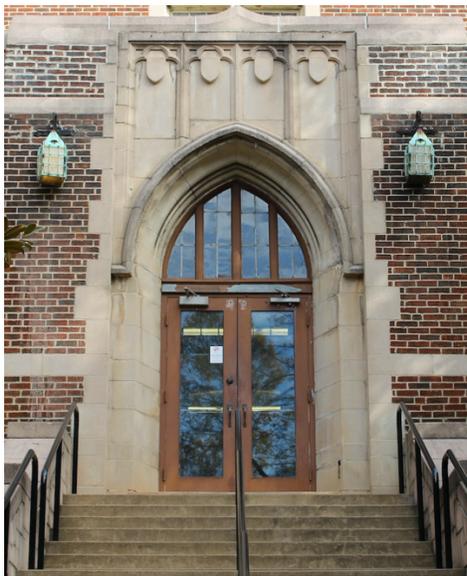


RHTM GRADUATE STUDENT HANDBOOK



DEPARTMENT OF RETAIL, HOSPITALITY, AND TOURISM MANAGEMENT

COLLEGE OF EDUCATION, HEALTH, AND HUMAN SCIENCES
THE UNIVERSITY OF TENNESSEE

2018-2019

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WELCOME STATEMENT

Welcome to the Ph.D. program in the Department of Retail, Hospitality and Tourism Management at the University of Tennessee. We anticipate that your experience will be both challenging and rewarding.

As you enter the Ph.D. program, you are embarking on a world of scholarship. We assume that you are committed to your studies and are motivated to complete the Ph.D. program in a timely manner. Your coursework is only a small part of the knowledge that will be needed to excel as a professional in your field. We encourage you to go beyond the coursework and engage in scholarly activities with your peers and our accomplished faculty.

At the Ph.D. level, we emphasize new knowledge. The focus is on critical evaluation of the literature from leading journals and integrating theories into all that you do. We train scholars who are critical thinkers and can articulate their ideas to their cohort group and graduate faculty.

You will be immersed in an intellectual environment that we recognize is challenging and frustrating at times. We know it is not easy. We provide support and encouragement; you provide motivation, perseverance, curiosity and energy.

I wish you the best.

Ann Fairhurst, Ph.D.

Professor and Department Head

CHAPTER 1 INTRODUCTION

PURPOSE OF HANDBOOK

Graduate students are expected to be aware of and satisfy all regulations governing their work and study at the university. Students should be directed to the Graduate Catalog, to Hilltopics, and to the publications on graduate student appeals and on graduate student assistantships available in the Graduate Student Services office.

The University of Tennessee (UTK) *Graduate Catalog* is the official document that contains information applicable to all graduate students. The catalog may be found online at <http://catalog.utk.edu/>. This document is recognized as the final authority concerning graduate school policies, procedures, programs, and curricula. Students should heed the prominent warning within the catalog that they **must assume full responsibility for knowledge of rules and regulations of The Graduate Council and departmental requirements for the chosen degree program**. Students should note that they are held to the requirements in existence at the time of graduation rather than at the time of first enrollment and are responsible for knowledge of those requirements.

Most departments maintain requirements beyond those published in the *Graduate Catalog*. Requirements for the RHTM department are presented in this *RHTM Graduate Program Handbook*. The Handbook may be obtained from the Department of Retail, Hospitality, and Tourism Management (RHTM) in room 110 Jessie Harris Building (865-974-6831) or RHTM's web site (<http://rhtm.utk.edu>). This document contains information for both graduate students and faculty. Graduate students are responsible for information in the Handbook. Much of the text which is reproduced in this Handbook was abstracted from the *Graduate Catalog* for the convenience of the reader. However, both the *Graduate Catalog* and *Graduate Program Handbook* should be consulted to fully acquaint the reader with pertinent information.

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CHAPTER 2 ADMISSION REQUIREMENTS AND APPLICATION PROCEDURES

The UT Graduate School specifies minimum requirements for admission to the University and these are provided in the *Graduate Catalog*. Many programs such as ours maintain admission requirements beyond those of The Graduate School and these also are provided here. Application procedures specified in this Handbook reflect both sets of admission requirements. Please remember that an application must be approved by The Graduate School and the RHTM department before admission is granted.

GRADUATE SCHOOL ADMISSION REQUIREMENTS AND POLICIES

Admission to graduate study requires a bachelor's degree with a satisfactory grade point average from a college or university accredited by the appropriate regional accrediting agency or foreign equivalent.

The Graduate Council requires a minimum grade point average of 2.7 out of a possible 4.0, or a 3.0 during the senior year of undergraduate study. Applicants with previous graduate work must have a grade point average of 3.0 on a 4.0 scale or equivalent on all graduate work. Many programs require a higher average. Applicants with work experience or who are entering graduate study after a number of years away from an educational institution, usually five years, will be given consideration with greater flexibility relative to GPA. An international student graduating from a United States institution must meet the same requirements as those for domestic students.

An applicant whose GPA falls between 2.5 and 2.7 may be admitted on probation, upon

recommendation of an academic unit graduate committee. The probationary status will be removed after completion of 9 or more hours of graduate credit with a minimum GPA of 3.0. Failure to maintain a 3.0 while in this status will result in dismissal. An international student may not be admitted on probation.

The stated criteria are the minimums. The actual averages required for admission may be higher, depending on the number and the qualifications of applicants.

When a student is admitted to graduate study prior to having received the baccalaureate degree, that degree must be awarded before the date of first registration in graduate courses.

The Office of Graduate and International Admissions must be notified of any change in the entering date after admission has been granted. Individual departments and colleges may have further restrictions on admission dates. For this information, students should contact the department they wish to enter. If a student does not enroll within one year after the requested admission, the application process must be repeated.

Enrollment in graduate programs is a privilege which may be withdrawn by the university, or any area of graduate study, if it is deemed necessary by the Dean of Graduate Studies to safeguard the university's standards.

Admission to program and through Graduate Admissions

To apply for admission to any graduate program in the RHTM department, the following materials must be sent to the office of Graduate and International Admissions:

- The completed Graduate Application for Admission (<http://admissions.utk.edu/graduate>).
- A \$60 non-refundable application fee.
- One official transcript from all colleges and universities attended.
- Scores from Test of English as a Foreign Language (TOEFL) if native language is not English (refer to section on English Certification).

Application forms for the GRE, GMAT and TOEFL can be obtained by contacting Educational Testing Service
Princeton, New Jersey 08450
<http://www.ets.org>

Examination results reach the university in approximately three weeks. All documents submitted become the property of the university and will not be returned.

DEPARTMENT ADMISSION REQUIREMENTS AND APPLICATION PROCEDURES

In addition to requirements stipulated by The Graduate School, all graduate programs in the RHTM department require that the following materials be sent to the RHTM

department:

- The completed RHTM Department Application Form for Graduate Programs and Financial Assistance.
- Three Graduate Rating forms compiled by individuals who can attest to your potential for graduate education.
- Scores from GRE or GMAT.
- Personal Goal Statement stating what your intentions are upon earning the degree.
- If applying for an assistantship, statement of intent is also needed.

Superior students deficient in one or more of the above requirements may be admitted at the discretion of the department's graduate faculty. Deficiencies may need to be addressed through undergraduate coursework.

Admission of International Students

For admission to a graduate program, an international student must have an equivalent 4-year bachelor's degree with at least a B average on all previous coursework and a B+ on all previous graduate work. On various grading scales, this corresponds to

- 14 on a 20-point scale.
- 80.0 from Taiwanese institutions.
- 1st Class or Division from Indian institutions.
- Upper 2nd Class Honors on various British systems.

If graduating from a U.S. institution, the minimum is the same as that for domestic students (see Admission Requirements). Other grading systems are evaluated, upon receipt of transcripts, in accordance with standard recommendations. Many departments require a higher average than the minimum.

International students may apply for admission any semester, but normally enter the fall semester. The deadlines for submission of applications to the Office of Graduate and International Admissions are:

Fall	February 1
Spring	June 15
Summer	October 15

The Office of Graduate and International Admissions must be notified of any change in entering date after admission has been granted. Individuals applying online must pay the application fee by credit card.

The following items must be received before admission will be considered.

- A completed Graduate Application for Admission.
- A \$60 non-refundable processing fee. Payment should be made in United States dollars by a cashier's check, money order, or personal check payable to the University of Tennessee, Knoxville. If payment is by personal check, it must be drawn on a United States bank to be honored in United States currency. Checks drawn on overseas banks are not accepted. International money orders are suggested.
- Official or attested university records, with certified translations if the records are not in English (notarized copies are not accepted).
- Confirmation of degree(s). Confirmation must be received by the Office of Graduate and International Admissions at least 2 months prior to term of first enrollment.
- Certification of English proficiency. Refer to section on English Certification.
- Documented evidence of financial resources sufficient to support the student, as stated on the financial statement form supplied to the applicant. This form is available at the Graduate and International Admissions Web site:<http://admissions.utk.edu/admissions/graduate/shtml> or will be sent to the applicant after receipt of application.
- Additional departmental/program requirements.
- Departmental application. Contact the program for forms.
- Reference letters or rating forms. All program forms should be sent to the college or department.
- Scores from the Graduate Record Examination (GRE) or Graduate Management Admission Test (GMAT).

Admission must be granted, and financial documentation and degree confirmation must be received prior to issuance of an I-20 or DS-2019 form needed to obtain a visa. The university will not issue these forms after the following dates.

Fall	May 15
Spring	October 1
Summer	February 15

An international student may not enroll as a non-degree student nor be on probation.

English Certification

Any person whose native language is not English must submit results of the Test of English as a Foreign Language (TOEFL) or the International English Language Testing System (IELTS). A minimum score of 213 on the computer-based test, 550 on the paper test, or 80 on the Internet-based Test typically with a score of 20 on each of the sections of the test (reading, listening, writing, and speaking) is required for admission consideration. Some programs require higher scores. The score must be no more than two years old from the requested date of entry. Applicants who have received a degree from an accredited U.S. institution within the past two years are exempt from the TOEFL requirement. All students whose native language is not English must take an English proficiency examination after arrival at the University of Tennessee, Knoxville.

Evaluation of Applications

The procedure for evaluating an applicant's file is as follows:

1. The Secretary of Graduate Studies in the department (Marcia Lane) maintains a file on each applicant and assists students in completing the application process. Once the file is completed the secretary of graduate studies circulates the application materials to all graduate faculty in the department for review.
2. Graduate faculty meet to discuss and vote on the applicant's file for admission. Graduate faculty in the program area may also make a recommendation concerning assistantship awards to admitted applicants.
3. Admission recommendations are forwarded to the Director of Graduate Studies and then to The Graduate School for final action. Applicants will be informed of Department recommendations on his/her application by a letter from the Director of Graduate Studies and will be informed of final action by another letter from The Graduate School.

ADMISSION CLASSIFICATIONS

Degree Admission

Admission to a degree program requires that a person meet the minimum admission requirements and any additional program requirements (see Admission Requirements). Refer to the appropriate department for specific requirements for admission to the degree program.

In addition to meeting the minimum requirements, applicants at the doctoral level must have demonstrated a potential for superior academic performance. To be considered are such criteria as performance in prior undergraduate and/or graduate studies, achievement on graduate admission tests, letters of recommendation from professors familiar with the applicant's capabilities, and other evidence of scholarly achievement.

A student must maintain a 3.0 grade point average to continue enrollment in a degree program (see Academic Standards).

An applicant may not be admitted simultaneously to more than one-degree program. Two or more applications cannot be considered concurrently. For admission to dual programs, applications are processed consecutively.

Non-Degree Admission

Applicants may apply for non-degree status who, for example

- Need additional time to fulfill application requirements for a degree program.
- Do not wish to pursue a degree program.

Minimum requirements (see Admission Requirements) must be met for admission to non-degree status. Some departments do not permit non-degree students to register for graduate courses.

A major area must be declared if the intent is to seek an advanced degree. If no degree is desired, a major area need not be declared. Students anticipating long-term enrollment as non-degree students are advised to apply as undergraduate students in non-degree status. Students holding a degree who are taking additional work as undergraduate non-degree students may be allowed to take 600-level courses for undergraduate credit with the approval of the instructor.

Before accumulating 15 hours of coursework in graduate non-degree status, the student must apply and be admitted to a specific degree program (see Revision of Admission Classification for procedures).

A maximum of 15 graduate hours may be taken in graduate non-degree status. If admitted into a degree program, no more than 15 graduate hours may be applied toward a graduate degree, if approved by the student's committee. Courses applied toward any graduate degree must fall within the time limit specified for the degree.

Every graduate student must meet with an academic advisor at least once each semester to discuss his/her program. For non-degree students with a declared major, the advisor must be from the appropriate academic unit. If no advisor has been assigned, the department head or designee is the advisor. For a non-degree student who has no declared major, the Dean of Graduate Studies, or designee, is the advisor.

A student must maintain a 3.0 grade point average to continue enrollment in non-degree status (see Academic Standards). Admission to non-degree status does not constitute admission to a degree program. The student who seeks to enter a degree program will be directed to the appropriate department.

An international student on a student visa may not enroll in the non-degree status.

Transient Admission

A student who is enrolled in good standing in a graduate degree program at another institution and who wishes to take courses for transfer to that institution may be admitted after submitting a completed Graduate Application for Admission, the \$60 application fee, and a Transient Student Certification form 10 days prior to registration. Only one semester, or a maximum of 12 hours, of coursework can be taken in transient status. Necessary forms may be obtained from the Office of Graduate and International Admissions.

Postdoctoral Admission

Persons who hold an earned doctoral degree and desire to take graduate courses may be admitted in the postdoctoral status. A completed Graduate Application for Admission, the application fee, and confirmation of the doctorate are required for admission.

Admission in the postdoctoral status does not constitute admission to a degree program. The student who seeks to enter a degree program must meet all admission requirements and be recommended by the program.

CHAPTER 3 FINANCIAL SUPPORT

Several types of financial aid are available. These include assistantships, fellowships and scholarships, student loans, veterans' benefits, graduate student travel grants, and part-time employment opportunities. In addition, the University participates in the Academic Common Market.

Students in the RHTM may apply for teaching assistantships and research assistantships. These awards are limited in number and are offered to full-time Master's and Doctoral students.

FINANCIAL ASSISTANCE

The University of Tennessee offers several types of financial assistance for which graduate students may apply.

Assistantships

Graduate assistantships, scholarships, traineeships, and some fellowships are offered through many departments and colleges. Information concerning these types of assistance can be obtained from the department in which the student plans to study. All assistantships are governed by the Policy for the Administration of Graduate Assistantships.

Departmental Assistantships

A graduate student on a half-time assistantship is expected to provide teaching assistance that consists of approximately 20 hours of assistantship activities per week. A graduate student on a quarter-time assistantship is expected to provide teaching assistance that consists of approximately 10 hours of assistantship activities per week. A graduate assistantship awarded by the RHTM department is not guaranteed from semester to semester. Renewal of assistantship will depend on (1) satisfactory performance of teaching assistance, (2) maintenance of an acceptable standard of work in graduate courses, (3) satisfactory performance on comprehensive examinations, and (4) satisfactory progress toward completing degree requirements. If the overall performance is below the expected level, this issue will be addressed in the graduate faculty meeting. As a result, the student may be placed on probation for the following semester, which may incur reduction or loss of the assistantship. In addition, if a graduate student is placed on academic probation, the assistantship may be terminated or discontinued until the probation is removed.

In general, PhD students are guaranteed four years of funding in a form of assistantship, conditional upon satisfactory performance as aforementioned. Thus, students should make every effort to complete their PhD within four years.

Academic Common Market

The Academic Common Market is an agreement among Southern states for sharing unique programs. Participating states can make arrangements for their residents who are fully admitted to specific programs at the University of Tennessee to enroll on an in-state tuition basis if these programs are not available in the state of residence.

Cooperating states in the Academic Common Market are Alabama, Arkansas, Delaware, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, Oklahoma, South Carolina, Tennessee, Texas, Virginia and West Virginia.

Residents of member states who seek further information on approved programs should contact the Southern Regional Educational Board, 592 Tenth Street, N.W., Atlanta, GA 30318-5790, (404) 875-9211, FAX (404) 872-1477, <http://www.sreb.org>; or Norma Harrington, Office of Undergraduate Admissions, (865) 974-2184.

Fellowships

The Graduate School administers several fellowship programs such as the J. Wallace and Katie Dean Graduate Fellowships and the Herman E. Spivey Graduate Fellowships. These awards are for full-time study at the University of Tennessee and awardees are selected on the basis of high achievement, broad intellectual ability and potential for significant career contributions. Candidates from any field of study may be nominated by the academic program for the J. Wallace and Katie Dean Fellowships. Candidates for graduate study in the humanities may be nominated by the academic

program for the Herman E. Spivey Fellowships. Detailed information is available on the Graduate School website (<https://gradschool.utk.edu/graduate-student-life/costs-funding/graduate-fellowships/endowed-graduate-fellowships-and-access-and-diversity-fellowships/>).

Employment

The Office of Financial Aid and Scholarships coordinates the Federal Work Study Program which provides part-time off- and on-campus jobs for U.S. citizens or permanent residents who have demonstrated financial need by completing the Free Application for Federal Student Aid (FAFSA). A wide range of jobs is available in academic units, administrative offices, and non-profit agencies.

Graduate Student Travel Award

The University Program and Services Fee (UPSF) Graduate Student Travel Award is administered by the Office of the Dean of Students in cooperation with the Graduate Student Senate and the Dean of Graduate Studies. Allocations from this fund are utilized to provide travel awards for University of Tennessee graduate students attending professional meetings. The awards are made on the basis of merit, not need, and allow for partial reimbursement of transportation, lodging and registration expenses. Travel award requests must be filed using the current UPSF Graduate Student Travel Fund application. Applications can be picked up at the Office of the Dean of Students (413 Student Services Building) or downloaded from the GSS Web site at <http://web.utk.edu/~gss>. Applications must be submitted to the Office of the Dean of Students by the following deadlines.

Summer Term	April 15
Fall Semester	September 1
Spring Semester	January 15

Departmental Fellowships and Awards

Dissertation Fellowships

Departmental Research Funds

Loans

Students must apply through the Office of Financial Aid and Scholarships for all loan programs. Loans are limited to U.S. citizens and certain permanent residents. Additional paperwork is required on subsidized/unsubsidized Stafford Loans, including the Free Application for Federal Student Aid (FAFSA). Students must be admitted into a degree program and be enrolled for a minimum of 6 credit hours each semester to receive student loans.

Four types of loan programs are administered by the Financial Aid office.

- Federal Perkins Loan (FAFSA must be on file).

- Subsidized Federal Stafford Loan (FAFSA must be on file).
- Unsubsidized Federal Stafford Loan (FAFSA must be on file).
- The University of Tennessee Loan.

Processing time varies from one loan program to another. All students receiving financial aid are expected to maintain satisfactory academic progress standards to remain eligible to receive aid. In addition, all students receiving federal financial aid must have a social security number. Information on these standards, applications, and additional information are available from the Office of Financial Aid and Scholarships, 115 Student Services Building.

Veteran's Benefits

Veterans, reservists and widows or children of certain deceased or disabled veterans, who have been admitted to a degree program, may apply for benefits by contacting the Veterans Affairs Office in Room 209, Student Services Building. Maximum benefits are paid by the Department of Veterans Affairs for course loads of 9 or more graduate hours each semester.

CAPTER 4 REGISTRATION AND ADVISING

REGISTRATION

Registration is required of all graduate students when using university facilities and/or faculty time. The minimum number of hours for registration is one. Registration allows use of services such as library checkout, laboratories, and recreation facilities not open to the public.

Information concerning registration is available at One Stop Student Services (<https://onestop.utk.edu/class-registration/>) or on MyUTK. Registration is accomplished via Web. During priority registration, a bill is mailed to the registrant. Payment is due by the deadline noted on the bill. A graduated late fee is assessed to any student who fails to register during priority registration. Additional information can be obtained from the Office of the University Registrar, (865) 974-2101.

Failure to pay tuition and fees before the deadline, as noted each semester on the bill, will result in cancellation of the schedule. Retroactive registration is not allowed. Non-degree students in unrestricted programs may obtain permission to register from the Office of Graduate Student Services. Non-degree students with no declared major must obtain permission from the department/program head to register for courses in restricted fields.

Conditional Registration

Applicants who appear to meet the admission requirements for graduate study may be allowed to register for an initial term after submitting the Graduate Application for Admission form and application fee. Time is allowed to obtain transcripts and additional

requirements for admission. Students who fail to gain admission within seven weeks after registration will not be permitted to register again until all admission requirements are met. International students may not register conditionally.

Registration for Use of Facilities

Students using university facilities, services or faculty time, including summer term, must be registered. Normally, students are registered for coursework or thesis/dissertation credit. Students who are not taking coursework and are not yet eligible to register for thesis or dissertation hours, must register for course 502 (Use of Facilities) if they wish to have borrowing privileges in the University Library or to use computer labs, other labs, or other university resources.

INITIAL ENROLLMENT

Upon arrival at the University of Tennessee, graduate students should report to Marcia Lane, Secretary of Graduate Students in RHTM (Room 110, Jessie Harris Bldg.) to acquire and provide general information. The Director of Graduate Studies will serve as a temporary advisor for new students until they select a major professor.

CONTINUED ENROLLMENT AND ADVISING

Each student must select a major professor based on common interests and qualifications within their second year in the program. Together, the student and major professor select a faculty committee for the student.

Responsibilities of the major professor are:

- a) schedule advising appointments when contacted by the advisee.
- b) assist advisee in developing a plan of study that is commensurate with the advisee's background, interests, and goals and complies with the approved curriculum and policies.
- c) provide guidance to the advisee on selection of faculty committee members.
- d) assist the advisee in meeting The Graduate School requirements and deadlines.
- e) provide guidance in developing a research project suitable for a doctoral dissertation.
- f) coordinate oral and written examinations required by the specific program.

Responsibilities of the advisee are:

- a) consult the *Timetable of Classes* and other Graduate School related News, from The Graduate School, and the registration information from the Office of Registration Services to become familiar with all procedures and deadlines.
- b) become familiar with departmental procedures and requirements as described in this handbook.
- c) schedule an appointment with the major professor prior to registering for classes.
- d) notify the major professor and Secretary of Graduate Studies of any change in address or telephone number.

COURSE LOADS

The maximum load for a graduate student is 15 hours, and 9 to 12 hours are considered a full load. For the summer term, graduate students may register for a maximum of 12 hours in an entire summer term or for a maximum of 6 hours in a five-week summer session. Students may enroll in only one course during a mini-term session.

Students on a half-time assistantship normally register for 6 to 11 hours per semester. A quarter-time graduate assistant normally register for 9-13 hours. A student on a half-time assistantship who takes 6 hours will be considered full time. Refer to the Policy for the Administration of Graduate Assistantships for additional information.

Students receiving financial aid should consult with the department/ program head concerning appropriate course loads. Courses audited do not count toward minimum graduate hours required for financial assistance.

Registration for more than 15 hours during any semester, or for more than 12 hours in the summer term, is not permitted without prior approval. The academic advisor may allow registration of up to 18 hours during a semester if the student has achieved a cumulative grade point average of 3.6 or better in at least 9 hours of graduate work with no outstanding incompletes. No more than 12 hours are permissible in the summer term without prior approval.

CHAPTER 5 DEGREE REQUIREMENTS

The doctoral degree is evidence of exceptional scholarly attainment and demonstrated capacity for original investigation. Students choose a major concentration between retail and consumer sciences and hospitality and tourism management. Requirements for the degree include completion of course requirements, examinations, a period of resident study, as well as sustained, systematic study and superior competency.

GENERAL DESCRIPTION OF CONCENTRATIONS

PH.D. COURSE REQUIREMENTS

The Ph.D. program requires a minimum of 86 hours of coursework and may include Master's level coursework with approval of the graduate committee. Following is a list of coursework required at the doctoral level: At least 18 hours must be in Retail, Hospitality and Tourism Management core courses (RHTM 590, 614, 615, 616, 625, 641), in addition to 24 hours of dissertation (RHTM 600). The program also requires a minimum of 12 hours of statistics, 9 hours from a cognate area, and 3 hours of instructional methods. A minor requires a minimum of 15 hours of coursework.

	Hours
RHTM required courses ¹	18
Statistics ²	12
Cognate area ³	9
Instructional Methods ⁴	2
Electives	21
Dissertation (RHTM 600)	24
Total	86

¹RHTM 590, 614, 615, 616, 625, 641

²STAT 537 or 571 or Psychology 521 or Social Work 605 , STAT 579 & elective;
STAT 538 or 572 or Psychology 522 or Social Work 606, STAT 579 & elective.

³Cognate hours must include at least 3 hours at the 600 level.

⁴A graduate level course that will help develop students' instructional capabilities

RHTM Required Courses

RHTM 590 Seminar

Research topics in retail, hospitality, and tourism management.

RHTM 600 Dissertation

The dissertation represents the culmination of an original major research project completed by the student. The organization, method of presentation, and subject matter of the dissertation are important in conveying to others the results of such research. After a student passes the comprehensive examinations, the student should be registered for the number of dissertation hours representing the fraction of effort devoted to this phase of the candidate's program, for spring, summer, and fall semesters. For requirements and timelines, refer to Chapter 6 Dissertation.

RHTM 614 Theories

Course Description: Analyses and evaluations of theories in the retail and hospitality environment and their applications to research.

Course Objectives:

1. To explicate the role of theory in the solution of problems in retail, hospitality, and tourism management.
2. To identify and analyze theories, models, and conceptual frameworks that can impact retail, hospitality, and tourism management.
3. To develop the ability to think and evaluate critically theoretical, conceptual, and methodological issues in retail, hospitality, and tourism management.
4. To synthesize theoretical perspectives to formulate research questions/propositions.
5. To synthesize research skills to develop a new theoretical research paper.

RHTM 615 Literature

Course Description: Evaluation of Retail, Hospitality, and Tourism Management literature with emphasis on research literature development of scholarly thought, and identification of potential areas of further study.

Course Objectives:

1. Develop skills in evaluating and critically analyzing research literature in retail, hospitality and tourism.
2. Enhance the critical thinking, reading and listening skills.
3. Identify the trends of research in retail, hospitality and tourism.
4. Equip their professional and scholarly writing styles.

5. Foresee the needs of future research in RHTM areas.

RHTM 616 Quantitative Research Methods in RHTM

Course Description: Comprehensive overview of research methods in Retail, Hospitality, and Tourism Management, including qualitative and quantitative approaches.

Course Objectives:

1. To examine a variety of research methods currently in use in the fields of Retail, Hospitality, and Tourism Management.
2. To demonstrate critical evaluation skills of research with a focus on the appropriateness of research question/hypothesis development, research methods, and discussion of findings.
3. To create a research proposal and develop the writing skills necessary to pursue research in Retail, Hospitality, and Tourism Management.
4. To understand the ethical issues involved in research in Retail, Hospitality, and Tourism Management.

RHTM 625 Strategies

Course Description: Decision-making orientation that integrates strategic framework components with preparation and analysis of specific retail, hospitality and tourism situations.

Course Objectives:

1. To identify and analyze theories, models, typologies, taxonomies, and conceptual frameworks used to study retail, hospitality and tourism management strategy.
2. To identify emerging research areas in retail, hospitality and tourism strategy and decision making.
3. To synthesize theoretical and industry perspectives to formulate hypotheses for future retail, hospitality and tourism strategy research.
4. To understand strategic decision-making orientations/processes used by retail and hospitality firms.
5. To analyze specific retail, hospitality and tourism strategies.
6. To increase critical reading, writing, thinking, and listening skills.

RHTM 641 Consumer Behavior

Course Description: This course is designed to provide the opportunity to learn theories and concepts from social science in relation to ultimate consumer's behavior. Lecture, discussion, and student presentations will be utilized to disseminate the information relative to consumer behavior. Success of this course will depend on each student's

thorough and insightful reading of the required readings, and active contribution, as well as, constructive discussion of ideas and insights.

Course Objectives:

1. To understand the domain of consumer behavior from a theoretical and conceptual viewpoint.
2. To identify the research stream of consumer behavior from early classics to recent state-of-the art research.
3. To evaluate the various constructs within consumer behavior as it relates to B₂C businesses.
4. To critique a variety of methodologies utilized in consumer behavior research.
5. To understand the terminology associated with consumer behavior research.

CHAPTER 6 EXAMINATIONS

Doctoral examinations include a comprehensive examination and dissertation defense. Successful completion of a comprehensive examination and a defense of dissertation are required for all doctoral degrees. Registration is required for the term in which a dissertation is defended.

DOCTORAL COMMITTEE

The major professor directs the student's dissertation research and chairs the dissertation committee. The student and the major professor identify a doctoral committee composed of at least four faculty members from the University of Tennessee, Knoxville holding the rank of assistant professor or above. At least one member must be from outside the student's department. In addition, one member of the committee should be from the alternate concentration within the department.

A doctoral student should begin to form the committee during the second year of study. Subject to Graduate Council policies and individual program requirements, the committee must approve all coursework applied toward the degree, certify the student's mastery of the major field and any cognate fields, assist the student in conducting research, provide comprehensive exam questions and evaluate them, and recommend the dissertation for approval and acceptance by The Graduate School.

COMPREHENSIVE EXAMINATION

The comprehensive examination is normally taken when the doctoral student has completed all five RHTM core courses (RHTM 614, 615, 616, 625, 641). Thus, its successful completion indicates that, in the judgment of the doctoral committee, the doctoral student can think analytically and creatively, has a comprehensive knowledge of the field and the specialty, knows how to use academic resources, and is deemed capable of completing the dissertation. The comprehensive examination must be passed prior to admission to candidacy. The student's doctoral committee will determine the content, nature and timing of the comprehensive examination and certify its successful completion. Students should carefully review the written statement that details the timing, areas covered, grading procedures, and provisions for repeating a failed examination (see below).

Guidelines for Comprehensive Examination

Preparation and writing the comprehensive examination are designed to be a learning experience. It provides the student with the opportunity to integrate or "pull together" information and knowledge acquired. Much of the overall purpose is served by the study and organization that precedes writing the examination. Successful completion of the exam indicates that, in the judgment of the faculty, the student can think analytically and creatively, has a comprehensive knowledge of the field and the specialty, knows how to use academic resources, and is deemed capable of completing the dissertation.

The comprehensive examination consists of three parts: (1) the RHTM Core (RHTM 614, 615, 625, 641); (2) Research Methods (RHTM 616) and (3) the Cognate or Minor area. The questions for the exam are requested by the student's major professor. The comprehensive examination must be passed prior to admission to candidacy and at least two semesters before graduation (including the semester of graduation). The exams are administered twice a year (August and January). Once a student has taken the first component of the comprehensive exam, the student cannot change the catalog year.

The general procedure taking the comprehensive examination is as follows:

1. The student shall notify the major professor one semester prior to the semester the student wishes to schedule the examination. A formal written request from the student for the examination must be filed with the major professor and the Director of Graduate Studies no later than 6 weeks before the first examination day.
2. The major professor contacts the members of the student's dissertation committee and requests questions. It is the responsibility of the major professor to insure that questions appropriately cover each of the three parts as stated in paragraph two of this section. The committee members must submit exam questions to the major professor no later than 2 weeks before the first exam day.

3. The RHTM core and research tools portion of the comprehensive examination require three days to write, two six-hour days for the four RHTM cores (614, 616, 625, 641), and one six-hour day for RHTM 616. These days need not be consecutive. However, not more than one calendar day should intervene and these two parts of the examination should not exceed 5 days.
4. The examination will be administered by the Director of Graduate Studies or the Graduate Program Secretary. The decision on who will administer the exam must be decided by one week prior to the exam. Students are expected to write their examinations in a department-designated location, on a computer designated by the committee, and save all work as a PDF document to a department-provided USB data drive. Handwritten charts, diagrams, equations and other materials may be written and turned in as desired by the faculty. For any examination portion, students may use outside resources, calculators, and notes ONLY if expressly allowed by the committee member writing that portion.
5. A student's answers to each question are submitted by the Graduate Program Secretary to the major professor, via email. The major professor then sends the student's answer files, via email, to the respective committee member for evaluation. Each committee member who contributes a question(s) decides whether the student passed or failed that portion of the exam. For example, for Part 1 (RHTM Core), more than one committee member may be asked to contribute a question or questions. In that case, each member is responsible for only the question(s) personally submitted. The committee member's assessment must be formally documented in a written memorandum or letter, or via email to the major professor within 2 weeks after the exam. All assessment documents will be distributed electronically among a student, a major professor, committee members and the Director of Graduate Studies by email, and the digital documents will be considered official.

Decisions by the committee member may take the following form:

- 1) **Passed:** In this case, the student passed that portion of the exam.
- 2) **Not-passed/rewrite needed:** In this case, the committee member is not satisfied with the student's answer (for any reason), and clearly states what is missing from the student's answer. The rewrite may take one of the two following forms:
 - a) An oral examination regarding the question
 - b) A written examination regarding the question

In both cases, there is NO new question submitted. In effect, the committee member is asking the student to more clearly demonstrate knowledge and understanding of the original question (or concept, etc.).

In the case of option “b,” the committee member has the right to require the student to:

- i. complete the rewrite in the same format as the original examination (e.g., departmental location, computer), or
 - ii. complete the rewrite on his/her own with no location or other restrictions.
- c) If the student fails the rewrite (i.e., the committee member is not satisfied with the student’s additional written response), the student must follow the guidelines outlined in 3), below.
- 3) **Not passed/retake needed:** In this case, the committee members are unsatisfied with the student’s answer to the point that the student has demonstrated a level of knowledge or understanding insufficient to proceed to candidacy. The committee members will meet to decide whether the student will be given another chance to retake. The retake can take only one from:
- a) The student must sit for another written examination, following the precise format prescribed for the original comprehensive exam.
 - b) The examination question(s) will be materially different from the first examination, while maintaining the goal of testing knowledge in the original area.
- 4) **Failed:** If the student does not pass retake, the student’s dissertation committee will meet to discuss what options, if any, should be afforded to the student to demonstrate adequate knowledge of the area. The student’s committee will then submit its recommendation in writing to the Director of Graduate Studies. If the student’s committee recommends dismissal, the Director of Graduate Studies will call a meeting of all RTHM graduate faculty members to discuss and vote on the student’s continued status. A 2/3 vote of the RTHM graduate faculty is required to dismiss the student from the RTHM doctoral program. If the decision is dismissal, the student will be denied candidacy from the RTHM department.

The final decision regarding successful completion of all parts of the comprehensive exam will be made by the student’s dissertation committee. However, the student may appeal any decision on any portion of the comprehensive examinations. This appeal must be formally documented in a memorandum or letter to the major professor and the Director of Graduate Studies. Together, the major professor and the Director of Graduate Studies may choose to seek an independent evaluation of the student’s answers on any portion of the exam. In this case, the major professor makes an appropriate judgment considering both the original and independent evaluations. If the major professor “overrules” a committee member’s evaluation, this decision must be formally documented in a memorandum or letter, indicating the specific reasons

for the decision, to the Director of Graduate Studies.

6. The major professor will notify the student in writing of the outcome. A copy of this memorandum or letter must be sent to the Director of Graduate Studies for the student's file. Students will have 30 days to complete any portion(s) of the exam that must be rewritten. For any failed portion, the student must retake the respective examination no earlier than the following semester, and no later than two semesters after the initial exam. In either case, the student must sit for the retake during the Department's regularly scheduled examination period.
7. A graduate student may appeal the decision to dismiss for reasons listed below. The initial appeal must come no later than 30 days after the formal dismissal from the RHTM graduate program. Students should file a formal written appeal with the Director of Graduate Studies. Students may appeal on the basis of one or more of the following allowable grounds: (1) A clearly unfair decision (such as lack of consideration of circumstances clearly beyond the control of the student, e.g., a death in the family, illness, or accident); (2) Unacceptable evaluation procedures, such as deviation from: stated policies on grading criteria; announced order of exam topic; other written examination policies; (3) A conflict within the student's committee which has been previously reported to the Director of Graduate Studies and/or Department Head. Students with grievances related to race, gender, religion, national origin, age, or handicap should file a formal complaint with the Office of Equity and Diversity with a copy to the appropriate academic department head.

If the appeal is denied or is determined to be outside the purview of the department, the student may proceed to appeal the decision following the guidelines of the Graduate School.

(<http://gradschool.utk.edu/GraduateCouncil/AcadPoli/appealprocedure.pdf>)

DISSERTATION PROCEDURES

Dissertation Proposal

After a student passes the comprehensive exam, the student must begin to develop the dissertation proposal. Prior to a proposal meeting, it is optional to have a pre-proposal meeting with his/her dissertation committee. A primary goal of a pre-proposal meeting is to discuss the research project with the committee members collectively. Although the pre-proposal does not require any formal presentation, it is advised that the student prepares a dissertation prospectus that provides a preliminary description of the proposed dissertation in about 3,500-4,000 words and disseminate to the committee members no later than one week prior to the pre-proposal meeting.

A proposal meeting will be open to the dissertation committee, the RHTM graduate faculty, and RHTM graduate students. The student should prepare a formal oral presentation for this meeting. The student must send the proposal to the dissertation committee members no later than one week prior to the proposal meeting. The student can start conducting data collection after receiving the committee members' approval of a dissertation proposal.

Dissertation Defense

Based on the proposal results, the student pursues his or her dissertation project. After the student completes his or her dissertation, paper or electronic submission will be approved by the student's committee prior to final preparation of the dissertation defense. The paper or electronic version of the student's dissertation must be submitted to the major professor so s/he can distribute to the dissertation committee, RHTM graduate faculty and RHTM graduate students no later than one week prior to the dissertation defense. In the dissertation defense, the dissertation committee will vote for Pass/Fail. If the student passes, the student must make revisions agreed upon by the committee. The approval of the dissertation may occur after revisions are made. If the student fails the defense, the dissertation committee will discuss to set the requirements and timeline that the student must adhere to for a reexamination.

Dissertation Submission to the Graduate School

When the dissertation is approved by the dissertation committee, it has to be submitted in electronic format to the Dissertation Consultant in the Graduate School for examination. The consultant will review the material and assure that it is appropriately presented, free of technical errors in format, and reflects credit upon graduate education at the University of Tennessee, Knoxville. If the dissertation is not accepted, the student must make corrections and resubmit the material.

The student, major professor and committee share responsibility for the accuracy and professionalism of the final product of the student's research. The student should confer with the Thesis/Dissertation Consultant regarding problems and questions in advance of

preparing the final copy. *The Guide to the Preparation of Theses and Dissertations* (<http://web.utk.edu/~thesis/thesisresources.shtml>) provides the correct format for theses or dissertations. Workshops are held periodically throughout the academic year. The date for each workshop is announced on the Graduate School website (<http://gradschool.utk.edu/CurrentStudents.shtml>).

OTHER GENERAL REQUIREMENTS FOR A DOCTORAL DEGREE

Residence Requirement

Residence is defined as full-time registration for a given semester on the campus where the program is located. The summer term is included in this period. During residence, it is expected that the student will be engaged in full-time on-campus study toward a graduate degree.

For the doctoral degree, a minimum of two consecutive semesters of residence is required. Individual doctoral programs may have additional residence requirements. A statement as to how and during what period of time the residence requirement has been met will be presented with the Application for Admission to Candidacy along with signatures of approval from the major professor, the Director of Graduate Studies, and the department head. More information about the rationale for the residence requirement may be obtained from the Graduate Council report available on the Graduate School website.

Admission to Candidacy

Admission to candidacy indicates agreement that the student has demonstrated ability to do acceptable graduate work and that satisfactory progress has been made toward a degree. This action usually connotes that all prerequisites to admission have been completed and a program of study has been approved.

A student may be admitted to candidacy for the doctoral degree after passing the comprehensive examination, and maintaining at least a B average in all graduate coursework. Each student is responsible for filing the admission to candidacy form, which lists all courses to be used for the degree, including courses taken at the University of Tennessee, Knoxville, or at another institution prior to admission to the doctoral program, and is signed by the doctoral committee. Admission to candidacy must be applied for and approved by the Office of the University Registrar at least one full semester prior to the date the degree is to be conferred.

Timetable for Completion of Degree

Students enrolled in doctoral programs must take comprehensive examinations within five years and must complete all requirements within eight years from the time of first enrollment in the doctoral program.

CHAPTER 7 STANDING AND APPEALS

DEFINITION OF GRADUATE TERMS

- **Cognate** – A limited block of courses or hours required outside the unit in which the major is offered.
- **Concentration** – A collection of courses within a major that focuses on a particular subject area. The term concentration describes the nature of the set of courses.
- **Major** – The principal educational interest of a student as represented by one of the curricula prescribed by the various units at the University of Tennessee, Knoxville. The major specifies the minimum requirements for a degree.
- **Minor** – An area of interest secondary to the major that is represented by a specified set of hours and/or courses. Differs from concentration in that a minor is not a subdivision of the major.
- **Option** – The means of designating thesis/non-thesis requirements.
- **Specialization** – A sub-collection of courses within a concentration that focuses on specific subject matter. The term “specialization” describes the nature of the set of courses.
- **Tool** – A limited block of courses or hours required to enhance research or methodological expertise.
- **Track** – A separate route leading to the same degree but with different requirements.

GRADE POINT AVERAGE AND GRADES

A cumulative grade point average of 3.0 is required on all graduate coursework taken at the University of Tennessee, Knoxville, to remain in good standing and to receive any graduate degree or certificate from the university. All coursework taken for graduate credit is computed into the GPA.

Grades in graduate study have the following meanings.

- **A** (4 quality points per semester hour) superior performance.
- **B+** (3.5 quality points per semester hour) better than satisfactory performance.
- **B** (3 quality points per semester hour) satisfactory performance.
- **C+** (2.5 quality points per semester hour) less than satisfactory performance.
- **C** (2 quality points per semester hour) performance well below the standard expected of graduate students.
- **D** (1 quality point per semester hour) clearly unsatisfactory performance and

- cannot be used to satisfy degree requirements.
- **F** (no quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.
 - **I or incomplete** (no quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on his/her record.
 - **S/NC** (carries credit hours, but no quality points) S is equivalent to a grade of B or better, and NC means no credit earned. Courses in which NC is received may be repeated for a grade of S. A grade of Satisfactory/No Credit is allowed only where indicated in the course description in the Graduate Catalog. The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.
 - **P/NP** (carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.
 - **W** (carries no credit hours or quality points) indicates that the student officially withdrew from the course.

The grading system available for a course is based on the level of the course. Courses numbered 100-499 are graded letter grade or Satisfactory/No Credit, except where noted otherwise in the catalog. Courses numbered 500-699 are graded letter grade only, except where the *Graduate Catalog* indicates Satisfactory/No Credit only or optional Satisfactory/No Credit or letter grade. Veterinary Medicine courses are letter grade only except where noted Satisfactory/ No Credit only. Law courses are numeric except where noted otherwise. There are restrictions regarding the use of Satisfactory/ No Credit graded courses, including the number of hours that may be used toward any degree program.

No graduate student may repeat a course for the purpose of raising a grade already received, with the exception of No Credit. A graduate student may not do additional work nor repeat an examination to raise a final grade. A change of grade may occur only in cases of arithmetic or clerical error. An instructor may not initiate a change of grade as a result of a reevaluation of the quality of the student's performance nor as a result of additional work performed by the student.

ACADEMIC STANDARDS

Graduate education requires continuous evaluation of the student. This includes not only periodic objective evaluation, such as the cumulative grade point average, performance on comprehensive examinations and acceptance of the thesis or dissertation, but also judgments by the faculty of the student's progress and potential. Continuation in a program is determined by consideration of all these elements by the faculty and the head of the academic unit.

The academic records of all graduate students are reviewed at the end of each semester, including the summer term. Graduate students must maintain a cumulative grade point average (GPA) of at least 3.0 on all graduate courses taken for a letter grade of A-F. Grades of S/NC, P/NP, and I, which have no numerical equivalent, are excluded from this computation.

Departments and programs may have requirements for continuation or graduation in addition to the minimum requirements set forth in this catalog for all graduate programs. It is the student's responsibility to be familiar with the special requirements of the department or program.

Academic probation

Upon completion of 9 hours of graduate coursework, a graduate student will be placed on academic probation when his/her cumulative GPA falls below 3.0. A student will be allowed to continue graduate study in subsequent semesters if each semester's grade point average is 3.0 or greater. Upon achieving a cumulative GPA of 3.0, the student will be removed from probationary status.

Dismissal

If a student is on academic probation, the degree or non-degree status will be terminated by the Dean of Graduate Studies if the student's semester GPA falls below 3.0 in a subsequent semester. When the particular circumstances are deemed to justify continuation, and upon recommendation of the appropriate academic unit and approval of the Dean of Graduate Studies, a student on probation whose semester GPA is below 3.0 may be allowed to continue on a semester-by-semester basis.

Dismissal of a graduate student by a department or program is accomplished by written notice to the student, with a copy to Graduate Student Services. In those cases where the department's requirements for continuation are more stringent than university requirements for graduate programs, the Dean of Graduate Studies will evaluate the student's record to determine whether the student is eligible to apply for a change of status and register in another area of study. Registration for courses in a department from which a student has been dismissed will not be permitted, except by written authorization from that department.

ACADEMIC HONESTY

Academic integrity is a responsibility of all members of the academic community. An honor statement is included on the application for admission and readmission. The applicant's signature acknowledges that adherence is confirmed. The honor statement declares

An essential feature of the University of Tennessee, Knoxville, is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the university, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.

Plagiarism (Hilltopics, page 12)

Students shall not plagiarize. Plagiarism is using the intellectual property or product of someone else without giving proper credit. The undocumented use of someone else's words or ideas in any medium of communication (unless such information is recognized as common knowledge) is a serious offense subject to disciplinary action that may include failure in a course and/or dismissal from the university. Some examples of plagiarism are:

- Using without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source.
- Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge).
- Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge).
- Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Extreme caution should be exercised by students involved in collaborative research to avoid questions of plagiarism. If in doubt, students should check with the major professor and the Dean of Graduate Studies about the project. Plagiarism will be investigated when suspected and prosecuted if established.

APPEALS PROCEDURE

The Graduate Council Appeal Procedure can be obtained at the Office of Graduate Student Services or at <http://gradstudies.utk.edu/GraduateCouncil/AcadPoli/appealprocedure.pdf>. Normally, grievances should be handled first at the department level through the student's academic advisor, the graduate liaison, or the department or program head. Further appeal may be made to the dean of the respective college, the Graduate Council through the Associate Dean of Graduate Studies, and ultimately to the Dean of

Graduate Studies.

Appeals may involve the interpretation of and adherence to university, college, and department policies and procedures as they apply to graduate education and the issuance of grades based on specific allowable reasons stipulated in the Graduate Council Appeal Procedure. Appeal procedures in regard to allegations of misconduct or academic dishonesty are presented in *Hilltopics* under “Disciplinary Regulations and Procedures.” Students with grievances related to race, sex, color, religion, national origin, age, disability or veteran status should file a formal complaint with the Office of Equity and Diversity.

DEGREE PROGRAM REQUIREMENTS

The following are the Graduate Council’s minimum requirements for degree programs. Refer to the college and academic department for additional program requirements.

Transfer Credits

Courses taken at another institution may be considered for transfer into a master’s or EdS program as determined by the committee and approved by the Dean of Graduate Studies. At the doctoral level, courses are not officially transferred although they may be used to meet degree requirements. Where a requirement has been met through coursework in another program, the student may petition the academic unit for a waiver of the requirement at the doctoral level. Official transcripts must be sent directly to the Office of the University Registrar from all institutions previously attended before any credit will be considered.

To be transferred into a master’s or doctoral program at the University of Tennessee, Knoxville, a course must:

- a) be taken for graduate credit.
- b) carry a grade of B or better.
- c) be a part of a graduate program in which the student had a B average.
- d) not have been used for a previous degree.
- e) be approved by the student’s graduate committee and the Dean of Graduate Studies on the Admission to Candidacy form.

Courses transferred to any graduate program will not affect the minimum residence requirements for the program, nor will they be counted in determining the student’s grade point average. Credits transferred from universities outside the University of Tennessee system cannot be used to meet the thesis or dissertation requirements or 600-level coursework requirements. Credit for extension courses taken from other institutions is not transferable, nor is credit for any course taken at an unaccredited institution.

Auditors and Audited Courses

Persons who wish to attend certain classes regularly, without taking examinations or receiving grades or credit, may do so by completing a graduate application as a non-degree student, paying the application fee, registering as an auditor, and paying regular fees. Graduate students paying regular fees also are entitled to audit courses.

The names of all auditors properly registered will appear on the electronic grade rolls, but will be removed from the final grade report. No record of audited coursework will appear on the permanent record.

Persons may not attend class without being properly admitted to the university and registered in the class.

Correspondence Study

No graduate credit is accepted at the University of Tennessee, Knoxville, for work done by correspondence study at any university.

English Proficiency

Applicants whose native language is not English must pass an English proficiency examination given by the university prior to initial registration. Students whose performance on the examination indicates a need for additional English study must enroll immediately for English 121 English Grammar Review for Non- Native Speakers or another course assigned by the English Department for undergraduate credit and pass with a grade of C or better. A student may not take more than 9 additional hours of coursework while enrolled in English 121. Students whose scores indicate that they are not prepared to enter English 121 will be referred to a program of intensive English study prior to enrolling in an academic program.

Applicants whose native language is not English must pass an oral test in English (the SPEAK Test) before they can be assigned to classroom duties in connection with their assistantships. The SPEAK Test is administered on campus as part of the programs offered by Graduate Student Services. Scores from the Test of Spoken English (TSE) may be accepted in place of the SPEAK Test.

Prerequisites

Graduate work in any program must be preceded by sufficient undergraduate work in the major and related areas to satisfy the department that the student can do graduate work successfully in the chosen field. Individual undergraduate records are examined and evaluated by the appropriate department before admission to a degree program is granted. Questions about program prerequisites should be addressed to the advisor.

CHAPTER 8 DEPARTMENTAL PERSONNEL SUPPORT

STAFF SUPPORT

The Department of RHTM offers staff support to graduate students. Currently, the department has three staff support personnel. Following is a list of the staff support personnel and their responsibilities.

Marcia Lane, Administrative Support Specialist II. Assist prospective graduate students with completion of graduate application file. Assist new graduate students upon arrival at the UT campus. Serve as assistant of Program Graduate Coordinators, help students complete graduate school requirements (e.g. forms and deadlines), and maintain fee waiver information. Serve as direct contact to all graduate students needing administrative assistance. Office Hours: 8:00 a.m. - 5:00 p.m.

Judy Loveday, Administrative Support Specialist II. Secretary to the Department Head. Serves as liaison to the Department Head. Assist students with general office procedures (e.g., photocopying, supplies, typing, audio visual equipment, and reserving rooms), distribution of bi-weekly and monthly paychecks. Office hours 8:00 a.m. - 5:00 p.m.

Amy Clayton, Accounting Specialist II. Assist faculty and graduate students with inquiries concerning payroll, travel authorizations and reimbursements, textbooks, audio visual equipment for classrooms, key requests, personnel requisition form for new employees, and check-out procedure for employee's termination. Office Hours: 8:00 a.m. - 5:00 p.m.

DEPARTMENT GRADUATE FACULTY

Faculty by Subject Area

Graduate faculty members in the Department of Retail, Hospitality, and Tourism Management are listed below according to subject area. Those who are eligible to serve on students' faculty committees are marked with "c" and those who are approved to serve as major professors are marked with "d."

Retail and Consumer Sciences

- cd Childs, Michelle, Assistant Professor, Ph.D., University of North Carolina-Greensboro
- cd Fairhurst, Ann E., Department Head and Professor, Ph.D., Oklahoma State University
- cd Ha, Sejin, Associate Professor, Ph.D., Ohio State University
- cd Kim, Youn-Kyung, Professor, Ph.D., University of North Carolina-Greensboro
- cd Lim, Heejin, Associate Professor, Ph.D., Purdue University
- c Wise, Dena, Professor, Ph.D., Texas A & M University

Hospitality and Tourism Management

- cd Chen, Rachel J.C., Professor, Ph.D. CHE, North Carolina State University
- c Benjamin, Stefanie, Assistant Professor, Ph.D., University of South Carolina
- c Whaley, Jeremy, Assistant Professor, Ph.D., Auburn University
- cd Williams, James, Assistant Professor, Ph.D., Iowa State University
- c Yoon, Borham, Assistant Professor, Ph.D., Oklahoma State University

Areas of Current Scholarly Activity

Areas of current scholarly activity for department graduate faculty members are summarized below:

Stefanie Benjamin, Ph.D.

- Heritage Tourism
- Film Induced Tourism
- Sustainable Tourism
- Race, Ethnicity, & Gender Issues
- Event Management

Rachel Chen, Ph.D. ; CHE

- Tourism Economic Impact Assessment
- Tourism Forecasting Model Development
- Marketing for Hospitality and Tourism
- Sustainable Business and Tourism

Michelle Childs, Ph.D.

- Brand strategy: brand extension and collaboration
- Consumer response to corporate brand behavior
- International retailing

Ann Fairhurst, Ph.D.

- International Retail Environment
- Tourism Retail
- Tourist's Shopping Behavior
- Cross Cultural Research

Sejin Ha, Ph.D.

- Retail and Service Marketing
- Consumer Adoption of Technology
- Customer Relationship Marketing

- Sustainability

Youn-Kyung Kim, Ph.D.

- Consumer Experience
- Branding
- Sustainable Consumption
- Cultural and Ethnic Influences

Heejin Lim, Ph.D.

- Consumer Behavior in Technology-Involved Environment
- Consumer Information Processing
- Consumption Communities
- Consumer Culture

Jeremy Whaley, Ph.D.

- Event Planning
- Food Service and Nutrition
- Entrepreneurship and Hotel Management
- Consumer Motivations and Behavior in Hospitality

James Williams, Ph.D.

- Leadership
- Human Resource Management
- Hospitality Management
- Soft skills
- Mentorship/Training
- Legal Issues

Borham Yoon, Ph.D.

- Foodservice and Restaurant Management
- Corporate Social Responsibility
- Local/Sustainable Food Consumption
- Consumer Eating Behavior and Healthy Eating Environment

Dena Wise, Ph.D.

- Financial Security of Working Poor Households
- Bankruptcy
- Higher Education Affordability and Student Financial Literacy

APPENDIX A

**RETAIL, HOSPITALITY & TOURISM MANAGEMENT
PLAN OF STUDY WORKSHEET FOR PH.D.**

Student Name _____ **Beginning Semester** _____

Core Courses (18 hours)		Semester
(3) RHTM 590	Research Seminar	_____
(3) RHTM 614	Theories	_____
(3) RHTM 615	Literature and Thought	_____
(3) RHTM 616	Research Methods	_____
(3) RHTM 625	Strategies	_____
(3) RHTM 641	Consumer Behavior	_____

Statistics Courses (6 hours)		Semester
(3) STAT 537 or Psychology 521 or Social Work 605		_____
(3) STAT 538 or Psychology 522 or Social Work 606		_____

Research Methods (6 hours)		Semester
(3) _____	_____	_____
(3) _____	_____	_____
(3) _____	_____	_____

Six hours must be from method-intensive courses not including RHTM 616 based on a student's dissertation focus. The student, faculty advisor, and Director of Graduate Studies must agree on which courses meet this requirement.

Cognate Area (9 hours)		Semester
(3) _____	_____	_____
(3) _____	_____	_____
(3) _____	_____	_____

Instructional Methods (2 credits)		Semester
(3) _____	_____	_____

This course should help develop student's Instructional capabilities.

Dissertation (24 hours) ENROLLMENT PLANNED WITH DOCTORAL ADVISOR

RHTM 600 Dissertation

Students can enroll for dissertation hours after completing comprehensive exams and establishing a focus for the dissertation. An exception can be made under extraordinary circumstances, as determined by Director of Graduate Studies and the student's major professor. Below is an example of how to plan the dissertation component in our PhD program.

6 hours: Proposal development

6 hours: Chapter 1 and 2 writing

3 hours: Chapter 3 writing and data collection

6 hours: Chapter 4 and 5 writing

3 hours: Finalizing dissertation and preparing a final defense

Total course hours must be no less than 65.

Refer to the Graduate Student Handbook Chapter 5 for further information.

APPENDIX B

ANNUAL PROGRESS REVIEW OF DOCTORAL STUDENTS DEPARTMENT OF RETAIL, HOSPITALITY, AND TOURISM MANAGEMENT

Student's Name:
Faculty Advisor:
Reporting Period:

Please report your academic and professional progress in the following areas:

Course work	List courses that you have taken during this period and the grades earned.	
Research	List your research work such as conference presentation/proceeding, journal publication, and grant. Use APA style.	
Teaching	Provide a brief reflection on your TA or teaching performance. Submit your teaching evaluation (SAIS) if available.	
Professional Service	List service provided to the profession such as a conference reviewer and service to professional organizations.	
Award	List internal and external award that you have received during the reporting period.	

Please return this form with your current curriculum vita to Director of Graduate Studies (hlim@utk.edu) by May 31.

APPENDIX C

UNIVERSITY OF TENNESSEE ONLINE RESOURCES

INTERNATIONAL STUDENTS

- Center for International Education (international.utk.edu)
- International House (ihouse.utk.edu)
- ITA Testing Program (tiny.utk.edu/ita-testing)

PROFESSIONAL DEVELOPMENT & TRAINING

- Office of Graduate Training and Mentoring (gradschool.utk.edu/training-and-mentorship)
- Best Practices in Teaching Program (tiny.utk.edu/bpit)
- UT Libraries Information for Graduate Students (libguides.utk.edu/graduate)
- Center for Career Development (career.utk.edu)
- Tennessee Teaching and Learning Center (tenntlc.utk.edu)
 - UT CIRTL: Center for Integration of Research and Teaching (tlc.utk.edu/cirtl-program-center-for-integration-of-research-and-teaching/)
 - Experience Learning (experiencelearning.utk.edu)

FUNDING

- Costs and funding opportunities (tiny.utk.edu/grad-funding)
- Graduate Student Senate Travel Awards (gss.utk.edu/travel-awards)
- Financial Aid and Scholarships (onestop.utk.edu/financial-aid)

STUDENT RESOURCES

- Counseling Center (counselingcenter.utk.edu)
- departments and college websites
- Graduate School (gradschool.utk.edu)
- Graduation Deadlines (tiny.utk.edu/grad-deadlines)
- Graduate School Forms (gradschool.utk.edu/forms-central)
- Graduate Catalog (tiny.utk.edu/grad-catalog)
- Student obligations and appeals process (tiny.utk.edu/rights-obligations)
- Graduate Student Senate (gss.utk.edu)

- [Office of Graduate Admissions \(gradschool.utk.edu/admissions\)](https://gradschool.utk.edu/admissions)
- [Student Conduct and Community Standards \(studentconduct.utk.edu\)](https://studentconduct.utk.edu)
- [Office of Equity and Diversity \(oed.utk.edu\)](https://oed.utk.edu)
- [Sexual Misconduct, Relationship Violence, and Stalking \(sexualassault.utk.edu\)](https://sexualassault.utk.edu)
- [Office of Multicultural Student Life \(multicultural.utk.edu\)](https://multicultural.utk.edu)
- [Office of Research Integrity \(research.utk.edu/compliance\)](https://research.utk.edu/compliance)
- [Thesis/Dissertation Consultant \(gradschool.utk.edu/thesesdissertations\)](https://gradschool.utk.edu/thesesdissertations)
- [Office of Information Technology \(oit.utk.edu\)](https://oit.utk.edu)