



**Master of Science in Hotel Administration (MS HOA)**

**Graduate Student Handbook**

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## Master of Science in Hotel Administration (MS HOA)

### Welcome

#### From the Dean

It is my pleasure to welcome you as you embark on graduate studies in the William F. Harrah College of Hospitality. As you begin, I hope you will reflect on your learning goals and make a commitment to your studies. It is here in graduate school that you will really begin to hone your knowledge of the hospitality industry. In graduate school learning is active; this means you need to ask questions, become involved with fellow students, and work with faculty on research.

Research will take you to new levels of understanding. Your educators will challenge you in new ways. Your peers will provide you with feedback, support, and opportunities for shared learning experiences.

In the Harrah College, we have incredible resources. Lateka Grays, is our dedicated librarian, who can help you with your research. We have a career center that can pair you with a mentor or help you find a job. Dr. Barnes runs the career center.

We have the Graduate Studies Office, where you can find the administrative support you need to move through the program in a timely manner.

In addition, we have many student organizations, including the Hospitality Graduate Student Association. These clubs often host events for networking and learning. You can find information on different clubs from Gael Hancock in the Graduate Studies Office.

I hope you enjoy your time at UNLV. If I can be of any assistance, please do stop by and say hello.

Stowe Shoemaker, PhD  
Dean, William F. Harrah College of Hospitality  
Michael D. Rose Distinguished Chair  
Lincy Professor

### **From Your Advisor**

Welcome to the Master of Science in Hotel Administration! This degree will give you a competitive advantage in the hospitality industry, allowing you to achieve heights not possible with an undergraduate degree. It will also provide essential skills for a career in hospitality education if that is your goal.

As coordinator of the program, I am your advisor and will help you navigate the program to successful completion. You should meet with me early in your first semester to map out your plan of study for your entire academic career. After that, you should schedule periodic meetings to make sure you stay on track. I can help you decide what electives to take and in what sequence you should complete your required classes. If you were admitted provisionally, I will work with you to ensure that you meet the conditions of your admission.

Midway through the program you will have to decide whether to write a thesis or professional paper as your culminating experience. I can help you select the option that is best for you, and provide suggestions for faculty members in your area of interest to serve as your committee chair. I have regular advising hours each week, and you can schedule an appointment by contacting the Graduate Studies Office (702.895.3321).

I look forward to getting to know you, following your progress through the program, and cheering you on when you walk across the stage at graduation to receive your MS in Hotel Administration.

Christine Bergman, Ph.D., R.D.  
Professor, MS in Hotel Administration Advisor

## Vision, Mission, Core Values and Goals – William F. Harrah College of Hospitality

### Vision

Our vision is to pioneer the advancement of global hospitality through innovative education, research, and service.

### Mission

To fulfill our vision and achieve our top initiatives, our mission is to:

- Deliver resources and experiences that empower student, educator, and alumni success
- Engage in cutting-edge research that advances knowledge and moves industry forward
- Ensure our curriculum is responsive to the ever-changing needs of our constituents
- Be the model of exceptional service to our college, university, and community

### Core Values

We will lead with our core values of being inclusive, driven, empowering, and adaptive.

### Goals

**Goal 1:** Help students learn and grow through rigorous academics, relevant professional experiences and engaging social interactions.

**Goal 2:** Support and enhance faculty development, collaboration and performance.

**Goal 3:** Significantly increase resources to support and reward research, teaching and service.

**Goal 4:** Develop strong relationships and improve communications with the alumni, industry, stakeholders and community.

**Goal 5:** Enhance and expand facilities, resources and amenities to maintain a highly professional learning environment.

**Goal 6:** Establish a strong and sustainable financial structure to ensure stability and long-term success.

**Goal 7:** Improve the organizational and operational effectiveness of the College.

## Vision and Mission – Harrah College of Hospitality Graduate Studies Office

### Vision

Within a welcoming, caring and concerned atmosphere to provide continuous support to graduate students, faculty members, staff members and others in the Harrah College of Hospitality and UNLV as a whole through communication, promotion of collegiality, providing accurate information, and follow-through on requests.

### Mission

Graduate Student Success

## Purpose

The purpose of this handbook is to provide program specific information that is not found in the UNLV Graduate Catalog. Students are responsible for understanding and following the policies and procedures delineated in this document and the UNLV Graduate Catalog, as well as the NSHE Code, UNLV Bylaws, and the UNLV Student Conduct Code. Questions about policies should be directed to the Graduate College: [valarie.burke@unlv.edu](mailto:valarie.burke@unlv.edu).

## Graduate Faculty

A current listing of the graduate faculty can be found in the UNLV Graduate Catalog. Faculty must hold either associate or full graduate faculty status to be involved in graduate education at UNLV. For up-to-date information regarding graduate faculty status in your department, visit the [Graduate Faculty status web page](#).

## Program Information

Master of Science in Hotel Administration (MS HOA)

The 36-hour Master of Science in Hotel Administration degree program prepares students for a successful career as an upper-level executive in the hospitality industry or as an instructor/researcher in a hospitality education program. Students have an opportunity to choose from a variety of electives on topics including but not limited to hospitality education; entrepreneurship; organizational behavior; gaming; and tourism. They may further explore the industry through an internship or independent study.

The decision as to topic and format for the final project (professional paper or thesis) will be based on career goals and made through consultation with the program coordinator.

Graduate Catalog – [MS HOA](#)

## Contact Information

<http://www.unlv.edu/hospitality>

*Professor and Associate Dean of Research and Graduate Programs*

Billy Bai, Ph.D.

Office: Hospitality Hall, Room 266

Phone: 702-895-4459

Email: [billy.bai@unlv.edu](mailto:billy.bai@unlv.edu)

*Graduate Advisor*

Christine Bergman, Ph.D., R.D.

Office: Hospitality Hall, Room 345

Phone: 702-895-5458

Appointment: contact Graduate Studies Office, 702-895-3321

Email: [christine.bergman@unlv.edu](mailto:christine.bergman@unlv.edu)

*Graduate Studies Office*

Gael Hees, Graduate Programs Manager

Office: Hospitality Hall, Room 364

Phone: 702-895-5430

Fax: 702-895-2713

Email: [gael.hancock@unlv.edu](mailto:gael.hancock@unlv.edu)

Valarie Calbert, Administrative Assistant

Office: Hospitality Hall, Room 361

Phone: 702-895-3321

Fax: 702-895-2713

Email: [Valerie.calbert@unlv.edu](mailto:Valerie.calbert@unlv.edu)

## Program Requirements

Program requirements regarding **admission, coursework and culminating experience** are found in the graduate catalog.

### Degree Program Benchmarks

#### Thesis Option

Conducting research and analyzing the results is seen as an important part of the graduate studies experience.

A graduate advisory committee is mandatory for anyone in the Harrah College of Hospitality choosing to do a thesis. The committee must be chaired by a faculty member with full graduate faculty standing and should include two or three additional faculty members from the Hospitality College and one faculty member from outside the college who represents the Graduate College. The members of the committee should be chosen based on their area(s) of expertise in relation to the thesis topic chosen by the student.

To confirm the members of a student's committee, the Graduate College form, **Appointment of Advisory Committee** must be completed and the required signatures obtained. This form is to be turned in to the Graduate Studies Office where the student will be given a copy of the document, a copy will be placed in the student's file, and the original will be delivered to the Graduate College.

Prior to being allowed to register for HOA 789R Thesis, a student must turn in to the Graduate Studies Office the Graduate College's **Prospectus Form**—completed and signed. This form must be accompanied by a three-page abstract of the student's proposed area of study. The student will be given a copy of the document, a copy will be placed in his/her file, and the original will be delivered to the Graduate College.

Prior to being allowed to register for the second term of HOA 789R Thesis, a student must turn in to the Graduate Studies Office the Harrah College of Hospitality's Proposal Defense Form—completed and signed. This form indicates that the student has presented the first three chapters of his/her thesis and is ready to begin the research process. At the Graduate Studies Office, the student will be given a copy of the document, and a copy will be placed in his/her file. Note: this is a Harrah College of Hospitality document, not a Graduate College document.

### Financial Support for Thesis Research

The Graduate Studies Office is here to support you as you move through the research phase of your thesis. Upfront planning will ensure that all research-related costs are taken care of in a timely manner, allowing you to graduate according to schedule. Master's students in the Harrah College of Hospitality may be given a thesis research allowance of up to \$2,000 on a case-by-case basis.

Immediately following your successful proposal defense:

- Obtain approval for your research expenditures from the Associate Dean for Research and Graduate Studies by submitting a brief request proposal with detailed budget items and a proposed timeline.
- Proceed to work closely with the Graduate Studies Office in relation to the following:
  - Data collection and related charges (note deadlines for starting this procedure)
  - Participant incentives and related charges (when do you need these?)
  - Research -related travel
  - Other research related incidentals

If you have tight deadlines and are working in a critical timeframe, you may want to begin the financial planning for your research even before the proposal defense. We cannot purchase Qualtrics

services with a purchasing card, a Purchase Order must be generated which takes time. Often incentive items take time to be manufactured and shipped. Permission must be given for travel.

The Graduate Studies Office is responsible for financial processing only. Unfortunately we are not able to provide clerical support.

The Principle Investigator (Committee Chair) is responsible for the accountability of any financial incentives given to survey participants. He/she must purchase the gift cards, etc., confirm that they are all distributed, and provide a final report verifying receipt of the cards to the IRB. Please review the Incentives for Human Research Subjects Policy ([www.unlv.edu/research/ORI-HSR/policies](http://www.unlv.edu/research/ORI-HSR/policies)) for more information.

#### Additional Support

The Graduate Studies Office will help with the following in relation to the final defense of the thesis:

- Scheduling a room for the defense
- Inviting graduate faculty, graduate students, and other appropriate guests to the defense and sending out an electronic copy of the thesis
- Preparation of the Thesis Approval Form (printed in color with thesis title and spaces for committee signatures)
- Preparation of Culminating Experience Results Form  
Copies of all completed forms for student and student file  
Delivery of forms to the Graduate College

#### Professional Paper Option

Students in this program may choose to write a professional paper instead of a thesis as their culminating experience. A student choosing to do a professional paper is not required to have a full committee, but must have a chairperson who can provide guidance on the chosen topic based on his/her areas of expertise. The professional paper chairperson may be either a full or associate graduate faculty member.

Prior to being allowed to register for HOA 788 Professional Paper, a student must have a chairperson, and have completed the college's Professional Paper Form that includes the chair's name and signature and the title and description of the topic of the professional paper.

The professional paper is usually undertaken the final semester of the student's academic career. The Professional Paper Form should be completed at the end of the preceding semester.

#### Program Timeline

Students in the Master of Science in Hotel Administration program, taking three courses a semester can expect to complete the degree in two years. Working with one's graduate advisor will help ensure a timely graduation.

#### Professional Code of Ethics/Discipline Guidelines

UNLV Graduate College policy regarding academic integrity can be found in the graduate catalog. These policies should be read and understood prior to attending your first class.

#### Annual Review Procedures

Each spring term, graduate students are required to complete the Graduate Student Annual Review survey. This survey will be sent by the Graduate College to the student's Rebelmail account. The review covers the prior calendar year and assesses student progress while setting goals for the year ahead.

#### Probation

If a student fails to successfully progress in their degree program, their department/school will recommend that the student be placed on probation by the Graduate College. Students on probation may be dismissed/separated from their program for failing to successfully meet the conditions of their

probation by the deadline provided. Please see the **Probation and Separation** section of the Graduate Catalog for more information.

### Additional Program Options

#### Internship

Students may elect to use an elective to do an internship class. The student is responsible for finding the company that will employ them (either paid or unpaid), finding a faculty member who can help mentor them through the process, and making scheduled reports on progress throughout the semester. Students must complete Internship Form and obtain the proper signatures before being given permission to register for the Internship class. This form must be turned in to the Graduate Studies Office.

International students are required to discuss the possibility of doing an internship with a representative of the Office of International Students and Scholars and complete the required forms prior to applying for this class.

#### Independent Study

Students may elect to use an elective to take an independent study. This class is completed through one-on-one work with a faculty member and usually focuses on a research topic of interest to both the professor and the student.

Students must complete an **Independent Study Form** and obtain the proper signatures before being given permission to register for the Independent Study class. This form must be turned into the Graduate Studies Office.

#### Work Experience Hours

Students may opt to gain up to 500 hours in paid/unpaid work experience hours. These hours are earned outside of an Internship and are documented with a weekly or monthly work schedule signed by the student's supervisor at the place of employment. Documentation to be turned in to the Graduate Studies Office.

International students interested in this option are required to discuss this with a representative of the Office of International Students and Scholars and complete the required forms prior to seeking employment options.

## Discipline Resources

### Style Guide

At the William F. Harrah College of Hospitality, students and faculty members use the *Publication Manual of the American Psychological Association*, affectionately referred to as the APA Style Guide. This guide dictates the overall format for content, citations and reference list, placement and titling of charts and figures, etc. All research papers are required to use this guide.

### Important Journals

Research is an important factor in a student's graduate studies. There are many academic journals pertinent to the hospitality industry. The journals considered to be of highest value in the Harrah College of Hospitality are as follows:

- *Annals of Tourism Research*
- *Cornell Quarterly*
- *International Journal of Contemporary Hospitality Management*
- *International Journal of Hospitality Management*
- *International Journal of Hospitality & Tourism Research*
- *Journal of Travel Research*
- *Tourism Management*

## Conferences

There are many conferences throughout the world that focus on hospitality and tourism. Faculty members and students attend conferences specific to their areas of study, but there are three that are most important in the Harrah College of Hospitality:

- The annual summer conference of the International Council on Hotel, Restaurant and Institutional Education (ICHRIE) is usually held in July of each year. In addition, this organization hosts an Asia Pacific CHRIE and a Euro-CHRIE conference.
- Regional CHRIE organizations host smaller conferences throughout the year. Harrah College of Hospitality faculty members and students participate in the West Federation Conference usually held in February.
- The main focus for students in the college, is the annual Graduate Student Research Conference in Hospitality and Tourism, held the first week in January. This is an excellent opportunity for students to present their research with either oral presentations or in poster sessions. Travel funds to attend are provided for master's level students on a case-by-case basis.

## Organizations/Associations

The hospitality industry has many different components, and there is a professional organization for each of those individual sectors. Students are encouraged to become familiar with and join the association(s) that are closely related to their areas of interest. Many of these organizations have special membership fees for students and this is a good opportunity to become involved. A list of many of the industry organizations is on the Harrah College of Hospitality's website.

On campus, there are several student organizations – many related to the national/international industry associations. The [list of student organizations](#) is also on the website.

One student organization is particular to graduate students – the [Hospitality Graduate Student Association](#) (HGSA). All graduate students in the college are members. Activities, opportunities to travel to targeted conferences, and company tours are planned throughout the year by an active board.

## Harrah College of Hospitality Resources

### Graduate Studies Office

Open Monday through Friday

8 a.m. to 5 p.m.

Hospitality Hall, Room 361

Phone: 702-895-3321 FAX: 702-895-2713

Email: [hotelgrad@unlv.edu](mailto:hotelgrad@unlv.edu)

Dedicated to “Graduate Student Success,” the Graduate Studies Office provides support to all students as they move through their academic careers. Services include but are not limited to the following:

- Admissions
- Forms Management (creating copies of required program forms, filing copies in student folders, delivering forms to Graduate College)
- Assistance with thesis and dissertation defenses (scheduling the room; inviting faculty and students; preparing forms for committee signatures, etc.)
- Admittance of Graduate Assistants

### **Bob Boughner Career Service Center**

Open Monday through Friday

7:30 a.m. to 5 p.m.

Hospitality Hall, Room 125

Phone: 702-895-5554

Email: [boughnercareerservices@unlv.edu](mailto:boughnercareerservices@unlv.edu)

Working in tandem with UNLV Career Services, the Bob Boughner Career Services Center provides opportunities for Harrah College of Hospitality students and alumni to gain access to a broad range of employers, employment information, and opportunities.

Student and Alumni Services:

- Job Announcements
- Management Training Programs
- CareerShift
- CareerLink
- Hospitality College Listserv
- Career Counseling
- Resume Review
- Cover Letter Review
- Mentor Program
- Career Mixer

### **Dedicated Research Librarian**

Ms. Lateka Grays

Hospitality Hall, Room 250

Subjects: Hospitality, Food & Beverage, Gaming, Hotel Administration, Recreation & Sport Management, Tourism & Convention Administration, Careers

Phone: 702-895-2137 FAX: 702-895-2284

Email: [lateka.grays@unlv.edu](mailto:lateka.grays@unlv.edu)

### **University Resources**

#### **Academic Success Center**

The goal of the Academic Success Center is to help students do well academically and complete their studies on time. They offer or will refer you to such programs and resources as tutoring, advising, skills testing, career exploration and more. They guide students every step of the way to the many established resources created to ensure they complete their educational goals. Learn more about the programs and services the center currently offers.

#### **Alumni Association**

With an alumni base 90,000 strong, the UNLV Alumni Association offers a variety of services and opportunities in support of alumni and their families. UNLV alumni are encouraged to support the values of higher learning through advocacy, involvement, and giving.

#### **Commencement Office**

Located in the UNLV Registrar's Office, the commencement office is the last step in the graduation process. Please check with the commencement office for information on the commencement ceremony and your diploma; for all other information about graduate student degree completion and graduation, including thesis, please contact the Graduate College.

#### **Office of Diversity Initiatives**

The vision of the Office of Diversity Initiatives is to advocate, promote, and support the advancement of equity, inclusiveness, and empowerment of a continuously changing collegiate and global community. The mission of the Office of Diversity Initiatives is to provide leadership and

support for UNLV's diversity mission: *to nurture equity, diversity, and inclusiveness that promotes respect, support, and empowerment*. This Office also handles UNLV Title IX questions, inquiries, and reporting.

#### Disability Resource Center (DRC)

The DRC is committed to supporting students with disabilities at UNLV through the appropriate use of advocacy, accommodations, and supportive services to ensure access to campus courses, services, and activities. The DRC is the university-designated office that determines and facilitates reasonable accommodations in compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Graduate students with disabilities must disclose to the DRC in order to receive appropriate accommodations.

#### Office of International Student and Scholars

International Students and Scholars (ISS) ensures compliance with both SEVIS (Student and Exchange Visitor Information System) and federal law, so that the university can continue to be authorized by the U.S. federal government to enroll international students; host and hire international scholars; assist and advise employment eligibility and authorization relating to international students and scholars, and visa, travel, and immigration issues; provide critical and specialized services to the international students and scholars of the UNLV community; and facilitate their transition to the campus and the U.S.

#### Jean Nidetch Women's Center

The Jean Nidetch Women's Center is committed to creating a supportive and inclusive environment for all genders through programming, services, and advocacy for the UNLV community. The Women's Center has informational resources, brochures, and flyers for a variety of on and off campus organizations to help empower and protect yourself, and learn about your options. They also provide free tampons, pads, and condoms.

#### UNLV Libraries

UNLV Libraries has always been more than books; they are about encouraging students and creating quality programs that elevate growth and learning. Please visit their website for important information about the services they offer to graduate students.

#### Graduate & Professional Student Association (GPSA)

The Graduate & Professional Student Association serves all currently enrolled University of Nevada, Las Vegas graduate and professional students. The GPSA maintains the Graduate Student Commons located in the Lied Library room 2141. The facility a working office equipped with a copier, fax, flatbed scanners, color laser printer, office supplies, and computers with printers and a small kitchen area. The GPSA is the graduate student governance body at UNLV; the GPSA Council consists of one graduate student representative from each graduate department, and they meet monthly. The GPSA also provides volunteer opportunities, sponsors social events, and supports graduate student research through the graduate research and travel grants program.

#### Office of Student Conduct

The Office of Student Conduct is a student-centered, service-oriented office located within the Division of Student Affairs. The Office of Student Conduct collaborates with the UNLV community to provide an inclusive system through enforcement of the *UNLV Student Code of Conduct* by:

- Promoting awareness of student rights and responsibilities;
- Establishing accountability for student choices;
- Creating opportunities for involvement in the process; and
- Striving to uphold the values and ethics that advance the common good.

#### Office of Veteran Services

The UNLV Office of Veteran Services is staffed with veterans and GI Bill-experienced staff to assist more than 1,000 veterans, dependents, active duty service members, National Guard members, and reservists. Their mission is to develop a welcoming, veteran-friendly campus environment that fosters academic and personal success.

**The Financial Aid & Scholarships Office**

The Financial Aid & Scholarships Office supports higher-education access and persistence by providing financial aid to eligible students. The office partners with student organizations, the UNLV Foundation, the Graduate College, and other external constituents to provide financial aid learning opportunities and scholarship support for graduate students.

**Writing Center**

This is a free service to UNLV students to help you with any writing project, from papers to creative writing, to resumes, and we can work with you at any stage of the writing process. The center can help you brainstorm, make an outline, work on your drafts, or just be a soundboard for your ideas. The center staff can assist you in person, or via the Online Writing Lab (OWL) page.

**University Policies and Procedures**

Graduate students are responsible for knowing and acting in accordance with UNLV Policies and Procedures. To view the most commonly referenced campus policies and procedures, you can refer to the following websites:

- [Academic Integrity](#)
- [Activation for Military Service](#)
- [FERPA/Privacy Rights](#)
- [Health Insurance - Mandatory](#)
- [Jeanne Clery Campus Safety and Security Report](#)
- [Proof of Immunization](#)
- [Policies and Procedures on the Protection of Research Subjects](#)
- [Rebelmail Policy](#)
- [Student Conduct Code](#)
- [Student Computer Use Policy](#)
- [Title IX](#)

To ensure compliance with Graduate College policies and procedures, please review the relevant sections of the [Graduate Catalog](#):

- [Academic Calendar](#)
- [Academic Policies](#)
- [Admission and Registration Information](#)
- [Degree Progression Policies & Procedures](#)

In addition, the [Graduate College website](#) contains additional information regarding policies and procedures.

*Nothing in this handbook supersedes any NSHE, UNLV, or Graduate College policy.*

**Handbook Information**

Last revised	Revised by	Changes summary
5/11/18	Gael Hancock	