



## CSR 30000 Field Experience in Retail Management

- **CRN:** 21449
- **Summer 2022**
- **Instructional Modality:** Async online
- **Course credit hours:** 1
- **Restrictions:** Must be enrolled as a Retail Management major
- **Prerequisites:** CSR 209 Minimum Grade of D-

## Instructor

- **Dr. Tongxiao (Catherine) Zhang**
- **Office:** MTHW 302D (Inside the Center for Professional Selling)
- **Cell Phone:** 301-526-8964
- **Email:** zhan1309@purdue.edu
- **Student Consultation hours, times, and location:** Appointments only in person or via Zoom.

## Course Description

Approved in-service training, a minimum of 140 hours; development of activities plan; and report of activities. Advance approval of director and employer and attendance at pre- and post-organizational meeting is required.

## Learning Resources, Technology & Texts

Students are automatically enrolled in the **Learning Online 101** course in Brightspace, a self-paced elective designed to help students be better prepared for hybrid and online learning

**Required text:** No textbook required

All academic work is posted on the Brightspace site.

## Course Learning Outcomes

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|---|
| 1. Provide exposure to career options in a real world setting through direct practice or by observation and interaction with colleagues at the internship site. |
| 2. Apply theory and relevant coursework in a professional setting where the student will combine academic and work site assignments.                            |
| 3. Advance skills and professional experience to enhance the student's career development.  |

## Course Objectives

1. **Relate your field experience through direct practice, observation and interaction with others to your course work, professional skills, and career goals.**

- a. Develop a minimum of three learning objectives that focus on academic learning, career development, skill development and/or personal development.
  - b. Identify academic courses that are relevant to your field experience.
  - c. Provide examples of how academic courses have provided you with needed skills and knowledge to be successful in your position.
  - d. Examine the current organization and operations of the business to identify major strengths and weaknesses you have observed and researched utilizing supporting information from academic courses and industry research to support your reasoning.
  - e. Utilize and apply industry based terminology.
  - f. Recognize basic retail operations (CSR 209) and industry practices that are implemented within your organization.
2. **Develop skills through practical application that are essential to your position and valued by employers.**
- a. Research skills that employers desire in new college hires.
  - b. Identify skills that you currently possess which can be strengthened during your field experience and explain the relevance of these skills to your field experience and future chosen profession.
  - c. Assess skills that are essential for success in your field experience and future chosen profession that you currently don't possess. Determine tangible steps that you can take to improve these skills.
  - d. List 3 primary work assignments for the duration of your field experience to ascertain to what degree these responsibilities enabled you to achieve your initial learning objectives.
  - e. Utilize skills through direct practice or by observation and interaction with colleagues and/or supervisors at the work site.
3. **Reflect critically and constructively on your field experience to maximize your personal and professional growth.**
- a. Record on a daily basis first hand experiences and observations at work site.
  - b. Reflect on relationship to personal learning objectives, academic courses, and skill development.
  - c. Compare your list of essential skills needed for the position to skills identified by your site supervisor and discuss similarities and differences.
  - d. Review midway site supervisor's evaluation with supervisor to determine level of performance to date and implement a plan which enables you to further develop or integrate experiences to enhance your skill development and improve overall performance.
  - e. Review final site supervisor's evaluation together with your supervisor to assess personal and professional growth gained since the midway evaluation.
  - f. Redesign your resume, LinkedIn profile and other professional documents to reflect skills and experiences gained during your field experience.

## Course Logistics

### STUDENT RESPONSIBILITIES & COURSE REQUIREMENTS:

1. Go over the syllabus and finish a quiz on Brightspace at the beginning of this semester.
2. Obtain suitable employment and submit Site Approval Form to CSR 300 Instructor (see guidelines within this syllabus).

3. Registration of CSR 30000 within the semester in which the work hours are being completed.
4. You are currently registered in a course that requires an off-campus experience completing a field experience, clinical hours, a practicum, or internship. **Reporting mandates require Purdue University to verify the physical location of the experience when taking such courses.**

Please follow these instructions to report your internship location:

- a. Log into your myPurdue: <https://wl.mypurdue.purdue.edu/>
- b. Click on the **Academic** tab
- c. Under the Personal Information menu, click on **Online Course Disclosure Information**
- d. Enter the information for where you will be physically located while completing the off-campus requirements for the course.
- e. \*If the information there is correct, please click Verify.

Please be sure to provide the **address information for the location of the experience**. Example: you are living in Indiana but are commuting to Kentucky each day for the course experience. Please provide the Kentucky address. If your internship is on campus, you would indicate "West Lafayette" as the location. If the internship is conducted remotely, the student should report his/her physical location.

Additionally, if you move or information regarding your courses changes, it is your responsibility to update this information.

5. Work a minimum of 140 hours **AFTER the Site Approval Request form has been verified and approved by CSR 300 instructor**. ATTENTION! No work hours may be counted towards the required minimum 140 hours until the Site Approval Request Form is submitted and approved! Assignments turned in prior to this approval will not be accepted or graded.
6. Represent Purdue University and the College of Health & Human Sciences in a professional manner on the job at all times.
7. Satisfactory on-the-job performance. If your job performance is not satisfactory or you are terminated for just cause, we reserve the right to assign an F for your course grade.
8. Completion of all course assignments in a timely (by the due dates) and professional manner. Assignments include (1) informational interview and learning objectives report; (2) five reflection papers; (3) midway evaluation meeting with the CSR300 instructor; and (4) final report. All assignments must be submitted on Brightspace.
9. Verification of total hours worked by submitting **paystubs** (PAID) when received **OR** signed weekly time sheet (NON-Paid) **signed by your work site supervisor** and submitted with your weekly update.
10. Receipt of Midway Site Supervisor Evaluation and Final Site Supervisor Evaluation by CSR 300 instructor. It is your responsibility to remind your work supervisor at least a week before the assigned due date, so he/she is certain to complete the form, review it with you directly, then send it to CSR 300 instructor. The evaluation can be emailed to the CSR300 instructor directly by your supervisor OR can be emailed to the CSR300 instructor by you while copying your supervisor on the email.
11. **International Students:** Please consult with the International Students & Scholars office about possible work authorization needed to fulfill this course's requirement!

### **SUITABLE JOB SITES AND SURVIVAL NOTES**

**What type of positions are acceptable?** The appropriate position is one that involves selling a product or services in a retailing setting or a position within retail industry. Ideally the position has considerable customer

contact or exposes the student to the operational/managerial side of the organization. Restaurants/server positions are not applicable. Student must work/interact on a daily basis with site supervisor.

If uncertain of the acceptability of the position, first discuss with the CSR 300 instructor.

**How do I verify hours worked?** Paid and unpaid positions are accepted. If you are in “nonpaid” work status, use the weekly time sheets which you complete and is signed by the site supervisor prior to submission. If you are paid and receive paycheck, generally bi-weekly, then submit copies of paystubs when received along with your weekly updates. The dates of pay period and hours worked are to be highlighted/or circled prior to submission.

**How do I find a job?** The department does not arrange interviews or positions – this is your responsibility, and it may require some diligence, especially during the academic year. Occasionally potential openings may be forwarded to you via email (although no endorsement is provided since leads cannot be evaluated without the Site Approval Request Form information.) Other resources include jobs posted on the Center for Career Opportunities (CCO) website. You must register with my CCO to obtain access to the jobs databases. Company career sites frequently post positions. Use your network of friends and family as another resource. And finally, contact companies you are interested in; be sure to dress professionally and have a copy of your resume and the CSR Employer Packet when applying.

**Do I have to work in the Greater Lafayette area?** No. If you work out of the immediate area, all communications can be handled by phone, Zoom calls, or e-mail. You will however, be expected to attend the required information session prior to the start of your work or scheduled a meeting with the CSR 300 instructor prior to leaving campus and to file your Site Approval Form as described above.

**What if I have difficulty finding a job?** If you have not found a job by the last date to drop, you should drop the course. If you find a job later which will enable you to complete the course, make an appointment with the CSR 300 Instructor to determine whether it is appropriate to be “late add” or to consider available alternatives such as the possibility of an early site approval for the next semester.

**What is required of my employer?** Your employer must be willing to sign/complete his/her portion of the site approval form, participate in an informational interview with you and submit a midway and final evaluation of your on-site work. You are to show these forms (See Employer Packet) to your supervisor at the time he/she signs off on your Site Approval Form. If a company is not able to complete the CSR evaluation, then it is recommended that you find another location to complete CSR 300 to avoid receiving 0 points for that portion of your grade.

It is your responsibility to schedule a meeting with your work site supervisor to review your midway and final work site supervisor’s evaluation. Your employer must also be aware that you are completing an academic requirement and may need assistance with obtaining company information pertinent to your research and final report.

**What is required of you?** Maximize your field experience by being actively engaged in your field experience. Initiate communication with both your work site supervisor and CSR 300 instructor.

- Read through and **download** all course materials from Brightspace as you are to know the due dates, policies, and assignments.
- Provide and review with your work site supervisor the academic assignments you and your work site supervisor are to complete for CSR 300. Know the due dates so you can coordinate a reasonable time period for your work site supervisor to complete the site evaluations and review them with you face to face. This is especially important during a summer internship due to managers taking vacations.
- Be engaged in your field experience, by observing and asking questions of your managerial staff.
- Follow all site policies and regulations.
- Be professional at all times.

- If you have any problems submitting materials on Brightspace, email your CSR 300 Instructor immediately and also ITAP help desk. **Inability to submit assignments will not be accepted as reason for not getting assignments in on time.**
- Email your CSR 300 instructor to schedule a one-on-one meeting to discuss any questions regarding your site situation and course academic assignments. If off campus, schedule a phone or Zoom call.

**What if I get a job but find out later that I can't complete the 140 hours required before the due date?** See your CSR 300 instructor to discuss your options. If you meet the following criteria, you **MAY** be eligible for an incomplete:

1. The Site Approval Request Form has been obtained and approved.
2. You initiate a request to the Professor for an Incomplete **IN WRITING** prior to the Final Report due date outlining a schedule for completion. **The Professor will decide if an Incomplete is granted.** It is important to discuss your situation with your CSR 300 instructor well in advance of the end of the term.

## Assignments

All assignments are due at 11:59 PM EST on the specified date.

| DUE DATE:   | ASSIGNMENT  |
|---|---|
| Friday, June 3  | <b>Syllabus Quiz:</b> Go over the syllabus and take the quiz in Brightspace (Course Tools -> Quizzes -> Syllabus Quiz). <u>You will get all the 50 points if you get 100% on the quiz and zero if less than 100%.</u> You can take the quiz as many times as you want by <b>Friday, June 3.</b>   |
| Friday, June 3  | <b>Site Approval Form:</b> Submitted immediately in Brightspace ASAP, <b>BEFORE</b> accumulation of applicable work hours begin, and no later than <b>Friday, June 3.</b> The form should be a full scanned document with the employer's signature and date. Please confirm its approval by checking my feedback left in Brightspace! Without the Site Approval Request Form, no credit will be given for hours worked! |
| Friday, June 17   | <b>Informational Interview &amp; Learning Objectives Report</b>   |
| Paper #1: <b>Friday, June 17;</b><br>Paper #2: <b>Friday, June 24;</b><br>Paper #3: <b>Friday, July 1;</b><br>Paper #4: <b>Friday, July 15;</b><br>Paper #5: <b>Friday, July 22</b> | <b>Reflection Papers:</b> Complete 5 reflection papers. Please summarize what you did and what you learned in the previous week(s). 12 font size, 1" margin all around, double space, at least one full page.   |

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|-------------------------------|---|
| <p><b>Friday, July 1</b></p>  | <p><b>Midway Work Site Supervisor's Evaluation</b> - The site supervisor reviews the evaluation with you and email it to the CSR 300 instructor. It is your responsibility to remind and schedule a time to meet with your site supervisor to ensure the evaluation is submitted on time. <u>You can ask your supervisor to email the evaluation directly to me <b>OR</b> you can email it to me while copying your supervisor on the email.</u><br/> <u>The midway evaluation should occur at about 70 hours of completed work. <b>No receipt of Supervisor's Midway Report = 0/25</b> points.</u> Contact your instructor should there be a problem in getting your midway reviewed with you.</p> |
| <p><b>Friday, July 29</b></p> | <p><b>Final Report and Pay Stubs:</b> Turned in as one document in Brightspace. Keep a copy of your entire report. This internship is a form of independent study and all feedback comes at the end of the course when you receive your grade. Do not expect any feedback during the semester other than for the Site Approval Notification and deadline reminders. <b>Final Reports are not accepted after the due date!</b></p>   |
| <p><b>Friday, July 29</b></p> | <p><b>Final Work Site Supervisor's Evaluation:</b> The site supervisor reviews the evaluation with you and email it to the CSR 300 instructor. It is your responsibility to remind and schedule a time to meet with your site supervisor to ensure the evaluation is submitted on time. <u>You can ask your supervisor to email the evaluation directly to me <b>OR</b> you can email it to me while copying your supervisor on the email.</u> Contact CSR 300 instructor should there be a problem in getting your final evaluation reviewed with you.</p>   |
| <p><b>Friday, July 29</b></p> | <p><b>REQUEST FOR AN INCOMPLETE</b> if the minimum hours of 140 have not been met. IF you meet the following criteria, you MAY be eligible for an Incomplete:</p> <ol style="list-style-type: none"> <li>1. The Site Approval Form has been obtained and approved.</li> <li>2. A request for an incomplete is emailed to CSR 300 instructor no later than <b>July 29</b> outlining a schedule for completion.</li> </ol> <p><b>Contact the CSR 300 instructor before Friday, July 29</b> if you have questions about your eligibility for an Incomplete.</p>  |

**GRADING:**

|  |                   |
|--|-------------------|
| • Syllabus Quiz  | 50 points         |
| • Site Approval  | 15 points         |
| • Informational Interview & Learning Objectives Report | 40 points         |
| • Reflection papers (20 points ea.)                    | 100 points        |
| • Midway Work Site Supervisor Evaluation               | 25 points         |
| • Final Report   | 170 points        |
| • <u>Final Work Site Supervisor Evaluation</u>         | <u>100 points</u> |
| <b>TOTAL</b>   | <b>500 points</b> |

**COURSE GRADING**

A 450 or higher (90.00% or better)

- B 400 – 449 (80.00% to 89.99%)
- C 350 – 399 (70.00% to 79.99%)
- D 300 – 349 (60.00% to 69.99%)
- F 299 or lower (lower than 60.00%)

## Missed or Late Work

**Late Penalty for Assignments:** 5% will be deducted from the total score for EACH day your assignment is late; however, the Final Report and the Final Supervisor Evaluation are due no later than the due dates – NO EXCEPTIONS!

**++Non-receipt of the supervisor's evaluations will result in a "0".** Your **work site supervisor** may choose to delay the submission of the evaluation until all of your hours are complete.

**An Incomplete grade** will be given in the situation where the student has not provided the required documentation to verify the completion of the minimum 140 hours.

**ALL WORK MUST BE SUBMITTED BY THE DUE DATE – Friday, July 29 - NO EXCEPTIONS!**

## Attendance Policy

This course follows Purdue's academic regulations regarding attendance, which states that students are expected to be present for every meeting of the classes in which they are enrolled. When conflicts or absences can be anticipated, such as for many University-sponsored activities and religious observations, the student should inform the instructor of the situation as far in advance as possible. For unanticipated or emergency absences when advance notification to the instructor is not possible, the student should contact the instructor as soon as possible by email or phone. When the student is unable to make direct contact with the instructor and is unable to leave word with the instructor's department because of circumstances beyond the student's control, and in cases falling under excused absence regulations, the student or the student's representative should contact or go to the Office of the Dean of Students website to complete appropriate forms for instructor notification. Under academic regulations, excused absences may be granted for cases of grief/bereavement, military service, jury duty, and parenting leave. For details, see the Academic Regulations & Student Conduct section of the University Catalog website.

Guidance on class attendance related to COVID-19 are outlined in the Protect Purdue Pledge for Summer 2022 on the Protect Purdue website.

## Academic Guidance in the Event a Student is Quarantined/Isolated

If you must miss class at any point in time during the semester, please reach out to me via email so that we can communicate about how you can maintain your academic progress. If you find yourself too sick to progress in the course, notify your adviser and notify me via email or Brightspace. We will make arrangements based on your particular situation. Please note that, according to Details for Students on Normal Operations for Fall 2021 announced on the Protect Purdue website, "individuals who test positive for COVID-19 are not guaranteed remote access to all course activities, materials, and assignments."



## Classroom Guidance Regarding Protect Purdue

Any student who has substantial reason to believe that another person is threatening the safety of others by not complying with Protect Purdue protocols is encouraged to report the behavior to and discuss the next steps with their instructor. Students also have the option of reporting the behavior to the Office of the Student Rights and Responsibilities. See also Purdue University Bill of Student Rights and the Violent Behavior Policy under University Resources in Brightspace.

## Academic Integrity

Academic integrity is one of the highest values that Purdue University holds. Individuals are encouraged to alert university officials to potential breaches of this value by either emailing [integrity@purdue.edu](mailto:integrity@purdue.edu) or by calling 765-494-8778. While information may be submitted anonymously, the more information is submitted the greater the opportunity for the university to investigate the concern. More details are available on our course Brightspace table of contents, under University Policies.

*[Purdue's Honor Pledge](#): "As a boilermaker pursuing academic excellence, I pledge to be honest and true in all that I do. Accountable together - we are Purdue."*

## Copyright

Online educational environments, like all learning environments, should provide opportunities for students to reflect, explore new ideas, post opinions openly, and have the freedom to change those opinions over time. Students enrolled in and instructors working in online courses are the authors of the works they create in the learning environment. As authors, they own the copyright in their works subject only to the university's right to use those works for educational purposes (Visit [Purdue University Copyright Office](#)). Students may not copy, reproduce or post to any other outlet (e.g., YouTube, Facebook, or other open media sources or websites) any work in which they are not the sole or joint author or have not obtained the permission of the author(s)."

## Netiquette

Your instructor and fellow students wish to foster a safe online learning environment. All opinions and experiences, no matter how different or controversial they may be perceived, must be respected in the tolerant spirit of academic discourse. You are encouraged to comment, question, or critique an idea, but you are not to attack an individual. Our differences, some of which are outlined in the University's nondiscrimination statement below, will add richness to this learning experience. Please consider that sarcasm and humor can be misconstrued in online interactions and generate unintended disruptions. Working as a community of learners, we can build a polite and respectful course ambience. Please read the Netiquette rules for this course:

- Monitor how much space/time you are taking up in any discussion. Give other students the opportunity to join in the discussion.
- Do not use offensive language. Present ideas appropriately.
- Be cautious in using Internet language. For example, do not capitalize all letters since this suggests shouting.
- Avoid using vernacular and/or slang language. This could lead to misinterpretation.
- Keep an "open-mind" and be willing to express even your minority opinion.
- Think and edit before you push the 'Send' button.
- Seek and take in feedback from others; learning from other people is an important life skill."

## Nondiscrimination Statement

Purdue University is committed to maintaining a community which recognizes and values the inherent worth and dignity of every person; fosters tolerance, sensitivity, understanding, and mutual respect among its members; and encourages



each individual to strive to reach his or her potential. In pursuit of its goal of academic excellence, the University seeks to develop and nurture diversity. The University believes that diversity among its many members strengthens the institution, stimulates creativity, promotes the exchange of ideas, and enriches campus life. A hyperlink to Purdue's full Nondiscrimination Policy Statement is included in our course Brightspace under University Policies.

## Diversity & Inclusion Statement

1. "In our discussions, structured and unstructured, we will explore a variety of challenging issues, which can help us enhance our understanding of different experiences and perspectives. This can be challenging, but in overcoming these challenges we find the greatest rewards. While we will design guidelines as a group, everyone should remember the following points:
  - We are all in the process of learning about others and their experiences. Please speak with me, anonymously if needed, if something has made you uncomfortable.
  - Intention and impact are not always aligned, and we should respect the impact something may have on someone even if it was not the speaker's intention.
  - We all come to the class with a variety of experiences and a range of expertise, we should respect these in others while critically examining them in ourselves."
2. "This course, as with every course offered at Purdue, plays a part in creating and sustaining a welcoming campus where all students can excel. There are many initiatives in \_\_\_ department and supported by the university focused on this goal, and this course is designed to take advantage of those resources. Learning experiences and assignments address diversity and inclusion, not because they are "topics," but because they are necessary to prepare students to be successful in a diverse, global environment."
3. "We strive for equity, providing equal access and opportunity, and working to maximize student potential. This requires both instructor and students to identify and remove barriers that may prevent someone from full access or full participation. You can help by:
  - Contacting me, anonymously if needed, if you see a potential barrier for someone or yourself in participating fully in the class. This might be a physical barrier such as access to technology or a personal situation.
  - Suggesting ways in which members of our class can support each other. Virtual study groups and discussion boards are examples, but I encourage you to be creative in your ideas.
  - Getting to know each other as contributing members of our learning community. Everyone has something to contribute, and while I designed the course to take advantage of the wealth of knowledge, expertise, and experience we bring together, I cannot do it well without your participation. There are many opportunities built into this course for this type of work. It is important we do it together."

## Accessibility

Purdue University strives to make learning experiences as accessible as possible. If you anticipate or experience physical or academic barriers based on disability, you are welcome to let me know so that we can discuss options. You are also encouraged to contact the Disability Resource Center at: [drc@purdue.edu](mailto:drc@purdue.edu) or by phone: 765-494-1247.

## Mental Health/Wellness Statement

**If you find yourself beginning to feel some stress, anxiety and/or feeling slightly overwhelmed, try [WellTrack](#).** Sign in and find information and tools at your fingertips, available to you at any time.

**If you need support and information about options and resources,** please contact or see the [Office of the Dean of Students](#). Call 765-494-1747. Hours of operation are M-F, 8 am- 5 pm.

**If you find yourself struggling to find a healthy balance between academics, social life, stress, etc.** sign up for free one-on-one virtual or in-person sessions with a [Purdue Wellness Coach at RecWell](#). Student coaches can help you navigate through barriers and challenges toward your goals throughout the semester. Sign up is completely free and can be done on BoilerConnect. If you have any questions, please contact Purdue Wellness at [evans240@purdue.edu](mailto:evans240@purdue.edu).

**If you're struggling and need mental health services:** Purdue University is committed to advancing the mental health and well-being of its students. If you or someone you know is feeling overwhelmed, depressed, and/or in need of mental health support, services are available. For help, such individuals should contact [Counseling and Psychological Services \(CAPS\)](#) at 765-494-6995 during and after hours, on weekends and holidays, or by going to the CAPS office on the second floor of the Purdue University Student Health Center (PUSH) during business hours.

## **Basic Needs Security**

Any student who faces challenges securing their food or housing and believes this may affect their performance in the course is urged to contact the Dean of Students for support. There is no appointment needed and Student Support Services is available to serve students 8 a.m.-5 p.m. Monday through Friday. Considering the significant disruptions caused by the current global crisis as it related to COVID-19, students may submit requests for emergency assistance from the [Critical Needs Fund](#)."

## **Violent Behavior Policy**

Purdue University is committed to providing a safe and secure campus environment for members of the university community. Purdue strives to create an educational environment for students and a work environment for employees that promote educational and career goals. Violent Behavior impedes such goals. Therefore, Violent Behavior is prohibited in or on any University Facility or while participating in any university activity. See our course Brightspace under University Policies for a link to the full Violent Behavior Policy."

## **Emergency Preparation**

In the event of a major campus emergency, course requirements, deadlines and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances beyond the instructor's control. Relevant changes to this course will be posted onto the course website or can be obtained by contacting the instructors or TAs via email or phone. You are expected to read your @purdue.edu email on a frequent basis."

## **Course Evaluation**

During the last two weeks of the semester, you will be provided with an opportunity to give feedback on this course and your instructor. Purdue uses an online course evaluation system. You will receive an official email from evaluation administrators with a link to the online evaluation site. You will have up to 10 days to complete this evaluation. Your participation is an integral part of this course, and your feedback is vital to improving education at Purdue University. I strongly urge you to participate in the evaluation system."

## **Student Help and Success**

*On the homepage for all your courses, under Announcements, is a Student Resources widget with direct links to Technology Help, Academic Help, Campus Resources, and timely items that may change based upon students' most urgent needs. Please remind students of this resource.*

## **Disclaimer**

This syllabus is subject to change. You will be notified of any changes as far in advance as possible via an announcement on Brightspace. Monitor your Purdue email daily for updates.”