

AMERICAN COLLEGE OF  
MANAGEMENT AND TECHNOLOGY  
a division of  
ROCHESTER INSTITUTE OF TECHNOLOGY, ROCHESTER, NY

**FACULTY HANDBOOK**  
**2008 - 2009**  
Fall Quarter



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## HISTORY OF ACMT

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The American College of Management and Technology (ACMT) is a model of international cooperation among the highly respected American University - Rochester Institute of Technology (RIT), the Ministry of Science and Technology of the Republic of Croatia (now the Ministry of Science, Education and Sport - MOST), and the Polytechnic of Dubrovnik, now the University of Dubrovnik. The foundation of ACMT began in 1995 when MOST began to investigate opportunities for creating an educational partnership with an American university. RIT was considered, among several other possibilities, because of its applied, practical philosophy of education and its reputation for formulating and sustaining successful international partnerships. After a site visit in 1995, dialogue continued and feasibility committees were created. Numerous individuals from government, education and industry were consulted. An agreement to move forward with the project to create a two-year college was signed in the spring of 1997, establishing ACMT as a pioneer and model for foreign universities operating in Croatia.

When site selection in Dubrovnik began, the Ministry of Science and Technology fostered a relationship between RIT and the Polytechnic of Dubrovnik. A reconstructed building in Lapad at Ćira Carića 4 was the home of the Polytechnic, which welcomed ACMT and provided office and classroom space. While operations remain separate, the guidance provided by the administration of the Polytechnic has been extremely valuable and the two institutions have further solidified their partnership in the ensuing years. As of August 2005, ACMT has moved to the new building at Don Frana Bulića 6, located just outside of the Old Town of Dubrovnik.

On September 2, 1997, 175 students began classes and became the first generation of ACMT students. With the growing demand, RIT and MOST initiated steps to enable ACMT to offer a dually accredited four-year, Bachelor of Science degree in Hotel and Resort Management. ACMT's first group of Baccalaureate students completed their studies in May 2001.

Today, ACMT remains the only private educational institution granting both American and Croatian degrees in Croatia. With a total enrolment of over 600 students, the college continues to build on its core strength of offering applied education for success in the global economy. This global vision is characteristic of ACMT students and is reflected both in the opportunities they pursue in cooperative education and by the fact they come from around the world. Many ACMT students travel to the United States and in Europe for their cooperative education. Companies such as Hyatt, Marriott, and the Orchards Resort provide excellent work experiences for ACMT students, who come not only from Croatia, but also from Australia, Bosnia and Herzegovina, Bulgaria, Canada, Croatia, Germany, Macedonia, Montenegro, Poland, Russia, Slovenia, Serbia, South Africa, Sweden, Turkey and the United States to attend the college.

## **ACMT VISION AND MISSION**

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### **Vision**

ACMT will be recognized as the leading international career oriented university in Croatia.

### **Mission**

ACMT will realize its vision by:

- providing a dynamic learning environment in which students combine both theoretical knowledge and practical skills.
- building positive relationships with local and regional communities, and with our international business partners.
- fostering close relationships with regional governments and academic institutions in the exchange of ideas and practices.
- maintaining contact with our graduates and creating business relationships with them.
- making our services available to business leaders who seek professional guidance in developing their organizations and training their employees.
- working closely with RIT to encourage mobility through the exchange of students and faculty in order to maximize the benefits from the US programs and resources.

### **Values**

- We strive for excellence in the individual and collaborative efforts of students, faculty and staff.
- We support continuous improvement in all areas, especially for our faculty and staff who augment their experience and knowledge through professional development and scholarship.
- We believe in a community environment of open-mindedness, communication, teamwork, and diversity.
- We value loyalty, dedication, and hard work in order to build long term relationships.
- We encourage students to use the resources of faculty, staff and colleagues long after graduation.
- Above all, we require the highest ethical standards, encouraging social and environmental responsibility, and humanitarian efforts.

## **ACMT BOARD OF TRUSTEES**

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All of the activities of ACMT are overseen by a Board of Trustees. The board is made of experts representing both American and Croatian business, academia and government. The board meets twice a year to review the College's financial performance, as well as its strategic goals.

The Board of Trustees members are:

- Dr. Radovan Fuchs; Pomoćnik ministra, Deputy Minister, Ministry of Science, Education and Sport of the Republic of Croatia Zagreb, Croatia
- Mr. Don Hudspeth; President and Dean, ACMT, Dubrovnik, Croatia
- Kristina Laco; Director, Premisa, Zagreb, Croatia
- Dr. Stanley McKenzie; Provost and Chief Academic Officer, Rochester Institute of Technology, Rochester, NY, USA
- Mr. Wiley McKinzie; Dean, College of Applied Science and Technology, Rochester Institute of Technology, Rochester, NY, USA
- Ms. Sanja Milinović; Managing Director, Loewe Digitel, Zagreb, Croatia
- Mr. Ratko Pažur; Member of the Management Board, City Express, Zagreb, Croatia
- Mr. Ante Todorić; Executive Director of Projects, Agrokor, Zagreb, Croatia
- Mr. James Watters; Treasurer of the Board of Trustees, ACMT; Vice President, Finance & Administration, Rochester Institute of Technology, Rochester, NY, USA
- Mr. David Wilson; Chairman of the Board of Trustees, ACMT; Retired - former Director, Global Logistics & VP, Rochester, NY, USA

## **ACMT ADVISORY BOARD**

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In addition to the Board of Trustees, the College also has an Advisory Board. The board is composed of leaders from regional industry. These individuals meet 3-4 times per year to advise ACMT on future business trends, and consequently suggestions for curriculum change or modification. The Advisory Board members also create co-operative work experience opportunities for the students, as well as employment for graduates.

The Advisory Board is made up of the following individuals:

- Branislav Bibic; Manager, Corporate Affairs, Philip Morris Zagreb d.o.o., Zagreb, Croatia
- Mrs. Sanja Brkić-Fakleš; Izvršni direktor, Alter Modus, Zagreb, Hrvatska
- Ms. Gordana Fabris; Human Resources Executive, Valamar Hotels and Resorts, Zagreb, Croatia
- Dr. Indira Konjhodžić; Country Manager - Head of Office, The World Bank Croatia Country Office JFK, Zagreb, Croatia
- Mr. Igor Pokaz; Chief of Staff, Atlantic Grupa d.d., Zagreb, Croatia
- Ms Nataša Rapačić; Executive Director, Corporate Communications Department, T-Hrvatski Telekom, Zagreb, Croatia
- Mr. Clement Shwebig; Chief Financial Officer, RTL Television, Zagreb, Croatia
- Mr. Tomislav Thür; Board Member, INA d.d., Zagreb, Croatia
- Mr. Tomislav Varga; Director of Corporate Finances, Agrokor, Zagreb, Croatia

## GENERAL COLLEGE INFORMATION

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Phone: (020) 433-000  
Fax: (020) 433-001  
E-mail: [american.college@acmt.hr](mailto:american.college@acmt.hr)  
Address: Don Frana Bulića 6, 20000 Dubrovnik, Croatia –Hrvatska

- The building is open 24 hours a day. You should be prepared to show identification between 8:00 pm and 7:30 am.
- Classes are held Monday to Friday from 8:00 am – 8:00 pm. Most of the classes are scheduled in two hour blocks with a ten-minute break half way through the session.
- The college is closed on weekends, with the exception of the library and computer labs, which are open for limited hours on Saturdays and Sundays. Weekend hours are posted outside the labs and library.
- Faculty offices are located throughout the building.
- A mail folder is provided for every student, faculty and staff member at ACMT. The mail folders are located on the ground floor. Please check your mail folder frequently.
- You will be provided with a work area, which will contain a computer linked to a common printer in an office shared with other faculty member(s).
- You will be provided with office and classroom supplies. Any additional requests should be addressed to the Student Services Assistant at the Reception on the fourth floor.
- You will have an ACMT Internet and email account and RIT based accounts. Your e-mail can be checked from outside of the college through ACMT's website ([www.acmt.hr](http://www.acmt.hr)).

## GENERAL BUILDING RULES AND REQUESTS

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- Smoking is not permitted inside the building. If you are smoking outside please dispose of your used cigarettes in the ashtrays provided. Our aim is to keep our building and immediate surroundings clean.
- Pets are not allowed in the building.
- Eating and drinking is not allowed in class, the computer labs or the library.
- No advertising materials should be put on the bulletin boards nor distributed in the mail folders without the permission of the ACMT full time receptionist.
- Materials of any kind may not be taped to the walls.
- Please use the elevator only if necessary due to a physical malady which makes the stairs difficult.
- Please make every effort to keep the noise level low as classes are in progress throughout the day.
- Due to traffic in front of the building, please exercise caution when leaving the building.
- When opening windows or shutters, please make sure that they will not slam shut due to a draft.
- If the windows or shutters are open, please close them before you leave the space.
- Please turn off your computer, the lights and the AC when you leave the space you were using.
- Electrical equipment such as coffee makers, microwaves, refrigerators or radios are not allowed in the offices.

### NOTE:

If you notice any damage or malfunctions around our building, please notify the Facility Manager.

### Alcohol and Drugs, Weapons and Dangerous Instruments

The Student Handbook gives details about the alcohol and drug policy and weapons and dangerous instruments policy. Because we have a **“Zero Tolerance”** policy on alcohol and drugs as well as weapons and dangerous instruments you are asked to cooperate with these policies in the following ways:

1. By not consuming alcohol if you will be returning to ACMT to teach or hold office hours (students do notice)
2. Reporting to the Academic Chair any student(s) who smell of alcohol or act as if they have had drugs or alcohol
3. Not having any weapons or dangerous instruments on ACMT property or at ACMT functions

## **Fire Safety Policy**

In the event of a fire, alarms will go off in the entire building. Please follow the evacuation signs on the ceiling and evacuate the building immediately. To exit the building, you will be able to use two staircases: the main staircase at the center of the building and the stairs outside the emergency exits. Please note that the elevator can not be used in the event of a fire and the meeting point will be at the front of the building.

## **Procedure for Power Outages**

There are two occurrences for power outages; outages that are announced and those that happen unexpectedly.

### Planned Power Outages

The Facility Manager will send an all users email about the power outage and how long it is expected to last. If a faculty or staff member should hear about the power outage before the Facility Manager sends the email, please notify him about it.

### Unplanned Power Outages

1. In the event of a power outage, the Facility Manager will call the electrical company to find out how long it is expected to last. If the Facility Manager is not here, then the upstairs reception desk will make the call. During the weekend and non-business hours the security guard will make the call.
2. People in the building will be notified that they have 15 minutes to wrap up what they are doing on the computers before the UPS goes out. Any information on the power outage (how long or expected time of return) should also be communicated. Depending on what time the power goes out, notification will take place as outlined below:
  - During regular business hours, the Facility Manager and ITS Support Staff will go door to door and notify people in the building. Whoever is on the ground floor reception will notify people on the ground floor.
  - During the weekend, the security guard will call the electrical company and notify (by phone) the Lab and Library staff. The Lab and Library staff will notify the people in the building by going door to door.
  - During non business hours, the security guard will call the electrical company and notify (either by phone or going door to door) whoever is in the building about the power outage.

## **DRESS CODE POLICY**

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All faculty and employees of ACMT are expected to dress appropriately for an educational environment in which they serve as role models for the students. Business attire is suggested when teaching (shirts and ties for male faculty members). When not teaching, and in the college regular hours, business attire is preferred, though not mandatory. Casual clothes (including but not limited to: shorts, T-shirts, jeans, sneakers, etc.) is defined as inappropriate except for weekends, holidays, field trips or other such events.

## **PRESIDENT & DEAN AND HSM PROGRAM CHAIR**

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The **DEAN'S OFFICE** is located on the fourth floor, room 45:

**Don Hudspeth**, President and Dean, don@acmt.hr

The **HOSPITALITY AND SERVICE MANAGEMENT PROGRAM CHAIR'S** office is on the fourth floor, room 43:

**Bill Myers**, HSM Program Chair, bill@acmt.hr

To meet with the Dean or HSM Program Chair please schedule appointments with the Student Services Assistant at the upstairs Reception Desk.

## **STAFF**

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### **Student Services Reception Desks**

Dubravka Radiš	Student Services Assistant	dradis@acmt.hr Student Services Reception – ground floor Monday-Friday, 7:30 AM – 3:30 PM	Ext: 000 Tel: 433-000
Lana Buzuk	Student Services Assistant	lana@acmt.hr Student Services Reception – fourth floor Monday-Friday, 8:00 AM – 4:00 PM	Ext: 002 Tel: 433-002

### **Other Staff**

Keti Mikelj	Academic Support Manager	keti@acmt.hr Room 41	Ext: 412 Tel: 433-012
Draženka Franić	Academic Adviser	drazenka@acmt.hr Room 41	Ext: 411 Tel: 433-011
Davor Telban	ITS and Facility Manager	davort@acmt.hr Room 47	Ext: 472 Tel: 433-072
Mario Ljubišić	ITS Support	mario@acmt.hr Room 47	Ext: 471 Tel: 433-071
Sanja Sušić Bonković	Human Resources Manager	sanja@acmt.hr Room 44	Ext: 442 Tel: 433-042
Nikolina Jelaš	Finance Manager	njelas@acmt.hr Room 42	Ext: 441 Tel: 433-041
Christina Petrović	Corporate & Alumni Relations Manager	christina@acmt.hr Room 2	Ext: 021 Tel: 433-004
Brana Vujnović	Marketing & Communications Manager	brana@acmt.hr Room 33	Ext: 332 Tel: 433-020
Irena Radojković	Marketing & Enrollment Manager	irena@acmt.hr Room 33	Ext: 331 Tel: 433-010
Maureen Shannon	Program Coordinator at RIT	masisr@rit.edu	Tel: 001 585 475-7077

## **FACULTY**

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Before the beginning of each quarter the Academic Adviser, Draženka Franić, will email faculty a list of faculty and courses they teach. You will also receive a list of rooms, telephone numbers and extensions. Faculty photos and email addresses are available online at [www.acmt.hr](http://www.acmt.hr) under Faculty & Staff.

Faculty are required to submit their office hours (a minimum of one hour for each two hours of class time) to the Student Services Assistant at the downstairs reception desk. Faculty office hours are available at the ground floor reception desk and on the bulletin boards in the lobby.

## **LIBRARY**

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ACMT's Library is located on the second floor, Room 23.

Phone: (020) 433-040  
Extension: 231  
E-mail: [library@acmt.hr](mailto:library@acmt.hr)

ACMT Program Library working hours vary during the year and are posted on the door of the Library each quarter. Please feel free to contact the librarian to review available periodicals and library resources both in print and electronic at ACMT and RIT that may support your teaching efforts.

## **WRITING AND STUDY SKILLS LAB**

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The Writing and Study Skills Lab is located on the third floor, Room 36.

Instructor: Ana Marija Šimundić  
Phone: (020) 433-030  
Extension: 361  
E-mail: [anam@acmt.hr](mailto:anam@acmt.hr)

Instructor: Monika Kaminska  
Phone: (020) 433-032  
Extension: 362  
E-mail: [monika@acmt.hr](mailto:monika@acmt.hr)

The Writing Lab is a service for helping students improve their writing within the context of a course. The Writing Lab is NOT AN EDITING SERVICE. The student brings a paper s/he is working on. The lab instructor circles errors and then teaches the student the grammatical or organizational, spelling or vocabulary concepts s/he is missing. You can help students improve their writing by refusing to accept papers that are poorly written and/or sending the student to the Writing Lab and/or taking off credit for poor writing.

Students can also go to the Lab to get help with study skills. The instructor can help students with such skills as how to read their text book how to study for exams and how to organize their lecture notes. This is a new service we are offering to students. It is important to encourage students who are having difficulty in class to use these services.

## **FACULTY AND STUDENT SERVICES**

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RIT and ACMT follow the philosophy that students are our customers. Therefore, unless something is burning down or someone has stopped breathing, students are served first.

Keti Mikelj is the faculty support person; while she may not be helping you herself, she will know who can help. Davor Telban and Mario Ljubišić provide technical support to faculty. Since we do not have a huge staff nor endless equipment at ACMT, you need to plan ahead and/or have back-up plans.

If the copier is overused, it may go down meaning we have to wait for repair or go out to have copies made. A couple days lead time can avoid that problem.

For technical emergencies during class, you may call either reception desk (extension 000 or 002) and they will contact Davor Telban or Mario Ljubišić to provide assistance. Please note that outside calls are not permitted on the telephones in the classrooms. They only allow in-house calls to other rooms and extensions. Extension numbers for the reception desks and ITS staff are listed on the telephones in the classrooms.

There may not always be a technical person available to fix equipment so it is wise at the start of your first class, to ask if there is a lab monitor or any other technologically astute person in your class; ask if they are familiar with the equipment in the room, and call on them when something doesn't work. Occasionally there may be an electrical outage. On rare occasions it may be necessary to use an alternative way of delivering to your class.

The use of email means you do not have to wait for a staff member to be available; this is a good way to communicate.

When possible deal with issues involving staff members far enough ahead of time that there is no urgency.

## ACADEMIC AND ADMINISTRATIVE CALENDAR AND MASTER SCHEDULE

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Before the beginning of each quarter the Academic Adviser, Draženka Franić, will email faculty the Academic and Administrative Calendar and Master Schedule for the quarter. If you happen to misplace your copy, a downloadable version can be found at [www.acmt.hr](http://www.acmt.hr) under Student Services.

The calendar lists all ACMT events including meetings, receptions, special events, etc. To sustain ACMT as a closely knit community of students, faculty and staff, you are expected to attend ALL ACMT events.

ACMT follows RIT's quarter system. Each quarter is 11 weeks long. If you are teaching a 4-credit course, the class will meet for 4 hours, usually in 2-hour blocks two times per week for each of the 10 weeks. Week 11 is reserved for final exams and travel should be planned accordingly. NOTE: Before making travel arrangements, please allocate time to sign Croatian Grade Books (indeks).

ACMT usually follows RIT's academic and administrative calendar with the exception of recognizing Croatian holidays, rather than US holidays.

### Croatian Statutory Holidays

January 1	New Year's Day	Nova godina
January 6	Epiphany	Sveta tri kralja
April 12, 2009*	Easter Sunday	Uskrs
April 13, 2009*	Easter Monday	Uskršnji ponedjeljak
May 1	Labor Day/May Day	Praznik rada
June 11, 2009*	Corpus Christi	Tijelovo
June 22	Day of Antifascist Struggle	Dan antifašističke borbe
June 25	Statehood Day	Dan državnosti
August 5	Homeland Thanksgiving Day	Dan domovinske zahvalnosti
August 15	Assumption	Velika gospa
October 8	Independence Day	Dan nezavisnosti
November 1	All Saints Day	Dan svih svetih
December 25	Christmas Day	Božić
December 26	Boxing Day	Sveti Stjepan

\*Dates listed with the year specified change each year. The rest of the dates are fixed.

Missed classes, due to statutory holidays, will be made up on Saturdays. Make-up days will be scheduled on the academic calendar. Students may ask you to schedule a make up on a different day or time. Please do NOT schedule your make up at a different time since that may interfere with some other scheduled event or impose problems for other professors.

### COURSE LOAD (from Student Handbook)

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ACMT considers full course load between 12 to 18 credits per quarter. Each course has a credit-hour value based on the number of hours per week in class or lab, and the amount of outside work expected of each student. ACMT generally offers two and four credit courses (two or four hours of lectures per week). Students can take more than 18 hours if their Cumulative GPA is 2.5 or above and they obtain approval from the Academic Adviser. Students that wish to take more than 22 credits must have a Cumulative GPA of 3.0 or higher and obtain approval from the Ombudsman. A per credit hour rate is charged for credit hours above 18.

## **RESPONSIBILITIES OF FACULTY**

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In accordance with your contract, all faculty are expected to fully and actively participate in achieving the mission of ACMT. This includes:

- Attending ALL faculty meetings
- Attending ALL official ACMT events (Dean's List receptions, holiday parties, graduation ceremony, Career Fair, assisting in Entrance Exams, etc)
- Checking mail folders on a daily basis
- Checking email on a daily basis
- Being familiar with ACMT policies and procedures (including this and the Student Handbook)
- Distributing the Course Syllabus to students and handing in the Course Syllabus, Syllabus Checklist and Program Outcomes Checklist (Appendix I) to the Academic Chair
- Holding classes on scheduled and make up dates
- Posting office hours on office door and giving them to the Administrative Assistant at the downstairs Reception Desk to post on the bulletin board as well as including them in the Course Syllabus
- Holding office hours (designated to advise, tutor and mentor students)
- Being available to proctor exams (including Finals in the 11<sup>th</sup> week)
- Advising and/or Mentoring Students
- Meeting administrative deadlines (add/drop, withdrawal, checking attendance with SIS, recording final grades on SIS, follow-up on incompletes)
- Communicating with Academic Services regarding student performance, attendance, grading, and reporting discrepancies immediately
- Posting Course Syllabus, Materials, Grades and other course related information on myCourses
- Encouraging students to complete Course Evaluations
- Mentoring Specialization students
- Reviewing Specialization portfolios
- Recording Grades accurately (student helpers are prohibited from accessing student grades and SIS usernames and passwords)
- Signing Croatian Grade books (to be scheduled in the 11<sup>th</sup> week with Dubravka Radiš at the downstairs Reception Desk)
- Reading Course Evaluations and make appropriate changes
- Creating and adhering to the annual/quarterly Plan of Work as requested by the Academic Chair, Program Chair or Dean

## COMMUNICATION WITH STUDENTS

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If you wish to contact students there are several options

- myCourses (make sure students have set the correct email in myCourses which they learn to do in the 1<sup>st</sup> quarter of their 1<sup>st</sup> year)
- Student mail folders located on the ground floor
- Individual e-mail addresses
- General allusers@acmt.hr e-mail (goes to all ACMT students. ). You may send messages directly to this group address.
- Meeting with students during your office hours (minimum of one weekly hour for every two hours of teaching)

## COMMUNICATION WITH ACMT EMPLOYEES

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- Employees mail folders
- Individual e-mail addresses
- General fs@acmt.hr e-mail (goes to all ACMT faculty and staff). You may send messages directly to this group address.
- General f@acmt.hr e-mail (goes to all ACMT faculty only). You may send messages directly to this group address.
- General s@acmt.hr e-mail (goes to all ACMT staff members only). You may send messages directly to this group address.

**E-MAIL NOTE:** Please be advised that there is a 30MB limit to your inbox on ACMT webmail and there is a limit of two attachments per email. As an alternative, you can use Squirrel Mail (<https://main.acmt.hr/webmail/src/login.php>) or RIT E-mail (mymail.rit.edu).

## PREPARING YOUR COURSE

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### Course Syllabus

At the beginning of each quarter you are required to distribute and explain your course syllabus to students registered in your class. Please see Appendix I for guidelines for completing your course syllabus. If you have any questions regarding course syllabus, please contact the Academic Chair or HSM Program Chair for assistance.

Each quarter you are required to submit an electronic copy of your syllabus as well as a syllabus check list and a program outcome checklist to [keti@acmt.hr](mailto:keti@acmt.hr). These documents are used for accreditation documentation.

### myCourses

MyCourses (<https://mycourses.rit.edu>) is web-based software that allows faculty to post course-related information, interact with students, and conduct classes in a secure online environment. All faculty teaching at ACMT MUST use myCourses to post their course syllabus and record the grades for assignments, exams, etc. You are also expected to post your PowerPoint presentations and you can post handouts or any electronic course materials as well. Students rely on those materials to review for exams.

MyCourses allows you to post information and files for your particular courses to the web without any knowledge of html, web programming or web design. MyCourses allows for promoting the following effective practices:

- Access to course content (Syllabus, Assignments, Lecture Notes, Readings)
- Communication (Student collaboration, Announcements to class, E-mail - individual or group, Asynchronous discussion, Live Chat)
- Assessment (Online testing, Grade book)

On your home page in MyCourses there is a link called faculty tutorials. The tutorials are excellent, and if you need some additional help, contact Davor Telban or Keti Mikelj.

### Textbooks & Course Packets

If students are required to use a textbook for your course, please advise Keti Mikelj of the details at least 10 weeks prior to the start of the quarter. It usually takes 4-6 weeks for delivery of books. Therefore, if students will purchase the text through a local English bookstore it is necessary to give the bookstore enough lead time to have the books available for students to purchase when your course begins. Students may also choose to purchase a text from Amazon.com, in which case, they need to be notified during the previous quarter so that they will have the books when your course begins.

Many students are prone to photocopy textbooks to lower their costs. Although ACMT does not condone this behavior, it is impossible for the college to police and prevent it. As a faculty member at ACMT it is expected that you will not encourage this activity.

Most faculty use course reading packets to supplement their course. We have made an arrangement with Jim Trade, a local copymat, to collect, copy, sell and distribute course packets to our students. During the first few weeks of classes Jim Trade will sell course packets to students on the ground floor of the building. If your students are having problems getting course packets please contact Dubravka Radiš at the downstairs Reception Desk. If you are having persistent problems with the Jim Trade system please contact Keti Mikelj.

If you choose to use a course reading package, please follow the guidelines as outlined below. Remember to stay within the “fair use” guidelines to avoid copyright infringements. If you have any questions on “fair use”, please contact the Academic or Program Chair.

“Fair Use of a Book” - there is no more commonsensical definition of fair use than the golden rule: Take from someone else only what you wouldn't mind someone taking from you. RIT defines “fair use” according to copyright law as 10-15% of a book. You can create a course packet by using parts of several texts. It is ultimately your responsibility to pay attention to the fair use of any material given to be copied.

### **Requirements for any course materials being given to Jim Trade to sell to students**

This arrangement has been made with Jim Trade. If these conditions are met Jim Trade will guarantee acceptable copies or they will make new copies for anyone with a valid complaint.

1. The course packet must be submitted to Student Services at least one week before school starts or with one week lead-time.
2. The course packet must have a cover page with the following information:
  1. course title
  2. instructor name
  3. quarter for which it applies
  4. number of pages in the course packet
  5. number of students per course
3. A page number must be legibly printed on each page positioned at least 1 cm from each edge of the bottom right corner.
4. A clean master copy must be given to Student Services and Student Services will forward it to Jim Trade. A clean master copy means:
  - clear copies without smudges or lines,
  - ESPECIALLY no black shading at the edges of pages. The black shading usually occurs when copies of books are made.
  - There also must be at least 1 cm of free space at all four edges of each page.
5. Any handwritten notes must be written at least 1 cm from the edge of any given page to avoid being cut off during copying.

OR

Faculty may choose to insert a page of handwritten notes before the section they apply to.
6. Faculty may also include a table of contents to ease use of the course packet for students.

### **Copying**

Student Services staff will be happy to copy your materials for class. To order copies, please fill out a request form (available at the 4<sup>th</sup> floor reception desk and in Appendix II). The copying will take place from 5 to 6 in the afternoon by the student helper. Completed copying can be picked up at the 4<sup>th</sup> floor reception area. Allow at least 48 hours to have your order completed.

Copies should be no more than 6 pages – anything longer should be included in the course packet (if there are extenuating circumstances that require longer documents, please explain on request form and add 24 hours to the lead time since it will have to be sent out.)

For exams you must do the copying yourself. If you need assistance with the copier, please consult Lana at the 4<sup>th</sup> floor reception.

Please note that there is a second copy machine in the Writing Lab on the second floor which can be in emergencies and can not be used during the Writing Lab hours as posted on the door.

It should be noted that standard copy paper in Croatia is 8 1/4 by 11 5/8, as compared to 8 1/2 by 11 in the US.

## GRADING (from Student Handbook)

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ACMT uses the A – F letter grade system for grading along with quarterly and cumulative **GPA (Grade Point Average)**.

Letter grades generally correspond to the following percentages and Grade Points:

Grade	Definition	Percentage	Quality Points Earned
A	Excellent	90 – 100%	4 Grade Points
B	Good	80 – 89%	3 Grade Points
C	Satisfactory	70 – 79%	2 Grade Points
D	Minimum Passing	60 – 69%	1 Grade Points
F	Failure	00 – 59%	0 Grade Points

Most professors do not recognize an 89.9, for example, to be an A or a 79.9 to be a B, etc... To earn an A, you must earn a 90, and 80 for a B etc. Check with your professor to make sure you know s/he is grading.

F – Failure – is assigned when a student does not successfully complete the course requirements and as a result fails the course. The same course or equivalent has to be repeated the next time the course is offered. If you fail a course, you need to fill out a Request for repeat form and submit it to Academic Services. The form is available upon request at Student Services. Once a student passes the course the F grade gets replaced with a passing grade. That way the original F grade does not show on one’s transcript.

I – Incomplete – is a temporary notation (not a grade) given when the professor observes conditions beyond the control of a student such that the student is unable to complete course requirements in the given quarter. In most cases the circumstance involves a serious illness or accident. This does not happen automatically, the student must request receiving an I or in some cases, the professor may offer to give the grade of “I.” To change the “I” grade, the instructor must complete a Change of Grade Form no later than the end of the second succeeding quarter following the quarter in which the course was taken. If the change is not made during that time, the grade turns to an “F”. For example: An “I” given for a Fall quarter course must be changed by the end of Spring quarter. It is your responsibility to follow up with the professor to make sure the “I” grade has been changed after all your work is submitted. You can check your grades on SIS (RIT’s computer system which stores grades; how to access this system is described later in the text) to be sure it has been changed.

S – Satisfactory – is only used for signifying a passing grade for cooperative education.

Your professors will inform you of any deviations from this system for specific classes. The rules for grading should be contained in the syllabus for each class. If they are not, ask the professor to explain the rules.

### GPA (Grade Point Average)

- The **Quarterly GPA** is the grade average of all courses you have taken in a quarter.
- It is calculated at the end of each quarter.
- The GPA is important because **you must have a cumulative GPA of 2.0 or above to graduate.**

Three components in any GPA calculation are:

1. Course credit hours (2, 3 or 4 credits)
2. Course Grade (A-F)
3. Grade points (4-0)

**An example of a quarterly GPA calculation:**

Fall quarter

Course Name	Credit Hours	Course Grade	Course Grade Points	Total points (Credits x Grade Points)
Hotel Sales and Marketing	4	B	3	12
Algebra	4	C	2	8
Computers	2	B	3	6
Survey	2	A	4	8
Writing	4	B	3	12
<b>TOTALS</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>46</b>

$$\text{Quarterly GPA} = \frac{\text{Total points (credits x grade points)}}{\text{Total credits}}$$

$$\text{Quarterly GPA} = 46/16 = 2.87$$

The **Cumulative GPA** is the grade average for ALL coursework you take at ACMT.

Course Name	Quarter	Credit Hours	Course Grade	Course Grade Points	Total Points (Credits x Course Grade Points)
Hotel Sales and Marketing	Fall	4	C	2	8
Algebra	Fall	4	A	4	16
Computers	Fall	2	B	3	6
Survey	Fall	2	C	2	4
Writing	Fall	4	A	4	16
Principles of Microeconomics	Winter	4	B	3	12
Hotel Operations	Winter	4	A	4	16
Statistics I	Winter	4	C	2	8
Environmental Science	Winter	4	C	2	8
<b>TOTALS</b>		<b>32</b>	<b>-</b>	<b>-</b>	<b>94</b>

$$\text{Cumulative GPA} = \frac{\text{Total points (credits x grade points)}}{\text{Total credits}}$$

$$\text{Cumulative GPA} = 94/32 = 2.937$$

The **Principal Field of Study GPA (PFOS)** is the grade average of all courses you take within your specialized field of study (all courses starting with course number 06xx-xxx).

**Students Contesting Grades**

Grading at ACMT is transparent. Students are encouraged to look at the grades on tests and assignments and to question the professor if they do not understand the grade or think there is a mistake. In the case of an error, you are expected to change the grade. If the student thinks you graded unfairly, one good strategy is to invite a colleague to read the test/assignment. If the other professor would give a better grade and has a good rationale, you can consider the possibility that you were excessively hard in grading, and alter that grade, especially if the student is on the borderline.

If the student, after receiving your explanation continues to believe the grade is unfair, s/he can contest the grade with the Academic Chair who reviews the professor's syllabus and comments and either explains the rationale to the student or points out a discrepancy to the professor.

If the student still feels s/he has been dealt with unfairly, s/he may take his/her case to the Dean. The Dean has the final word in all contested cases.

Note: You are expected to keep exams for 1 year so students can review them.

## **STUDENT INFORMATION SYSTEM (SIS) ACCESS, CLASS LISTS AND FINAL GRADES**

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All ACMT faculty and staff have access to Student Information System (SIS) through RIT's web site (<https://infocenter.rit.edu/facultystaff>). Through this system you can check a student's academic status, view your class lists and post your final grades for your course. SIS access is enabled by the DCE accounts. Please contact Ketj Mikelj for instructions on DCE accounts and SIS access.

Responsibilities for which you need SIS:

1. Reporting to the Academic Adviser, Draženka Franić ([drazenka@acmt.hr](mailto:drazenka@acmt.hr)), discrepancies between class rosters on SIS and actual attendees in your class.
  - If a student's name appears on the SIS class list and (s)he did not attend
  - If a student is attending your classes and the name does not show up on SIS
  - If a student is registered on SIS in one section and is attending another
2. Recording final grades on SIS by the date designated by the Academic Adviser, Draženka Franić, each quarter.

### **Final Grades**

As mentioned above ALL final grades are recorded on-line through Student Information System (SIS). Please note that the system does not allow grades with a "+" or "-" to be entered. You may only enter grades A, B, C, D, F or I. The time window to enter grades is usually open from the beginning of the 10<sup>th</sup> week until end of the 11<sup>th</sup> week. Exact dates for grading will be emailed to you each quarter by Draženka Franić. For any questions on grading please contact Academic Services (Draženka Franić).

Please note that at the end of the quarter in addition to the usual grading, you must enter the final grades into a Croatian grade book for each student (indeks). These are physical books that must be signed individually, not electronic records. Please contact Dubravka Radiš in order to book a time to sign the grade books.

### **Student Records and Advising**

SIS also allows you to see student records. A student's transcript is critical information for faculty advisors because it lists all the student's grades and computes the GPA.

This information is useful to all faculty members in a variety of situations, some of which are:

1. helping a student decide if s/he should withdraw from your course
2. deciding if a student is strong enough to add your course
3. seeing if a student is doing well or poorly in other courses

## **ATTENDANCE**

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Students are expected to attend classes and attendance should be recorded (see Attendance Policy below). (This is in contrast to most European universities.) Students are usually allowed one missed class in a course, before losing points for the absence. Your course syllabus should clearly explain the attendance policy and adjustment of the final grade as a result of missed classes.

### **Class Attendance Policy**

ACMT policy is that students are required to attend classes, and are penalized if they are absent. All faculty must take attendance at each class meeting and keep written records.

This policy reinforces the fact that class lectures and activities are crucial parts of the course. A student who hands in assignments and takes tests but does not attend class is missing an essential part of his education and will learn less. This policy makes ACMT different from some other institutions and is an essential part of what we offer.

The number of permitted absences and should be clearly stated in the syllabus (usually one or two.) Additional absences usually result in a loss of points from the student's final grade. The number of points deducted may be set by the individual instructor (usually 2 to 5 points) and should also be clearly stated in the syllabus.

Recordkeeping becomes difficult if instructors allow students to attend different sections of the course each week. Therefore most instructors require students to attend the section for which they are registered. Some instructors allow makeup attendance in another section if a student notifies them in advance.

It is important that clear written records be kept so that students' final grades are transparent, and that we have evidence to support the grades we give.

Below are examples of policies from various instructors' syllabi:

1. Absenteeism from class will result in reduction of your final grade. You are allowed one absence during the quarter. Every subsequent absence will result in 2 points deducted from your final grade, up to 5 absences. After five absences you will be withdrawn from or fail the class. After the formal final withdrawal date, failure is the only option.
2. If a student is not present when attendance is taken, the student is considered absent. Students must be present for exams, assignments and quizzes. Dates for the exams, assignments and quizzes are announced on the timetable.
3. Late arrival to class, generally 10 minutes after class has started, will also result in a recorded absence.
4. Students are expected to attend class regularly. Students are allowed to miss two classes: for each additional class missed, 5 points will be deducted from the grade, regardless of the circumstance. If a student is not present when attendance is taken, the student is considered absent.
5. The reason for your absence is not important. Either you are present or you are absent. Doctor's notes, etc, are not accepted. If you have a prolonged or serious medical problem that will cause you to miss more than one class, you are expected to contact the professor immediately to make arrangements to make up the work you will miss. Returning from a long absence with a doctor's note does not earn makeup privileges.

There are many other strategies used by various instructors to enforce ACMT policy. Most of your colleagues would be happy to share their techniques. If you have questions regarding these expectations, please do not hesitate to ask.

## **EXAM PROCEDURES**

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### **Before the Exam**

- **Do not leave paper or electronic versions of the test where students can find them.** If you use paper, please do your own photocopying. The student services area is not secure. The most secure place for an electronic version of a test is on a USB stick or a home hard drive. Office hard drives are vulnerable. Tests created by textbook publishers have been found on the internet by students in the past.
- Inform students of exam procedures in advance, especially regarding any materials or supplies that they are expected to bring (e.g. calculator, textbook for open book test.) Forbidden materials should also be announced (cell phones, USB sticks, notes).
- **Assume that students in one section will remember and repeat the questions on the exam to students in later sections. It is usually necessary to make different versions of the test for each section or each day of the test.** It is also important to revise the tests for each quarter or academic year.
- It is also possible to have 3 or 4 forms of the test and to use at least 2 in each section of the class. You can also create a test bank of all the questions from which you will select for the test. This strategy makes it irrelevant if students remember the questions they got on the test since the next student may have a completely different form.

- Using a variety of types of questions (multiple choice, matching, short answer, true or false, listing, essay) tests thoroughly and helps reduce cheating.
- Faculty members are encouraged to use essay questions on exams because this forces the students to do their own writing in the room and enables the faculty member to identify students who may be using ghost writers for assignments that are done out of the room.
- If there are more than 20 students in the class, the exam becomes difficult for one person to control. Instructors with large sections **will need a faculty or staff colleague to assist in proctoring**. The presence of another person in the room contributes greatly to a disciplined atmosphere. In large group exams there should be a minimum of 1 proctor for every 40 students. Depending on how many students you will be testing, you need to inform Keti Mikelj about how many proctors you need.
- It is important that you plan your time in advance so that you can proctor at least one exam for another professor and have enough time to finish grading and entering grades on time.
- All faculty members are expected to help with proctoring. You are NOT EXEMPT if you do not need proctors for your exam.

### Room Set-up

- If possible, **seat students with an empty chair between them**. To do this, you may book a larger classroom (check with the Student Services Assistant at the ground floor Reception Desk for availability.) Another strategy is to divide the section into two groups, testing one in the first hour and the other in the second. If the room requires that students be seated where they can easily see their neighbors' tests, you should give different versions of the test to adjacent students.
- **You may assign seats** if you wish, to separate friends or keep particular students in view. This also prevents students from hiding materials in desks or chairs beforehand, or leaving material on hard drives in the lab.
- All bags, purses, etc. should be left at the front of the room, or put completely away under the chairs. No papers or books should be left out. **ASK STUDENTS WEARING BASEBALL CAPS or other face-obscuring hats TO REMOVE THEM FOR THE DURATION OF THE TEST.**
- Tests should be face down and not started until everyone is settled and quiet.
- **IT IS ESSENTIAL THAT ALL FACULTY MEMBERS ADHERE TO THESE RULES ESPECIALLY WITH FIRST YEAR STUDENTS SO THAT IT DOES NOT LOOK LIKE THE PROFESSORS WHO ARE ACTUALLY FOLLOWING THESE PROCEDURES ARE HARD NOSED.**

### During the Exam

- **Absolutely no talking.**
- Cell phones must be set on silent and kept out of use until the student has left the room.
- Absolutely no looking around; students should keep their eyes on their own papers
- Students who leave the room will not be permitted to return. **If you must go the toilet, you are finished with your test.**
- Students should come with their own materials: pencils, pens, erasers, calculators. Students may not pass anything to other students during the test. **There is to be no borrowing or sharing.**
- Instructors and proctors are NOT required to answer questions during the test. Students should be given the opportunity to ask procedural questions BEFORE the test begins. **If the professor intends to answer questions, there needs to be an additional proctor to prevent students from "sharing" while the professor is distracted.**
- Students who finish early may leave quietly or may be asked to remain seated without talking until the exam period is finished.
- Proctors should remain standing and walk around the room.

### For an Electronic Test

- The test window must be open full screen
- Absolutely no other windows can be open
- No USB sticks are allowed
- There must be two proctors in the room, one in front and one in back. The technical assist staff member can serve as one proctor

- Observe student's screens to be sure only one window is open.
- Walk around the room.
- In distance exams, if possible, establish a communication link with the professor.

If you have questions about how to ensure the security of an electronic test, please ask.

### Handling Violations

- If you suspect that a copy of your exam has been obtained or circulated by students, *cancel the exam immediately*. This can be done **before or after** the exam. A new exam should then be made and administered to the entire group.
- If you see students looking at or passing unauthorized material (papers, notes), take and keep the papers. If you see lips moving (except for reading the test) or eye contact of any kind, assume the student is cheating. Remember, they are NOT allowed to share ANY materials, so don't accept „I was asking for an eraser as an excuse. In ALL cases of passing papers, **or apparent communication both** students are engaging in academic dishonesty. A student who is using a phone or a USB stick during the exam is also cheating. Sign your name on the top of the exam as an indication of cheating. Do not allow the student to engage you in a debate – this will disrupt the others. The student may see you afterwards.
- If you hear talking but are unsure of the source, give a verbal warning with eye contact with the suspects. You may choose to station yourself near the source of the noise. After this, a student whom you are sure is talking can be given a zero, with your signature on the exam as an indication of cheating.
- **READ ALL THE RULES OF TEST TAKING TO THE STUDENTS BEFORE THE TEST BEGINS.** If they say other professors are not so hard on them, remain firm in enforcing the rules.

### After the Tests

After the test or exam has been graded, ACMT's transparency policy requires allowing students to look over his or her own exam or to visit you during office hours to discuss his grade. However, many professors do not allow the student to keep the test. You are required to keep students' exams for one year so that the student can contest the grade.

### COURSE EVALUATIONS (from Student Handbook)

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Students evaluate each course and by doing that participate in monitoring of the quality and the success of our educational program. Students' feedback is an important part of their personal efforts for improvement and the college's effort to improve the quality of instruction.

Evaluations are anonymous and are conducted online in the 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> week of each quarter. They evaluate quality of the course, textbooks and other materials as well as the performance of the professor. Course Evaluations for new courses and new faculty members are also conducted during the 4<sup>th</sup> week.

The individual faculty members, the Program and Academic Chairs and the Dean have access to the compiled evaluation data at the beginning of next quarter after your grades have been submitted. It is important for you to encourage students to fill out the evaluation forms and to read the results and to make appropriate adjustments in your course based on their input. It is also important to encourage student input throughout the course.

### ACADEMIC HONESTY POLICY

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All freshmen students, upon admission to ACMT, must sign the ACMT **Honor Code Agreement** located at the end of the Student Handbook. The Academic Honesty Policy is also in the Student Handbook. To support this policy, it is your responsibility to:

- Review the Academic Honesty Policy in the Student Handbook
- Explain how the Academic Honesty Policy applies to the particular course you teach. Details should be provided to students in your course syllabus.
- Document acts of academic dishonesty and to report to the Academic Chair the following information:
  1. Student's name

2. Course in which the act occurred
  3. Date of occurrence
  4. Description of offence (e.g. plagiarism, talking, cheat sheet, exam, quiz, research paper, etc.)
- Follow the guidelines outlined in the Student Handbook for consequences of academic dishonesty

#### **Consequences of Academic Dishonesty** (from Student Handbook)

Professors are asked to document any acts of Academic Dishonesty and to report them to the Academic Chair. The consequences of Academic Dishonesty should be outlined in the syllabus for every course. Most professors will do the following. After notifying and presenting the student with the evidence of such misconduct, a grade of “0” will be assigned and the offence will be recorded on the “cheater’s list” in the office of the Academic Chair. The student will also be required to meet with the Academic Chair regarding the act of academic dishonesty. A repeat offence in the same course will result in the student failing the course and the offence will be recorded on the Academic Dishonesty (“cheater’s”) list.

**If a student commits three acts of academic dishonesty, or fails two courses as a result of academic dishonesty anytime during their study at ACMT, s/he may be expelled from the institution without any future opportunity for return, or refund of tuition.**

Please note that giving a student an “F” instead of a “0” could give the student a higher grade than he would have gotten if he had not cheated.

## **ACADEMIC PROCEDURES AND FORMS**

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All academic procedures are handled by the Support Staff. Forms can be obtained from the forth floor reception. Most situations are handled by Draženka Franić. She or Ketj Mikelj would know who to talk to in case of questions or problems. The procedures which involve faculty include:

**Drop/Add** – A Drop/Add form is to be used within the **first 6 days** of the quarter. If dropping all courses, an official Leave of Absence/Withdrawal form must be used. The form will not be accepted if it is not filled in properly (course number & section number, date & instructor’s signature) or submitted past the deadline. Students can take more than 18 hours if their Cumulative GPA is 2.5 or above and they obtain approval from the Academic Adviser. Students that wish to take more than 22 credits must have a Cumulative GPA of 3.0 or higher and obtain approval from the Ombudsman. A per credit hour rate is charged for credit hours above 18. A copy of the form is in Appendix II.

**Course Withdrawal** – As of the 2007/2008 academic year, Course Withdrawals are done by students online. A Course Withdrawal Form is to be used after the eight week of a quarter for withdrawing from a single course (a Leave of Absence is to be used if withdrawing from all courses). The instructor has to sign the form as well as the student. The student must have permission from the instructor and the Academic Chair. Always make sure that the student has discussed the reason(s) for his/her withdrawal with you. The reimbursement policy is given to the student with the form. The student should be advised of the consequences of withdrawing a course. Once the form is signed by the Dean, it is scanned and e-mailed to the Registrar’s Office at RIT for further processing. A copy of the form is in Appendix II.

**Change of Grade** – Students fill in the Change of Grade form whenever a current grade needs to be changed. There are several reasons for changing a grade: an instructor’s error in input, Incompletes, etc. The professor has to sign the form AND state the reason for change. **THE FORM WILL NOT BE ACCEPTED WITHOUT WRITTEN REASON FOR CHANGE or WITHOUT A GRADE (IN CASE OF INCOMPLETE).** The instructor should also check to make sure all the fields are filled in correctly. Once the form is signed by the Dean, it is scanned and e-mailed to the Registrar’s Office for further processing. A copy of the form is in Appendix II.

**Registration Correction** – A Registration Correction Form is to be used for registering a student if his/her name does not appear on the final class list at the end of a quarter. The form must be submitted by the instructor (there should be a grade, signature, and a reason for adding a course). A copy of the form is in Appendix II.

**Credit by Examination/Experience** – In **very rare** situations, a student has had extensive experience in the content area covered by the course or has taken a course he is not able to transfer in and is able to get credit for an ACMT course by proving his experience or taking a comprehensive exam. Because most of our courses involve interactive learning which is not tested, it is very unusual that this vehicle would be used.

Other procedures include: Request for Repeat of Grade, Application for Graduation, Transcript Request, Change of Name or ID, Replacement of Diploma, Leave of Absence, Suspension Waiver, Incomplete Extension (applicable only to Writing instructors) and Health History for students going to RIT.

## **ACADEMIC ACTION POLICIES AND PROCEDURES**

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Policies and Procedures which receive academic action are as follows:

- Students with a 3.4 GPA (grade point average) are rewarded by being placed on the **Dean's List** the following quarter.
- A student with a quarterly GPA or PFOS (principal field of study) or cumulative GPA or PFOS below 2.0 is placed on **Probation**. Probation is ACMT's way of warning a student that his performance is unsatisfactory.
- If a student earns a GPA below 1.0 or is on probation for 2 consecutive quarters he is placed on **Suspension**. First year students who are suspended are not allowed to return to school for 6 months. After the first year, a suspension is for 9 months.
- Two suspensions, 3 academic dishonesty infractions, or an egregious non-academic act (such as sale or possession of drugs) can result in **Expulsion**.

For more detailed explanations, refer to the Student Handbook.

## **ADVISING SYSTEM**

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If you are a full time faculty member you will be assigned a group of students to advise. Your duty as a faculty advisor is to inform advisees of your office hours (minimum of one weekly hour for every two hours of teaching) and when you can meet with them. Your office hours should be posted on your office door, included in your syllabus and provided to the Reception staff for their reference.

At the beginning of each quarter you should revisit the list of your advisees on SIS. The monitoring of student academic progress during an academic quarter is the main responsibility of the faculty advisor (in particular students who are on probation or have returned from a suspension). Faculty advisors should provide information and advice as to academic status, study habits and other ACMT policies and procedures. A student should be able to confer with the faculty advisor on a regular basis as needed and be required to do so at least once per quarter.

If a faculty member has a concern about any student they should share the information with the student's faculty advisor, or if appropriate, the Academic Chair and/or HSM Program Chair.

For questions on academic issues and student status please contact the Academic Adviser, Draženka Franić (drazenka@acmt.hr).

## **SPECIALIZATION** (from Student Handbook)

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An optional specialization program allows students who have a GPA above 3.0 to prepare for a specific career by focusing their studies in a field that is of particular interest to them. At the beginning of their junior year, students may select a specialization in any field providing a mentor can be found to support that area of study. Examples of specialization areas include: Marketing, Finance, Public Relations, Environmental Science, etc.

With the continuous guidance of a faculty mentor, students who choose a specialization produce a portfolio of projects in their chosen field, which are completed during the junior and senior years and they receive a certificate of completion after their work has been approved by a review board.

For more details about the specialization program go to our website (Active Students, Specialization).

## **STUDENT COUNCIL & CLUBS** (from Student Handbook)

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The Student Council is a self-governing organization of and for the students of ACMT. The Student Council works to improve the quality of student life at the ACMT and serves as the instrument through which the student body may collectively influence decisions about student activities, academic curriculum, policies and other issues.

The ACMT Student Council represents all ACMT students and all students enrolled at ACMT are members of this organization. The members of the Student Council divide various functions among themselves, such as taking care of cultural events and sports activities and helping Student Clubs with their operations.

More details on the Student Council are available in the Student Handbook or online in the Student Council section of ACMT's website.

## **STUDENT CONDUCT PROCESS** (from Student Handbook)

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Students who are accused of violating ACMT non-academic policies and procedures are subject to adjudication by the ACMT Dean's Office. Student misconduct cases (examples of misconduct could be drinking alcohol in school, aggressive behavior or sexual harassment) are resolved through hearings held by the ACMT designated Student Conduct Officer, appointed by the Dean of ACMT. Any member of the ACMT community may file a complaint against any student for misconduct. The complaint would be reviewed by the Academic Chair and be referred to the Student Conduct Officer for a hearing if deemed appropriate. Please refer to the Student Handbook details on this process.

## **EXPENSE REIMBURSEMENT**

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If you expect to incur expenses on behalf of ACMT (for your course, or for professional activities), it is important that you obtain approval for the expenditure in advance, either from the President and Dean, or the Program Chair.

For approved expenses, there are two methods of payment:

1. Pay for it yourself and obtain a receipt, and then be reimbursed by the college as per the following guidelines:
  - Petty Cash Reimbursements must be accompanied by the Expense Reimbursement Form (a sample of the form is in Appendix II). Please fill the form out electronically in Excel, print it out, sign it and submit to the Student Services Assistant at the upstairs Reception Desk. The link for the form is: <http://www.acmt.hr/temp/ExpenseReimbursementForm.xls>. There are 3 sheets in the workbook. The first is the empty template of the Form and the second two sheets provide you with examples and explanations to help you fill the Form out.
  - The minimum amount reimbursed per expense form is 100 kunas. The only exception to this will be for students (who can have any amount reimbursed) and faculty/staff that have not accumulated 100 kunas worth of receipts after one month.
  - Individual receipts for items must accompany the Form.
  - Individual receipts must have the expenses itemized and each item must be specified.
  - On the back of the receipt please indicate the purpose of the expense, if other people were involved how many and who (e.g. snack for staff meeting, total 11 people, administration).
  - Individual receipts must have a stamp and signature unless it is printed from a cash register.
  - Faculty and Staff are allowed to take advancement from Petty Cash if pre-approved.

NOTE: Payment from Petty Cash will not be made until the Expense Reimbursement form is signed by the Department Head.

2. Arrange for the vendor to send ACMT the bill. In this case you have to give the vendor the following information:

ACMT – Dubrovnik, Don Frana Bulića 6, 20000 Dubrovnik  
Matični broj: 1307908  
Žiro račun: 2330003-1100206749

Even though the second method is preferable, the first method may be the only option available. Nevertheless, it is worth asking the vendor to bill ACMT directly.

If you require any additional information about this procedure, please contact the Finance Manager, Nikolina Jelaš or Lana Buzuk at the upstairs Reception Desk.

## **TEACHING IN CROATIA**

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The special pleasures of teaching in Croatia must be mentioned. You will find students excited by the opportunity to obtain an “American” education. ACMT professors learn students’ names, make eye contact, smile, offer experiential learning, solicit questions and comments, and are willing to “go for coffee” and let themselves be known and this bright, warm student body appreciates the support we provide. This is a new experience for many students from this region. You need to use discretion when socializing with students so that your friendly behavior is not interpreted to mean you will give good grades or overlook cheating students in this region may also be less aware of the prohibitions against sexual encounters with professors so it is very important that male professors guard against having their social interactions misinterpreted by female students. Appropriate conduct when students are present consists of acting in a professional, collegial manner.

It is important to note that students in Croatia and the surrounding region are used to assisting each other academically. This behavior may include “helping” (their words) a friend with a tough exam. You may find it necessary to clarify for students what types of academic assistance are appropriate. It is not helpful to treat cheating as immoral.

You will learn a great deal about Dubrovnik and Croatia, and for American faculty members, a lot about how people in the region view Americans and America. You may well gain a wealth of experience and memories that will last a lifetime.

## **PLANNING TO ENTER THE COUNTRY**

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Because you are working in Croatia you must obtain the “Approval for Temporary Stay”. Maureen Shannon, at RIT (585 475-7077) will handle this for you, but you must allow at least 8 weeks for this process. Maureen has the necessary paperwork to be completed by you that will be mailed along with your passport and other documentation. Spouses, children and companions traveling with you must go through the same process even though they will not be working. Please be certain that your passport is up to date through the period that you will be out of the country. If you are not a US Citizen, please advise Maureen Shannon immediately as the procedure will be different and you may need a visa as well. The “Approval for Temporary Stay” can be issued by the Croatian Consulate in New York or by Main Police Station in Dubrovnik.

### **Necessary Documents**

- A completed application
- Passport
- Two passport size photos
- A signed contract stating the nature of your employment or stay in Croatia, including your arrival and departure dates (These dates will be used to determine your Residency)
- Proof of accommodation in Croatia (this will be arranged in Croatia)
- Proof of Medical Insurance (this will be arranged in Croatia)
- Background Search with international Apostille (not older than 6 months). Please note that your background search must be no more that 6 months ols (from the date of issue). Background search and other documents more than 6 months old are not considered valid in Croatia.
- A notarized copy of your most recent academic degree (If this is not possible, a letter from the granting institution verifying the degree and date.)

- Certified raised seal marriage certificate with international Apostille, if applicable (not older than 6 months).

Please note that the process of obtaining the Temporary stay approval usually requires two to three months.

## **RESIDENCY AND WORK PERMITS**

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After you have rented an apartment, your landlord is legally required register you with the Police within 24 hours of your arrival in Croatia (your landlord will need to borrow your passport briefly for this purpose) and give you a signed copy of the lease in order to apply for residency from the Main Police Station. You will need the documents listed above, the lease agreement, and your passport and registration card. This process will create a Croatian identity number (similar to a Social Security number) for you and will help in filing Croatian income tax reports. The Finance Manager, Nikolina Jelaš, will assist you in filing for these documents. Your prompt attention is required since these matters take time to complete.

## **TRAVEL ARRANGEMENTS**

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We recommend that you plan to arrive at least a week before classes begin so that you will have time to get settled and attend any meetings that will assist you in your assignment. You also need to know that at the end of the quarter in addition to the usual grading, you must also enter the grades into the Croatian grade book for each student. Since all faculty need to do this, it can take some extra time, so plan to stay a few extra days after the exam period at the end of the quarter. If you are teaching in the spring quarter we expect you to stay for the graduation ceremony; the interim period provides an excellent opportunity for you to do some traveling before returning home. Maureen Shannon, ACMT Program Coordinator at RIT can make the travel arrangements for you, but it is a good idea to have in mind how you would like to travel from the U.S. and which major European city you would like as your destination. Currently there are direct flights from Rome, Frankfurt and Vienna to Dubrovnik, but the times may not be convenient. Otherwise, you will fly from a major European hub to Zagreb, Croatia's capital, and from there to Dubrovnik. It is wise to allow at least an hour and a half between landing at the hub airport and connecting with the Zagreb flight.

In most cases ACMT/RIT will pay for an economy class ticket for faculty and can arrange payment through the school. It is worthwhile to spend the time investigating various flights and carriers as there can be considerable savings on some flights. RIT uses a knowledgeable travel agency located in California, Adriatic Travel, Inc. ([www.Adriatictours.com](http://www.Adriatictours.com)) (1 800 262 1718). Croatia Airlines also maintains a website that may be helpful in your research ([www.CroatiaAir.hr](http://www.CroatiaAir.hr)).

- Croatia Airlines Flight Information (within Croatia) 062 777 777
- Croatia Airlines Flight Reservations 01 487 2727
- Dubrovnik Airport 020 773 333
- Zagreb Airport 01 6265 222

## **SHIPPING**

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Approximately four weeks prior to departure your sturdy cartons must be taken to RIT's shipping dock. This will be coordinated with Maureen Shannon, who will provide you with forms to be completed, which lists each item and its value. This will include clothing and personal items and teaching materials. You are not allowed to ship food items of any sort, or household cleaners and other corrosive materials (bleach, etc.). If food items, or household cleaners, are included in any package left at RIT for shipping, the package will not be shipped, and returned to the owner at the owner's expense. Also, ACMT, or RIT, will not cover the cost of any item damaged in shipping. It is recommended that valuable items be shipped in luggage, or taken on the plane as a carry-on item.

The college expects faculty members to look for ways to lower shipping costs. This can be accomplished by shipping items via surface versus courier (planning your shipment well in advance) or bringing as many items as possible in your luggage and carry-on baggage.

When your shipment arrives in Croatia, the boxes will be delivered to your apartment. (It will be helpful to save the boxes for your return home and to bring extra packing tape.)

We will not ship:

- overweight boxes
- personal effects that can be purchased in Croatia (if in doubt, please ask before shipping)
- photo-copied material for classes
- office supplies
- food and toiletries
- books
- medicines (such as Tylenol, Advil, etc) – bring these with you in your hand luggage

Non-resident faculty members are allowed the following shipping weights:

1. Faculty Teaching One Quarter – maximum 150 pounds to Dubrovnik and return. Return weight not to exceed incoming weight
2. Faculty Teaching a Full Academic Year (3 quarters) – maximum 300 pounds to Dubrovnik and return
3. Faculty that have renewed an annual contract – maximum 150 pounds to Dubrovnik per year, plus a maximum 600 pound return shipment at the end of their employment with ACMT

## **BAGGAGE ALLOWANCE**

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Current baggage regulations for most transatlantic flights state that you may check free of charge two pieces of luggage. The maximum weight for each piece is 50 pounds, with a length + width+ height of 62 inches (1.58 meters). You may also bring one carry-on bag and one personal item (such as a briefcase, purse or laptop computer) on the plane. The carry-on bag must be able to be stored under the seat or in the overhead compartment. Total weight for your carry-on and personal item cannot exceed 40 pounds.

Please note that flights from the U.K. have the following carry on baggage restrictions: The dimensions of the item must not exceed a maximum length of 45 cm, width of 35 cm and depth of 16 cm (17.7" × 13.7" × 6.2") approximately. This information can be found on the Transportation Security Administration web site ([www.tsa.gov](http://www.tsa.gov)).

## **CUSTOMS, ARRIVAL**

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It is important to note that you are not allowed to bring fresh fruit, vegetables, dairy products, meat or plants into Croatia.

### **Arrival**

It will be helpful to find the ATM machine in the Zagreb or Dubrovnik airport and obtain Croatian currency (see “Banking”). You will be met at the airport by an ACMT representative and welcomed to Dubrovnik. A taxi will bring you and your baggage to your apartment. These expenses will be covered by ACMT. The landlord will take your passport for a day, in order to register you, by law, with the immigration office.

## **ACCOMMODATION**

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Prior to your arrival, Keti Mikelj will contact you regarding your lodging needs and will assist you in finding a suitable space. Apartments are usually furnished with linens and equipped with a washing machine. Most of the buildings are built in a Mediterranean style and apartments may not be as spacious as you are used to.

Keti maintains a relationship with a number of landlords but many apartments are rented to students or tourists, which limits the supply. You will be taken to see as many available apartments as possible and assisted in getting settled. Please note the rental agreement requirements discussed under “Residency and Work Permits”. The landlord will expect the first month’s rent when you move in, and may accept Croatian Kuna, U.S. dollars, Euros, or possibly even a personal check. Generally, the utilities, telephone and water will be additional charged.

## LIVING IN CROATIA

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### Climate

Croatian climate is generally mild, with Mediterranean climate in the coastal region and mild continental climate in the northeast parts of the country. Dubrovnik has warm to hot summers (the highest temperature 100° F - 38° C) and mild winters (temperatures rarely drop below freezing). There are, however, several of windy weeks during winter with strong cold winds, called *bura*, coming from the continent. Winter is also usually the **rainy season** in Dubrovnik although snow is rare. Temperatures in the northern part of Croatia are generally lower, with warm summers and cold snowy winters. The sea temperature is very pleasant and the swimming season starts in May and ends in October.

### Time

Croatian time is 6 hours ahead of US Eastern Standard Time. Croatians use a 24-hour clock; thus 3 PM is 15:00, and 10 PM is 22:00.

Daylight Savings Time goes into effect one week earlier than the U.S., but ends at the same time in the autumn (check Academic Calendar for more information).

### Electricity

The electrical supply voltage in Croatia and most of Europe is 220 volts (US voltage is 110). This means that you will need an adapter or transformer to use your electrical equipment. Adapters/transformers can be purchased in the US or when you arrive for approximately \$20. Home appliance stores are usually open M-F, and limited hours on Saturdays.

### Food

Places to buy food include: smaller mini-markets, supermarkets, fresh green markets and of course local restaurants. Open air green markets offer the opportunity to bargain and shopping around for fresh but cheap vegetables and other foods. There are three green markets in Dubrovnik: the Old Town, Gruž and Uvala Lapad.

Local cuisine is influenced by Italian (especially around the coast), German and French cuisine (continental Croatia). There are some traces of Turkish or Greek influences, particularly in the fast foods. There is also a Chinese and a Mexican restaurant in Dubrovnik.

The tap water in Croatia is drinkable, and of very high quality. The water contains a high mineral content, important to know when you use a dishwasher or an iron.

### News and Publications

The International Herald Tribune, The Economist, Business Week and other English language papers are available at selected locations. ACMT's library also has some of these publications available.

### Money and Banking

Croatia's currency is Kuna (HRK); the current exchange rate is approximately \$1.00/5,70 Kuna. The rates can be checked on line at [www.hnb.hr](http://www.hnb.hr) or [www.oanda.com](http://www.oanda.com). The Kuna is divided into 100 Lipa. Croatia does not use the Euro, but its neighbors, Bosnia and Montenegro will accept this currency, so it may be handy to have some Euros. Credit cards, primarily Visa, Mastercard and American Express are accepted at most shops and restaurants. The number of ATMs in Dubrovnik is expanding, and this is probably the most convenient way for you to obtain Kuna. Your U.S. bank takes a small service charge. Note that most machines dispense only 100 Kuna notes. The maximum ATM withdrawal is 2000 kunas per day.

Most of the banks and ATMs are located on the main bus routes or in the Old Town. Although traveler's checks are quite safe, they may not be accepted everywhere. Banks are usually open from 8 am to 7 pm, 8 am to noon on Saturday, and closed on Sunday.

## Medications

If possible, bring prescription medications with you (not shipped) and copies of the prescriptions in the event that you need a refill from a Croatian pharmacy. Local pharmacies are identified by large green neon crosses, and sell only drugs and pharmaceuticals. They are usually open Monday thru Friday, close earlier on Saturday and are closed on Sunday. Americans will be surprised that pharmacists will prescribe and dispense drugs which are not available “over the counter” in the US. Antibiotics are one example.

## Medical Care

Depending on your current medical insurance you may be well advised to purchase additional travel health insurance prior to leaving. This insurance would cover expenses and coordinate care if you needed to return to the U.S. for emergency care, or in the event of death. This can be arranged through RIT or AAA. If you have an HMO, consult your doctor about whether s/he will approve emergency care while you are overseas. Take note that medical care in Croatia is often very inexpensive by American standards.

Private care is available for our faculty through an English-speaking physician. He will provide a receipt for your insurer for reimbursement.

- **General Practitioner**

Dr. Niko Visković  
Office: 435 596  
Mobile: 091 506 7235  
Home: 331 433

The office is located on Babin Kuk, by the hotel Tirena, at Iva Dulčića 18 (on the promenade, in the right corner of the plaza with the statue of Marin Držić.-bus #6).

- **Dentist**

Žana Gvozdenović-Deranja  
Office: 332 624  
Mobile: 091 794 7135

Her office is located at E. Kvaternika 12 and the hours are varied. She is fluent in English.

- **Gynecologist**

Dr. Zoran Cikatić speaks English and has an office near the University of Dubrovnik, at Iva Dulčića 20.  
Office: 437 722.

## Emergency Care

- Call: 94
- The word for hospital in Croatian is “Bolnica” (pronounced “bolnitza”)
- Universal road signs point the way to drive to a hospital

## Important Phone Information

Croatia’s country code is 385. Dubrovnik’s area code is 020 (when calling from abroad dial only 20) and Zagreb’s area code is 01 (1). For example, to call ACMT from the States, dial: 011 385 20 433 000.

To call the US from Croatia dial 001, and then the area code followed by the number. For example, to call Maureen Shannon at RIT, dial: 001 585 475-7077.

Directory assistance within Croatia is available by dialing 988 or at [www.tportal.hr/imenik/](http://www.tportal.hr/imenik/). For details about local events, schedules of local buses, ferries, planes and other general information about Dubrovnik, dial 981. Even though majority of information is in Croatian the staff may be able to assist English speaking customers.

Emergency numbers are as follows:

Police: 92

Fire Department: 93

Hospital Emergency: 94

US Embassy is in Zagreb, 2 Thomas Jefferson Street phone 01- 661-2200; fax 01- 661-2300, [www.usembassy.hr](http://www.usembassy.hr).

## **LAST AND MOST IMPORTANT**

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Last spring in an interactive session of faculty and staff, groups were asked to describe students as they move from one year to another. The following description may be useful to faculty teaching a given year for the first time.

Freshman (1<sup>st</sup> year) – Still scared from high school

Sophomore (2<sup>nd</sup> year) – Taking advantage of freedom and student oriented environment

Junior (3<sup>rd</sup> year) – Getting more mature and starting to respect what they get

Senior (4<sup>th</sup> year) – Complain about everything, but later, when they go into the “real world,” appreciate what they learned at ACMT

December 10, 2007

Dear Faculty Members

Attached are the two checklists which you must fill out to accompany your syllabus, and a third document which contains some definitions and explanations. Just to remind you, we need these for accreditation purposes.

Please return the completed documents electronically to [keti@acmt.hr](mailto:keti@acmt.hr) no later than December 21, 2007. If you have questions or need help in assembling these materials, please contact Keti Mikelj or one of us.

What you must submit includes:

- your syllabus (which you hand out to the students)
- the Syllabus Checklist
- the Program Outcomes Checklist

Please note:

We developed the syllabus checklist in cooperation with Linda Tolan, Associate Dean of CAST to provide structure for the syllabus. In this way the students can expect the same format in every class. This will help maintain the consistency of policies such as attendance and academic honesty and helps since we are working in a non-native language.

The Program Outcomes are developed for HSM courses so they do not reflect some critical competencies of our General Education Courses. We want to be sure that these competencies are accounted for so we are asking you to add them.

If this is your first time teaching at ACMT, the checklist will help you make modifications for future syllabi. We realize that you do not need one more task to accomplish. We hope you recognize the importance of this activity to assure quality and consistency across our curriculum and we enormously appreciate your efforts.

Bill and Gladys

Course Name: \_\_\_\_\_  
Course Number: \_\_\_\_\_  
Instructor: \_\_\_\_\_  
Date: \_\_\_\_\_

## **SYLLABUS FORMAT**

As part of RIT's accreditation process, we are hoping to create greater consistency in the way faculty members design their syllabi. Having such a format makes it easier for us when we design a course, and having criteria saves hours of arguing with students about their grades, but more importantly, it makes it easier for students to know what to expect. One of the attractions to American education at ACMT is the transparency in grading and the student's ability to have more control over his life by knowing when assignments will be due as well as what is expected of him.

## **SYLLABUS COMPONENTS**

\_\_\_\_\_ **Course Title**

\_\_\_\_\_ **Course Number**

\_\_\_\_\_ **Numeric Quarter the course is being offered in** (eg for 2007/2008, fall would be 20071, winter 20072, spring 20073)

\_\_\_\_\_ **Meeting times and number of credit hours**

\_\_\_\_\_ **Professor's name and contact information** (phone and/or email)

\_\_\_\_\_ **Office hours**

\_\_\_\_\_ **The course description** from the RIT course catalogue/master course outline

\_\_\_\_\_ **Prerequisite and expected preparation:** (This includes RIT prerequisite courses and it can also advise students about previous preparation which will be useful such as statistics or accounting or problem solving skills or writing skill. Having these things stated will emphasize the fact that in American education one course builds on another so students should not memorize material expecting to then forget it.

\_\_\_\_\_ **Objectives** measure knowledge and skill: a short demonstration of good objectives is contained below) There should be performance objectives for each intended learning outcome. Course intended learning outcomes (sometimes called course goals or objectives are defined in the master course outline and we will add performance objectives, determine the metrics, collect data, analyze and obtain results for action.\*

\_\_\_\_\_ **Textbook and/or class readings: title and where to obtain it** (e.g. Jim Trade Course packet)

\_\_\_\_\_ **Grading:** what is each grade worth in percentage points – e.g. An A is 90 – 100 OR 89.5 – 100 OR 92 – 100) AND what each grade means - e.g. a C competently fulfills all requirement competently, for a B add creativity or goes beyond the scope of depth of the assignment

\_\_\_\_\_ **Assignments with explanations and Due Dates**

\_\_\_\_\_ **Evaluation** – how will the fulfillment of each objective be measured (e.g. multiple choice quizzes and exams to measure recall of information, essay exams to measure application of knowledge and writing skills, a research presentation to measure research skills, application of knowledge and oral presentations skills, a journal to measure self assessment and writing skills)

\_\_\_\_\_ **Evaluation criteria or rubric or check list** – specific information about how each assignment will be evaluated (e.g. for a presentation: substance, organization, nonverbal skills, audience involvement or interaction.)

**Also include equipment needed or disallowed** (e.g. you must have your own pencils and calculators or calculators will not be allowed)

\_\_\_\_\_ **Attendance expectation and consequences of being absent**

\_\_\_\_\_ **Academic honesty policy and specific consequences for infractions**

\_\_\_\_\_ **Explicit expectations for classroom behavior where appropriate**

\_\_\_\_\_ **Consequences of handing work in late**

\_\_\_\_\_ **Weekly Calendar of Class Activities and Assignments** (This is critical in enabling well organized students to plan how they will get all their assignments finished.)

## HSM PROGRAM OUTCOMES

Course Name: \_\_\_\_\_

Course Number: \_\_\_\_\_

Instructor: \_\_\_\_\_

Date: \_\_\_\_\_

### 1. Function in a professional manner in a variety of business environments

For each of the Competencies listed below, **which are demonstrated in your class**, on the line to the left of the competency, write the letter which indicates if you measure the competency by:

**O** = Observation

**W** = Written projects or exams

**P** = Peer evaluation

You may evaluate a competency using more than one evaluation method.

Demonstrate effective communication skills in:

\_\_\_\_\_ oral presentations,

\_\_\_\_\_ written communication,

\_\_\_\_\_ interpersonal communication

\_\_\_\_\_ with sensitivity to the needs of the audience

\_\_\_\_\_ **Demonstrate effective listening skills**

\_\_\_\_\_ Function in a leadership role

\_\_\_\_\_ **Effectively use accounting procedures in making business decisions**

\_\_\_\_\_ Develop effective marketing plans

### 2. Use innovative and creative approaches to problem solving

For each of the Competencies listed below, **which are demonstrated in your class**, on the line to the left of the competency, write the letter which indicates if you measure the competency by:

You may evaluate a competency using more than one evaluation method

**O** = Observation and evaluation of individual and team projects

**L** = Evaluation of performance in laboratories and special events

**D** = Evaluation of data collection, data summaries, and interpretation of data, especially in significant papers

\_\_\_\_\_ **Identify problems, sources of information, and creative solutions**

\_\_\_\_\_ **Identify current and future trends impacting a problem or industry**

\_\_\_\_\_ **Apply technology in solving the problem**

\_\_\_\_\_ **Demonstrate leadership in team problem-solving situations**

\_\_\_\_\_ **Collect and organize data to assist in decision-making**

### 3. Demonstrate leadership and managerial skills in a global service environment

For each of the Competencies listed below, **which are demonstrated in your class**, on the line to the left of the competency, write the letter which indicates if you measure the competency by:

**O** = Observation of interpersonal and professional communication skills in classes and extra curricular professional settings

**W** = Evaluation of written projects and exams

**P** = Peer evaluations

You may evaluate a competency using more than one evaluation method.

\_\_\_\_\_ **Demonstrate techniques for motivating employees and customers in ways that lead to desired outcomes**

\_\_\_\_\_ **Demonstrate excellent customer service skills with application to a variety of service industries**

\_\_\_\_\_ **Apply information technology and evaluation to make informed decisions**

\_\_\_\_\_ **Create and summarize results of surveys and other data sources for making managerial decisions**

**4. Demonstrate extensive knowledge appropriate for student's HSM concentration**

For each of the Competencies listed below, **which are demonstrated in your class**, on the line to the left of the competency, write the letter which indicates if you measure the competency by:

**O** = Observation and evaluation of individual and team projects

**W** = Evaluation of written projects and exams

**L** = Evaluation of performance in laboratories and special events

\_\_\_\_\_ **I**dentify core knowledge essential to a specific concentration

\_\_\_\_\_ **D**emonstrate proficiency in using standards procedures

\_\_\_\_\_ **I**dentify key current issues in a specific concentration area

You may evaluate a competency using more than one evaluation method.

**If you are developing competencies in your course which you think are important** (e.g. critical thinking or computational skills) **please list the competency and the evaluation method you are using** to measure the competency.

<b>Competency</b>	<b>Evaluation measurement</b>

**Program Outcomes**  
**Hospitality and Service Management Undergraduate Program**  
**October, 2005**

<b>Program Outcomes. Graduates will:</b>	<b>Measurable Competencies. Graduates will:</b>	<b>Strategies, classes, and experiences to develop competencies</b>	<b>Assessment Methods</b>	<b>When to Assess</b>	<b>Assessor</b>	<b>When Reported</b>	<b>Recommendations</b>	<b>Follow Up Actions</b>
Function in a professional manner in a variety of business environments	<p><b>Demonstrate</b> effective communication skills in oral presentations, written communication, and interpersonal communication with sensitivity to the needs of the audience</p> <p><b>Demonstrate</b> effective listening skills</p> <p><b>Exhibit</b> professional behavior and dress in a business environment</p> <p><b>Function</b> effectively on teams and in diverse and international cultural environments in a</p>	<p>Senior Project; other courses which include presentations, papers, and/or team work</p> <p>Work on extracurricular projects within the School, such as the RITz dinner</p> <p>Leadership</p> <p>Technology in Service Systems</p> <p>Product Development</p> <p>Liberal Arts courses</p> <p>Accounting and Financial Management courses</p> <p>Significant Written</p>	<p>Observation of interpersonal and professional communication skills in classes and extra curricular professional settings</p> <p>Evaluation of written projects and exams</p> <p>Peer evaluations</p>	<p>Multiple times within each class, in multiple formats, as specified in course outlines.</p> <p>Recommended formats for assessment: exams, papers, presentations, team activities, peer evaluations of team work</p>	<p>Instructors</p> <p>Program Coordinators</p>	<p>Quarterly</p> <p>Annually</p>	<p>Instructors monitor and adjust as needed</p> <p>Recommendations of program coordinator discussed with department chair and instructors</p>	<p>Revisions to courses and program as needed</p>

	<p>leadership role</p> <p><b>Effectively use accounting procedures in making business decisions</b></p> <p>Develop effective marketing plans</p>	papers						
Use innovative and creative approaches to problem solving	<p><b>Identify problems, sources of information, and creative solutions</b></p> <p><b>Identify current and future trends impacting the problem or industry</b></p> <p><b>Apply technology in solving the problem</b></p> <p><b>Demonstrate leadership in team problem-solving situations</b></p> <p><b>Collect and organize data to assist in decision-making</b></p>	<p><b>Technology in Service Systems</b></p> <p><b>Senior Project</b></p> <p><b>Leadership</b></p> <p><b>Product Development</b></p> <p><b>Integrated Service Systems</b></p> <p><b>Data Analysis</b></p> <p><b>Assessment</b></p> <p><b>RITz dinner</b></p> <p><b>Global Standards</b></p> <p><b>Science and Liberal arts courses</b></p> <p><b>Math and statistics</b></p> <p><b>Simulations and role playing</b></p>	<p><b>Observation and evaluation of individual and team projects</b></p> <p><b>Evaluation of performance in laboratories and special events</b></p> <p><b>Evaluation of data collection, data summaries, and interpretation of data, especially in significant papers</b></p>	<p><b>Multiple times within each class, in multiple formats, as specified in course outlines.</b></p> <p><b>Recommended formats for assessment: exams, papers, presentations, team activities, peer evaluations of team work</b></p>	<p><b>Instructors</b></p> <p><b>Program Coordinators</b></p>	<p><b>Quarterly</b></p> <p><b>Annually</b></p>	<p><b>Instructors monitor and adjust as needed</b></p> <p><b>Recommendations of program coordinator discussed with department chair and instructors</b></p>	<p><b>Revisions to courses and program as needed</b></p>

		Case study analysis						
<b>Demonstrate leadership and managerial skills in a global service environment</b>	<p><b>Demonstrate techniques for motivating employees and customers in ways that lead to desired outcomes</b></p> <p><b>Demonstrate excellent customer service skills with application to a variety of service industries</b></p> <p>Apply information technology and evaluation to make informed decisions</p> <p>Create and summarize results of surveys and other data sources for making managerial decisions</p>	<p>Leadership</p> <p>Integrated Service Systems</p> <p>Senior project</p> <p>Assessment</p> <p>Financial Accounting</p> <p>Human Resources</p> <p>Product Development</p> <p>Class presentations</p> <p>Team projects</p> <p>Extra curricular events and projects, including the RITz dinner</p> <p>Coop work experiences</p> <p>Independent research projects</p>	<p><b>Observation of interpersonal and professional communication skills in classes and extra curricular professional settings</b></p> <p><b>Evaluation of written projects and exams</b></p> <p><b>Peer evaluations</b></p>	<p><b>Multiple times within each class, in multiple formats, as specified in course outlines.</b></p> <p><b>Recommended formats for assessment: exams, papers, presentations, team activities, peer evaluations of team work</b></p>	<p><b>Instructors</b></p> <p><b>Program Coordinators</b></p>	<p><b>Quarterly</b></p> <p><b>Annually</b></p>	<p><b>Instructors monitor and adjust as needed</b></p> <p><b>Recommendations of program coordinator discussed with department chair and instructors</b></p>	<p><b>Revisions to courses and program as needed</b></p>
<b>Demonstrate extensive knowledge appropriate for student's HSM concentration</b>	<p><b>Identify core knowledge essential to a specific concentration</b></p>	<p>Concentration courses</p> <p>Coop Work experiences</p>	<p><b>Observation and evaluation of individual and team projects</b></p>	<p><b>Multiple times within each class, in multiple formats, as specified in</b></p>	<p><b>Instructors</b></p> <p><b>Program Coordinators</b></p>	<p><b>Quarterly</b></p> <p><b>Annually</b></p>	<p><b>Instructors monitor and adjust as needed</b></p> <p><b>Recommendations of program coordinator discussed with</b></p>	<p><b>Revisions to courses and program as needed</b></p>

	<p><b>Demonstrate proficiency in using standards procedures</b></p> <p><b>Identify key current issues in a specific concentration area</b></p>	Invited speakers	<p><b>Evaluation of performance in laboratories and special events</b></p>	<p>course outlines.</p> <p><b>Recommend ed formats for assessment: exams, papers, presentations, team activities, peer evaluations of team work</b></p>			<p>department chair and instructors</p>	
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# Add/Drop Form

**Directions:**

- Please print.
- This form must be processed before the end of the Add/Drop Period (the first 6 days of the quarter).
- Matriculated students who are dropping all of their courses must use a Leave of Absence/Institute Withdrawal form.

Quarter: Fall \_\_\_\_\_ 1 \_\_\_\_\_ Winter \_\_\_\_\_ 2 \_\_\_\_\_ Spring \_\_\_\_\_ 3 \_\_\_\_\_ Summer \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Example: Fall 2006-2007 = 20061, Winter 2006-2007 = 20062 Mo. Day Yr.

Student Name: \_\_\_\_\_  
Last First Middle

University ID Number: \_\_\_\_\_ - \_\_\_\_\_ Home Department: \_\_\_\_\_

**ADDS ONLY: (Use this part to receive an instructor's permission to be added to a closed or restricted class.)**

	COURSE NUMBER	CREDIT HRS.	COURSE TITLE	DEPT. APPROVAL / DATE
1.	_____	_____	_____	_____/____
2.	_____	_____	_____	_____/____
3.	_____	_____	_____	_____/____
4.	_____	_____	_____	_____/____
5.	_____	_____	_____	_____/____

If this transaction increases your credit load to over 18 hours, permission from your home department is required.  
**EXCEPTION:** Students with a Yr. Level 3 or above, who have a cumulative GPA of 3.2 or above, may register for up to 20 cr. hours.  
 Overload approved by: \_\_\_\_\_ Date \_\_\_\_\_

**DROPS ONLY: (After the end of the 6-day Add/Drop period, use a Course Withdrawal Request form.)**

	COURSE NUMBER	CREDIT HRS.	COURSE TITLE	DEPT. APPROVAL / DATE
1.	_____	_____	_____	_____/____
2.	_____	_____	_____	_____/____
3.	_____	_____	_____	_____/____
4.	_____	_____	_____	_____/____
5.	_____	_____	_____	_____/____

**Remarks:** State reason for exception if beyond the Add/Drop Period.  
 Late Add/Drops will not be considered without a valid reason.

Date received/by: \_\_\_\_\_

Student Financial  
 Services Review:  approved  not approved

Signature/Date: \_\_\_\_\_

**Registrar's Office Use Only**

Date Processed: \_\_\_\_\_

Processed by: \_\_\_\_\_

## After 8th Week COURSE WITHDRAWAL REQUEST

This form is to be used by students withdrawing from one or more courses after the **eighth week** of a quarter. **Do not use this form if withdrawing from all courses in a quarter.** A Leave of Absence/Institute Withdrawal Form is available for this purpose.

**Instructions To Student:**

1. Complete form.
2. Obtain all required signatures below:
  - Instructor of the course
  - Department Head (representing the student's program)
  - Dean (of the college in which the student is matriculated)
3. Submit the completed form to your home department.

A grade of "W" will be assigned **if** the course withdrawal is approved.

Grades of "W" are maintained as part of the student's permanent academic record, but do not affect G.P.A. or hours earned. Withdrawing from a course will not change your enrollment status (e.g. full-time to part-time). International students see note above.

**Note: Are You An International Student?**

**Yes** \_\_\_\_\_ If yes, please be aware that withdrawing from a course can affect your immigration status. Please contact International Student Services **PRIOR** to completing this form. Their telephone number is 585-475-6943.

Student Name \_\_\_\_\_ Home Dept. \_\_\_\_\_  
Last First MI

Student ID Number \_\_\_\_\_ Quarter \_\_\_\_\_  
Example: Fall Quarter 2007-2008, indicate 20071  
Winter Quarter 2007-2008, indicate 20072

COURSE TITLE	COURSE NUMBER	SECTION	CREDIT HOURS	GRADE
_____	_____	_____	_____	<u>W</u>
<i>Graded Lab</i>	_____	_____	_____	<u>W</u>
<i>Non-graded Lab</i>	_____	_____	<u>0 0</u>	<u>Drop</u>

Student's Signature \_\_\_\_\_ Today's Date \_\_\_\_\_

**DEPARTMENT APPROVALS**

Instructor's Name	Instructor's Signature	Date
Dept. Head's Name - Student's Home Department	Department Head's Signature	Date
Dean's Name - Student's Home College: <b>Required</b>	Dean's Signature	Date

Reason for Withdrawal after the 8th week:

**Registrar's Office Use Only:**

Date Received: \_\_\_\_\_  
 Date Processed: \_\_\_\_\_  
 Processed By: \_\_\_\_\_



## REIMBURSEMENT POLICY FOR DROPPING COURSES

1. If the student is registered as a full time student (12-18 credit hours) and after dropping courses the student remains a full time student, the tuition rate for the quarter remains the same, and there is no refund.
2. If the student is taking an overload (over 18 credit hours) and drops or withdraws from the overload courses, the following refunds will apply for the overload credits:
  - a. Dropping classes in the add/drop period – 100% refund for the class
  - b. Withdrawing classes from the end of the add/drop period through to the end of the second week of classes – 70% refund
  - c. During the third week of classes – 60% refund
  - d. During the fourth week of classes – 50% refund
  - e. During the fifth week of classes – 25% refund
  - f. During the sixth – last week of classes – no refund
3. If the student is registered as a part time student (2-11 credit hours) the same refunds apply as in 2a-2f providing that the student is registered for a minimum of 2 credits during the quarter.
4. If the student drops all classes, or withdraws from all classes and ceases to be a student at ACMT for that quarter, the following refunds will apply:
  - a. Dropping all classes in the add/drop period – 90% refund
  - b. All other refunds apply as in 2b-2f.
5. If the student is registered as a full time student (12-18 credit hours) and drops courses to become part time status (2-11 credits hours), within the add/ drop period, the refund is made based on the tuition calculation difference.
6. If the student is registered as a full time student (12-18 credit hours) and withdraws from courses to part time status (2-11 credits hours), after the add/ drop period, the refund will be based on the tuition calculation difference and the percentages indicated in 2b-2f.
7. **ATTENTION:**  
All courses that have been either dropped or withdrawn during the course of academic year, to fulfill graduation requirements those courses will have to be taken or replaced with the equivalent course and will have to be paid for based on following calculation:  
total yearly tuition divided by 36 credits and multiplied by number of credits

NOTE: Non-attendance does not constitute an official withdrawal; official withdrawal (completion and approval of the add/drop form or completion and approval of the withdrawal form) from courses is required even if the student is not eligible for a tuition refund.

## CHANGE OF GRADE FORM

### INSTRUCTIONS TO FACULTY

**Please Note:** A grade of "I" is a temporary grade which reverts to "F" if the Registrar's Office has not received a Change of Grade form from the instructor by the end of the second succeeding quarter (including summer quarter).

**1. Furnish Information Below**

- Please note that Department Head refers to department in which the course is offered.
- Department stamp is to help maintain security.

**2. Forward All copies of the Change of Grade Form to your department.**

**3. Your department will send this form to the Registrar's Office for processing.**

Name of Student \_\_\_\_\_ Home College/Dept. \_\_\_\_\_  
Last First Middle

Student ID Number \_\_\_\_\_ Quarter Course Was Taken \_\_\_\_\_  
Example: Fall Quarter 2003-2004, indicate 20031  
 Winter Quarter 2003-2004, indicate 20032

\_\_\_\_\_ Section \_\_\_\_\_ Credit Hours \_\_\_\_\_  
Course Number  New Grade  Old Grade

Course Title \_\_\_\_\_

\_\_\_\_\_  
 Instructor's Name (Print) Instructor's Signature Date

\_\_\_\_\_  
 Department Head's Name (Print) Department Head's Signature Date

Reason for Change

Department Stamp

Registrar's Office Use Only:  
 Date Received: \_\_\_\_\_  
 Date Processed: \_\_\_\_\_  
 Processed By: \_\_\_\_\_

## REGISTRATION CORRECTION FORM

This form is to be used by faculty in **unusual circumstances** to correct a registration problem. It can only be used if the student's name does not appear on a quarter's grade roster. A grade must be assigned on this registration correction form. A Registration Correction Form submitted by a student will not be accepted.

The student must have made an appropriate financial commitment which covers this registration correction to the Bursar's Office and be academically eligible to register prior to the processing of this form by the Registrar's Office.

- INSTRUCTOR:**
1. Please print. Press hard.
  2. Complete all sections below being certain to sign in the appropriate area.
  3. Forward **all** copies directly to your department or scheduling officer.

- DEPARTMENT OFFERING COURSE:**
1. Sign/stamp form.
  2. Forward all copies to Dean's Office (of department offering course).
  3. Dean's office forwards all copies to the Registrar's Office.

- REGISTRAR'S OFFICE:**
1. Check student's financial and academic eligibility for registration.
  2. If eligible, form will be processed and remaining copies returned to student's home department for distribution.
  3. If not eligible, form will not be processed and all copies returned to student's home department.

Name of Student \_\_\_\_\_  
Last First Middle College Program

Quarter Course Was Taken \_\_\_\_\_ Student ID Number \_\_\_\_\_  
Example: Fall Quarter 2002-03, indicate 20021, Winter 2002-03, indicate 20022

Course Number \_\_\_\_\_ Section \_\_\_\_\_ Credit Hours \_\_\_\_\_ Grade

Course Title \_\_\_\_\_

Reason for Adding Course & Grade:	Instructor's Name (print) _____
	Instructor's Signature _____ Date _____
	Dept. Signature/Stamp _____ Date _____
	Dean (of Dept. Offering Course) _____ Date _____
	Bursar _____ Date _____

**Return to Department**  
 This form cannot be processed. Financial commitment has not been made per the Bursar's Office.

**Registrar's Office Use Only:**

Date Received: \_\_\_\_\_  
 Date Processed: \_\_\_\_\_  
 Processed By: \_\_\_\_\_

COPYING REQUEST FORM

Professor's name: \_\_\_\_\_

What class or project is this for? \_\_\_\_\_

How many originals? \_\_\_\_\_

\_\_\_ Single sided

\_\_\_ Double sided

\_\_\_ Collated

\_\_\_ Stapled

Number of copies needed \_\_\_\_\_

Date needed \_\_\_\_\_

If the job is more than 6 pages, please explain why this was not included in the course packet.



## EXPENSE REIMBURSEMENT FORM

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Expense for: \_\_\_\_\_

Expense Period: \_\_\_\_\_

Purpose of Trip: \_\_\_\_\_  
(if applicable)

Travelled with: \_\_\_\_\_

Currency: HRK or OTHER \_\_\_\_\_  
(If other, indicate which foreign currency)

Indicate Rate: \_\_\_\_\_  
([Get today's rate by going to www.hnb.hr](http://www.hnb.hr))

EXPENSE CATEGORY									
	DATE	ALCOHOL	SUPPLIES	GAS	TAXI/BUS	FOOD & BEVERAGE	ACOMMO DATION	OTHER	TOTAL
1									0
2									0
3									0
4									0
5									0
6									0
7									0
8									0
9									0
10									0
Total by Category		0	0	0	0	0	0	0	0

Total Expenses	0
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EXPENSE REIMBURSEMENT					
1	Total Expenses	0	Department Name		Date
2	Total Advances	0	Applicant's Signature		
3	Balance Due ACMT	0	Dept. Head's Signature		
4	Bal. Due Applicant	0	Form Completed By		