on special problem courses, etc.
	8. Thesis/dissertation progress timetable guidelines.
	9. Thesis/dissertation defense guidelines.
	10. Forms required.
	11. Identify consequence for failure to make satisfactory progress.
	12. Protocol for grievance procedure if student has been recommended for termination for failure to make satisfactory progress.

**The Non-Thesis Option**

The Non-Thesis MS in Hospitality Business Management requires 30-credit hours made up of the following;

24 credits focusing on the business of the hospitality industry, a 3 credit business-oriented course (BUAD870) and a 3 Credit course in Applied Statistics (STAT608). Of the 24 hospitality industry credits, 3 credits will focus on industry fundamentals and structure, and 15 credits on functional domains in the hospitality industry or business in general (service management/marketing, financial management, strategic management, revenue management, restaurant management), 3 credits focusing on feasibility analysis, and 3 credits focusing on practicum oriented experience that includes property business analysis and management. The combination of courses will focus on imparting content pertaining to the hospitality industry domain knowledge and analytical tools for decision making.

Program Planning Guide

**MASTER OF SCIENCE - HOSPITALITY BUSINESS MANAGEMENT**

**NON-THESIS OPTION**

Tentative Planning Guide

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GPA: \_\_\_\_\_\_\_\_\_\_\_\_

Student ID #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Catalog Date: \_\_\_\_\_\_\_\_\_\_\_

Name of Advisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Advised: \_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Fall |
| \_\_\_ \_\_\_ Hospitality Industry Foundations\*\*\* | HOSP801 | 3 |
| \_\_\_ \_\_\_ Customer Experience Management\*\*\* | HOSP802 | 3 |
| \_\_\_ \_\_\_ Revenue Management in Hospitality\*\*\*  | HOSP887 | 3 |
| \_\_\_ \_\_\_ Statistical Research Methods\*\*\*\* | STAT608 | 3 |
| Total | 12 |
| Spring |
| \_\_\_ \_\_\_ Projects and Valuations in Hospitality\*\*\* | HOSP842 | 3 |
| \_\_\_ \_\_\_ Hospitality Finance\*\* | HOSP804 | 3 |
| \_\_\_ \_\_\_ Advanced Restaurant Management\*\*\*\*\* | HOSP845 | 3 |
| \_\_\_ \_\_\_ Managing People, Teams and Organizations\*\*\*\* | BUAD870 | 3 |
| Total | 12 |
| Summer |
| \_\_\_ \_\_\_ Strategic Management in Hospitality\* | HOSP803 | 3 |
| \_\_\_ \_\_\_ Advanced Lodging Practicum\* | HOSP864 | 3 |
| Total | 6 |
| **Program Total** | **30** |

\* Course number only modified (see Curriculog for proposal)

\*\* Course name and number only modified (see Curriculog for proposal)

\*\*\* Course name, number and description modified (see Curriculog for proposal)

\*\*\*\* Course has been added as a required course (see Curriculog for proposal)

\*\*\*\*\* New course (see Curriculog for proposal)

*As part of the Advanced Lodging Practicum–candidates will be expected to complete a 6 week rotation of duties at the Courtyard by Marriott Hotel wherein they engage in operational observations and analytical assignments aimed at improved the strategic position of the hotel. make up for the shortfall in the GPA. In the event that a student does not meet the GPA requirement, the student will be dismissed from the program.*

Program Planning Guide

**MASTER OF SCIENCE - HOSPITALITY BUSINESS MANAGEMENT**

**THESIS OPTION**

Tentative Planning Guide

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GPA: \_\_\_\_\_\_\_\_\_\_\_\_

Student ID #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Catalog Date: \_\_\_\_\_\_\_\_\_\_\_

Name of Advisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Advised: \_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Fall I |
| \_\_\_ \_\_\_ Hospitality Industry Foundations\*\*\* | HOSP801 | 3 |
| \_\_\_ \_\_\_ Customer Experience Management\*\*\*  | HOSP842 | 3 |
| \_\_\_ \_\_\_ Statistical Research Methods\*\*\*\* | STAT608 | 3 |
| **Total** | **9** |
| Spring I |
| \_\_\_ \_\_\_ Projects and Valuations in Hospitality\*\*\* | HOSP848 | 3 |
| \_\_\_ \_\_\_ Hospitality Finance\*\* | HOSP804 | 3 |
| \_\_\_ \_\_\_ Advanced Restaurant Management\*\*\*\*\* | HOSP845 | 3 |
| **Total** | **9** |
| Summer I |
| \_\_\_ \_\_\_ Strategic Management in Hospitality\* | HOSP803 | 3 |
| **Total** | **3** |
| Fall II |
| \_\_\_ \_\_\_ Managing People, Teams and Organizations\*\*\*\* | BUAD870 | 3 |
| \_\_\_ \_\_\_ Revenue Management in Hospitality\*\*\*  | HOSP887 | 3 |
| \_\_\_ \_\_\_ Research Methods Elective\*\*\*\* | \*\*\*\*\*\*\* | 3 |
| \_\_\_ \_\_\_ Research Methods in Hospitality\*\*\* | HOSP848 | 3 |
| **Total** | **12** |
| Spring II |
| \_\_\_ \_\_\_ Thesis | HOSP869 | 6 |
| **Total** | **6** |
| **Program Total** | **39** |

\* Course number only modified (see Curriculog for proposal)

\*\* Course name and number only modified (see Curriculog for proposal)

\*\*\* Course name, number and description modified (see Curriculog for proposal)

\*\*\*\* Course has been added as a required course (see Curriculog for proposal)

\*\*\*\*\* New course (see Curriculog for proposal

*The research methods elective to be taken by the student in consultation with advisor. The course should serve the purpose of strengthening the candidate’s research expertise from the technique and or methodological standpoint.*

**Thesis Option**

The Thesis option is a 39 credit program. In this program, 21 credits focus on domain knowledge related to the business of the hospitality industry. 3 credits on a general business course on managing people, 9 credits on data analysis and research methods, and a 6 credit thesis. The 21 credits that focus on the business of the hospitality industry include 3 credits will focus on industry fundamentals and structure, and 15 credits on functional domains in the hospitality industry or business in general (service management/marketing, financial management, strategic management, revenue management, restaurant management), and 3 credits focusing on feasibility analysis. Of the 9 credits in data analysis and research methods, 3 will pertain to analytical techniques that are quantitative in nature , another three that may be quantitative or qualitative, and research methods. The combination of courses will focus on imparting content pertaining to the hospitality industry domain knowledge, analytical tools for decision making and research skills.

Those enrolled in the thesis option will be expected to undertake a traditional oral defense of their master's thesis. The thesis may be of a conceptual or empirical nature, and must demonstrate the student's ability to conduct scholarly research and to report the results in a manner worthy of publication.

**Thesis Committee Formation**

The student will work with a major thesis advisor, who must be from the HSBM Department. The committee must have at least 3 faculty members of which, two should be from the HSBM department. The list of HSBM faculty eligible to serve on the thesis advisory committees is provided on Page 10. One member of the Thesis advisory committee can be external to the department or even the university. All external thesis committee members should have terminal degrees from accredited institutions and may be from academia or industry. A Thesis advisory committee can have up to three members only.

With the assistance of your thesis advisor

* determine research interest and select thesis topic,
* organize thesis committee by the end of the second semester or after completing 9 graduate credits (for part-time students),
* plan thesis committee meetings.

Meet Graduate Office deadline dates in the current catalog regarding:

* draft copy of thesis,
* oral examination,
* final copy of thesis,
* complete application of degree.

The student will need to complete the thesis and successfully defend the thesis in a final oral defense to complete this requirement. The student would register for HRIM 869 Master's Thesis for 6 credits.

Students writing a thesis must follow the guidelines set forth in the Thesis Manual. This document is available on the graduate office website: <http://www1.udel.edu/gradoffice/forms/thesismanual.pdf>

The APA style must be followed when writing the thesis. The student is responsible for making sure all applicable policies and procedures for writing and submitting a thesis are followed. Theses that have been completed and defended must be submitted to the Graduate Office electronically in a PDF form. See Graduate Office website for step by step instructions.

**Upon completion of the thesis defense, the graduate student is required to submit a bound copy of the completed thesis to the Graduate Administrative Assistant of the HSBM Dept. This will serve as the departmental copy of the thesis which faculty and other graduate students in the department can access as a resource. All Thesis copies must be sent to the UD Writing Center for editorial consultation before the required signatures are affixed on the theses**.

**Progress towards Degree (Thesis and Non-Thesis Options)**

Maintenance of steady, reasonable progress towards the degree is the responsibility of the student. A normal load in the Non-Thesis option for a regular full-time student will be 12 credits in the fall semester, 12 credits in the spring semester and 6 credits in the Summer semester. In the Thesis option, a regular full-time load for a student will be 9 credits in the first fall semester, 9 credits in the first spring semester, 3 credits in the first summer, 12 credits in the second Fall semester, and 6 credits in the second spring semester.

UD policy requires a graduate student to complete both options (Non-Thesis and Thesis) of the MS-HBM within 10 consecutive semesters, beginning at the date of matriculation. A student may request an extension of this time limit by submitting a written request to the Graduate Director. The Director then forwards the request to the Office of Graduate Studies and that office ultimately notifies the student of the decision to grant or not to grant the extension.

Graduate students are expected to be registered in school continuously while matriculated. However, a student may request a leave of absence for medical or professional reasons. Such request must be sent to the Director of Graduate Studies explaining the reason for the request and duration of the proposed leave. The Graduate Studies Director, in consultation with the Graduate Committee, will forward the committee’s recommendation to the Office of Graduate Studies.

Graduate students must earn a C- or above in all courses, but maintain a minimum GPA of 3.0 to remain in good academic standing. GPA requirements are monitored by the Office of Graduate Studies according to the Graduate Studies Academic Probation Policy. Non-Thesis students should have a minimum GPA of 3.0 to be eligible to enroll for HOSP864 (Advanced Lodging Practicum). Thesis students should have a minimum GPA of 3.0 to enroll for the 6 Credit Thesis - HOSP869.

When enrolling for the semester in which the degree will be conferred, check with the graduate office to complete the process for graduation.

**Effective Date and Notification to Students:**

The requirements and guidelines stated herein are in effect for students entering the graduate program as of September 1, 2018. All students applying for admission should receive this set of guidelines and information. Copies are available in the Department office.

**List of Potential Research Advisors for the Thesis**:

The following current full-time faculty members in the HSBM Department that are qualified to serve as advisors for the thesis option:

|  |  |  |
| --- | --- | --- |
| * Jing Ma, Ph.D.
 | Assistant Professor | Food Service and Restaurant Management  |
| * Sheryl Kline, Ph.D.
 | Professor | Lodging Management and Organizational Development |
| * Srikanth Beldona, Ph.D.
 | Professor | Hospitality Marketing, Customer Experience Management |
| * Zvi Schwartz, Ph.D.
 | Professor | Revenue management, strategic management  |
| * Francis Kwansa, Ph.D.
 | Associate Professor | Financial management, accounting |
| * Robert Nelson, Ph.D.
 | Associate Professor | Tourism development, tourism policy |
| * Brian Miller, Ed.D.
 | Associate Professor | Use of technology in education and training, project management |
| * Ali Poorani, Ph.D.
 | Associate Professor | Human resource management, Entrepreneurship, leadership |
| * Joanne Yoo
 | Assistant Professor | Convention marketing, consumer behavior, tourism |

**Part IV. Assessment Plan** Indicate how the program will be evaluated and assessed. Every learning outcome needs to be assessed in at least two ways. One measure must be a direct measurement (where you can see the student demonstrate their learning). Other measures can be direct or indirect (such as a survey). Success should be measured against the criteria listed including the stated learning outcomes and against whatever objectives have been set forth in the first section of the proposal. Academic units are encouraged to consult with the Center for Educational Effectiveness to develop appropriate learning outcomes, assessment criteria, and benchmarks for success.

**Part V. Financial aid**

**Financial Aid:**

Students are encouraged to explore external funding opportunities through their employers or through other granting agencies.

If a student does receive assistantship support or tuition funding, it will be provided in a manner consistent with UD statement on Graduate Student Funding. In particular, “funding may be available for selected students on a continuing basis if the student maintains satisfactory progress toward the completion of the degree.” There are 5 aspects of satisfactory progress.

1. Academic performance/grades; a cumulative GPA of 3.0 must be maintained in course work each semester throughout the program;
2. Full compliance with the University’s Code of Conduct;
3. Fulfillment of degree requirements, making timely progress in required course work;
4. Satisfactory performance in assistantship assignments;
5. Submission of student initiated annual progress reports signed by the MS in Hospitality Business Management Director.

**Evaluation of students on contract:**

Students on contract will be reviewed at the end of each semester by their assigned faculty member and by the Director of Graduate Studies. Student reviews will be based on the quality and quantity of work they performed for the faculty member.

General Student Responsibilities:

* Students are required to furnish the Department of Hospitality Business Management with current addresses and phone numbers. All PNPI data will be maintained in the Department office files.
* Students are expected to monitor their UD email account. Official notices and program information will be sent via UD email.
* Students are responsible for being familiar with the University Academic Regulations for Graduate Students published in the Graduate Catalog.

**Part VI. Departmental Operations**

A. General student responsibilities

* 1. Up-to-date addresses, etc.
	2. Laboratories and research equipment.
	3. Hazardous Chemical Information Act.
	4. Vehicles.
	5. Keys, offices, mail, telephone, copy machine, computer terminals, etc.
	6. B. Student government and organizations (both student and professional).
	7. C. Travel for professional meetings or presentations

**DEPARTMENT CONTACT INFORMATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Amber Barrett | Administrative Assistant & Graduate Admin Support | (302) 831-6077 | barrett@udel.edu | 102 Raub Hall |
| Srikanth Beldona | Professor & Graduate Director | (302) 831-6192 | beldona@udel.edu | 216 Raub Hall |
| Tim DeSchriver | Associate Professor | (302) 831-2737 | deschriv@udel.edu | 207 Raub Hall |
| Joe DiGregorio | Instructor | (302) 831-0501 | jdg@udel.edu | Vita Nova |
| John Deflieze | Instructor | (302) 831-0501 | deflieze@udel.edu  | Vita Nova |
| Ally Sollena | Administrative Assistant | (302) 831-6425 | asollena@udel.edu  | 102 Raub Hall |
| Sheryl Kline | Professor and Chair | (302) 831-6077 | skline@udel.edu | Raub Hall |
| Francis Kwansa | Associate Professor | (302) 831-6083 | kwansa@udel.edu | 116 Raub Hall |
| Donna Laws | Business Administrator | (302) 831-6747 | dlaws@udel.edu | 104 Raub Hall |
| Jing Ma | Assistant Professor | (302) 831-6183 | jingma@udel.edu | 208 Raub Hall |
| Brian Miller | Associate Professor | (302) 831-6186 | blm@udel.edu | 211 Raub Hall |
| Robert Nelson | Associate Professor | (302) 831-6455 | bnelson@udel.edu | 202 Raub Hall |
| Brianna Newland | Assistant Professor | (302) 831-4567 | bnewland@udel.edu | 211 Raub Hall |
| Ali Poorani | Associate Professor | (302) 831-6353 | poorani@udel.edu | 201 Raub Hall |
| Venka Pyle | Manager, Vita Nova | (302) 831-0500 | vpyle@udel.edu | Vita Nova |
| Matt Robinson | Professor; Area Head – Sports Management | (302) 831-6680 | mjrobins@udel.edu | 115 Raub Hall |
| Zvi Schwartz | Professor & Associate Chair | (302) 831-4803 | zvi@udel.edu | 108 Raub Hall |
| Bill Sullivan | General Manager, Courtyard Marriott | (302) 444-9256 | billsull@udel.edu | Courtyard Marriott |
| Joanne Yoo | Associate Professor | (302) 831-6476 | jyoo@udel.edu | 202 Raub Hall |

**DEPARTMENTAL Operations**

### Copy Machine

Graduate students are encouraged to use the copy machine for work related to their graduate assistantship and the department. Please ask the staff for assistance with a duplicating request. The photocopying machine is delicate, so care must be taken when operating it. If any doubt exists as to its proper usage, please ask the secretarial staff for assistance.

Because of the high volume of material that needs to be dupli­cated, use of the departmental copier by graduate assistants must be limited to "official business" copying. Many other duplicating machines are located on campus to accommodate your copying needs. This includes copying of class materials, papers, projects, theses and dissertations.

### Mail

The University mail service is to be used only for University re­lated business. Mail service is not to be used for projects, theses or dissertations unless part of a faculty supervised project. All graduate students will have assigned mailboxes in the department and they should check them to retrieve departmental and other mail daily.

Letterhead stationery is to be used for official business only. Approval from a faculty member is required for its use.

### Graduate Office

A graduate office is available on the second floor for use by all graduate students. It is equipped with furniture, telephone and computers. All graduate students will have keys to Raub Hall. A nominal fee of $5 is charged for each key. The key is not transferable to another person and it is the responsibility of the student to notify the Assistant to the Chair if the key is lost or stolen. Undergraduate and non-HSBM students and are not allowed in the building after hours.

### Telephone

Graduate students are free to use the telephone in the grad office for local phone calls; however, long distance calls are not to be made from any of the office telephones. The following are the phone numbers to the department:

HSBM Department (main line): 302-831-6077

Graduate Office: 302-831-6184

Fax (HSBM Dept.): 302-831-6395

### New Graduate Student Safety Training

All new, incoming graduate students are required to complete a brief training session related to safety during their first month on campus. The following options are available to students to complete this requirement:

 1. a scheduled HSBM departmental session (see Professor Sestak)

 2. a scheduled session through the office of Occupational Health and Safety

 3. completing this requirement individually online

For option #3 above, contact: www.udel.edu/OHS/safetytraining.html and click on "New Grad Student Orientation". Regardless of the option used, all grad students are required to file a certificate of completion online.

### Other Consideration

All graduate students, especially graduate assistants, are considered to be representatives of the HSBM department. This consideration carries with it a certain responsibility for professional conduct. Actions or conduct, considered by the faculty to be against the best interest of the department, will be cause for release from the assistantship, and or disciplinary action.