

Department of Retail, Hospitality, and Tourism Management

GRADUATE STUDENT HANDBOOK



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

2023-2024

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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. You have elected to embark on a path of knowledge generation and dissemination as an academic scholar. Your journey will be fascinating, rewarding, challenging and most likely different from your professional and academic experiences of the past.

In this program, you will gradually work towards becoming a full-portfolio scholar. This means that you will learn to be an accomplished researcher, author, teacher and committed citizen to serving others including students, your department, the college, the university and the community. You will learn to understand, leverage and critique existing scholastic literature in a way that helps you identify opportunities to advance knowledge about relevant business and societal problems. You will gain an understanding of theories and research methods in order to conduct rigorous studies that help to close those knowledge gaps as well as learn how to become a scientific writer in order to get your research published in appropriate academic journals. So, you are becoming both a scientist and an author. You will find the process both extremely challenging and fascinating.

As a teacher, you will learn to share your passion for knowledge with students in order to be instrumental in preparing them for their careers upon graduation. The faculty in this department are extremely proficient in preparing you for success. They and your graduate student peers are here to assist you. We hope that you also thoroughly enjoy your time here and make life-long friends.

We look forward to helping you manage your journey through the coursework and eventually through your own dissertation project. Upon successful completion of your Ph.D., we hope that you will join us as a colleague in another fine university as a professor and enjoy the privilege of having a successful career in this noble profession we call academia.

I wish you all the best!

Dr. Junehee Kwon
Professor and Department Head

CHAPTER 1 INTRODUCTION

GRADUATE SCHOOL INFORMATION

To serve the mission and vision of the Graduate School and preserve the integrity of Graduate Programs at the University of Tennessee, Knoxville, information related to the process of graduate education in each department is to be provided for all graduate students.

Based on Best Practices offered by the Council of Graduate Schools, it is important that detailed articulation of the information specific to the graduate degrees offered in each department/program be disseminated.

The Department Graduate Handbook does not deviate from established Graduate School Policies (tiny.utk.edu/grad-policies) noted in the Graduate Catalog, but rather provides the specific ways in which those policies are carried out.

PURPOSE OF HANDBOOK

This Handbook seeks to provide students with basic information about graduate study in the Department of Retail, Hospitality, and Tourism Management. 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 (tiny.utk.edu/grad-catalog), to Hilltopics (hilltopics.utk.edu), and to the publications on the Appeals Procedure (gradschool.utk.edu/graduate-student-life/understanding-your-rights-and-obligations/).

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 Student 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 Student Handbook* should be consulted to fully acquaint the reader with pertinent information. Students should consult with the Director of Graduate Studies, the Graduate Administrative Assistant, or other appropriate persons if they have any question or concern regarding the RHTM graduate program.

PROGRAM STRUCTURE FOR GRADUATE ADMINISTRATION

This section provides information regarding the functions and responsibilities of individuals and committees in our Ph.D. program. *The Director of Graduate Studies* (DGS, currently Dr. Michelle Childs) coordinates the activities of the committees and oversees the graduate program as a whole. The DGS offers academic advising for the first-year students until they select a major professor. *The Graduate Administrative Assistant* (currently, Marcia Lane) offers administrative aids such as admission documents, class registration, etc.

The Graduate Committee, chaired by the DGS, consists of tenure-track faculty in our department. The Graduate Committee is responsible for developing and implementing guidelines that help and monitor the successful progress of a graduate student towards his/her degree. The Graduate Committee evaluates new Ph.D. applications and makes recommendations concerning the admission and the awarding of assistantships.

CONTACT INFORMATION

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Graduate and International Admissions

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CHAPTER 2 GENERAL DUTIES AND RESPONSIBILITIES OF FACULTY AND GRADUATE STUDENTS

DUTIES AND RESPONSIBILITIES OF FACULTY

All faculty members in the department have responsibilities to provide the best training through coursework, seminars, and opportunities to develop teaching and research skills. The graduate faculty will mentor, but a student's major professor will serve as the main channel to provide advice based on policy and regulations. The graduate faculty should monitor the progress of the graduate students to ensure the graduate students' timely graduation. In this process, all faculty members should advise the graduate students based on all university, Graduate School, and departmental guidelines.

DUTIES AND RESPONSIBILITIES OF GRADUATE STUDENTS

All graduate students should strive to meet all the requirements listed in the current [Graduate Catalog](#), in the [Hilltopics Student Handbook](#), and in this Graduate Student Handbook. Students are responsible for keeping informed about any changes in the department's requirements. Any changes to the department's requirements will be sent to students through email and listed in the future editions of the RHTM Graduate Student Handbook.

Graduate students are expected to maintain satisfactory academic performance and actively participate in Departmental functions and professional activities. We also expect students' professionalism and work ethics as students fulfill their academic and professional activities on and off the campus.

Students with Graduate Teaching Assistantships or Associateships bear extra responsibilities because they are regarded as the university's teaching faculty. Graduate Teaching Assistants (GTA) with a half-time assistantship are expected to work ten hours per week for each assigned faculty supervisor to assist a faculty supervisor's teaching. GTAs are responsible for promptly contacting a faculty supervisor so that they can be informed of their duties and responsibilities. Graduate Teaching Associates teach their own course. Graduate Teaching Associates are responsible for undergraduate students' learning in the assigned course. If a Graduate Teaching Associate must miss a class lecture for some reason, he/she must find someone to teach the

class and inform the appropriate faculty member in charge of the overall course of their absence. Both Graduate Teaching Assistants and Graduate Teaching Associates should comply with all university regulations.

CHAPTER 3 ADMISSION REQUIREMENTS AND APPLICATION PROCEDURES

The department offers the Doctor of Philosophy degree in Retail, Hospitality, and Tourism Management. The Ph.D. degree is primarily oriented toward research. 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

Admission to the Ph.D. program normally requires a master's degree with a satisfactory grade point average from a college or university accredited by the appropriate regional accrediting agency or foreign equivalent.

Admission to graduate study 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 many years away from an educational institution, usually five years, will be considered 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 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 before having received the master degree, that degree must be awarded before the date of first registration in doctoral courses.

The Office of Graduate 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. For further information, refer to the [Graduate Catalog](#).

APPLICATION PROCEDURES

The applicant should submit his/her application online to the Office of Graduate Admissions at <https://gradschool.utk.edu/admissions/>. The applicant should meet Graduate School requirements to be considered for admission to the RHTM department. To apply for admission in RHTM, the following materials must be submitted to The Office of Graduate Admissions through the online application submission process (see <https://gradschool.utk.edu/admissions/applying-to-graduate-school/admission-requirements/>):

- The completed Graduate Application for Admission (<http://admissions.utk.edu/graduate>)
- The \$60 non-refundable application fee. When you submit your application, all applicants will be asked to provide the credit card information to pay the nonrefundable application fee. This fee must be paid online, and your application will not be received until it's paid.
- One unofficial transcript from all colleges and universities attended. Official transcripts are required after being admitted.
- Scores from Test of English as a Foreign Language (TOEFL) if native language is not English (refer to the section on English Certification)

In addition to these, the graduate program in the RHTM department requires the following materials to be submitted:

- Three Graduate Rating forms compiled by individuals who can attest to your potential for graduate education
- Scores from the Graduate Record Examination (GRE) or Graduate Management Admission Test (GMAT)
- Personal goal statement regarding your intentions upon earning the degree.
- If applying for an assistantship, statement of intent is also needed.

All documents submitted become the property of the university and will not be returned.

Admission of Domestic Students

Domestic applicants may apply up to two weeks before the beginning of the desired term of entry. However, application materials must be complete to be considered for admission. It is recommended to apply at least eight months before the desired term of entry to be considered for graduate assistantships. Offers of assistantship are normally made in late February but may occur as late as June.

Admission of International Students

International applicants can find specific information regarding admission procedures and requirements for international students at <https://tiny.utk.edu/PDqF4>. For admission to a graduate program, an international student must have an equivalent 2-year master's degree. Individuals with degrees from foreign institutions must have earned a minimum of 3.0 on a 4.0 scale on all undergraduate work and a minimum of 3.3 on a 4.0 scale on all graduate work. US degree holders must have earned a minimum 2.7 out of a possible 4.0 GPA or a minimum of 3.0 during the senior year of undergraduate study and a minimum of 3.0 on a 4.0 scale on all graduate work.

International students may apply for admission any semester but normally enter the fall semester. The department does not offer admission for the Summer term. The deadlines for submission of applications to the Office of Graduate Admissions are:

Term	Deadline	File Completion Deadline ¹
Fall	February 1	May 15
Spring	June 15	October 1

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

In addition to all materials required above, international students should submit the following items to be considered for admission:

- 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 Admissions at least 2 months before the term of first enrollment.
- 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 at

¹ By the file completion deadline, admission must be granted and copies of passport, financial documentation and degree confirmations must be received.

<http://admissions.utk.edu/admissions/graduate/shtml> or will be sent to the applicant after receipt of application.

English Certification

Any applicant 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 requirement for admission to the Graduate School is (1) a total score of 80 on the Internet-based TOEFL (iBT) or (2) a 6.5 overall band score on the IELTS. 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 this requirement. All prospective Graduate Teaching Assistants and Associates whose native language is not English must take and pass the oral proficiency test, OPIc, before assuming teaching responsibilities. The OPIc test results will be used to determine the level of Graduate Teaching Assistantship (GTA) duties in the department.

Evaluation of Applications

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

1. The Graduate Committee discusses and votes on each applicant's application for admission. The Graduate Committee also makes a recommendation concerning assistantship awards to admitted applicants.
2. 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.
3. In this procedure, 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.

Applicants can view their status by logging into the application portal <https://gradschool.utk.edu/admissions/application-status/>

ADMISSION CLASSIFICATIONS

Degree Admission

Admission to a degree program requires that a person meets 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, an achievement on graduate admission tests, letters of recommendation from professors who are 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.

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 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 4 FINANCIAL SUPPORT

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

Students in the department may apply for graduate assistantships. These awards are limited in number and are offered to full-time doctoral students.

FINANCIAL ASSISTANCE

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

Assistantships

All assistantships are governed by the Policy for the Administration of Graduate Assistantships (see <https://tiny.utk.edu/UArbd>).

Departmental Assistantships

An assistantship is a financial award to a graduate student for part-time work in teaching, research, or administration while pursuing study toward an advanced degree. Appointments are normally on a one-quarter to one-half time basis (25 percent or 50 percent full-time equivalent, FTE). A graduate student on a half-time assistantship is expected to provide teaching/research 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/research assistance that consists of approximately 10 hours of assistantship activities per week. Teaching assistantships are in two types:

1. **Graduate Teaching Assistant.** Graduate teaching assistants work under the direct supervision of faculty members and may be assigned only to duties related directly to instruction. These include such activities as assisting in the preparation of lectures, leading discussion sections, conducting laboratory exercises, grading papers and keeping class records. Assistants may not be given primary teaching and/or evaluation responsibilities nor should they be given duties to support faculty research or those basically clerical in nature. In consultation with the supervisor, the graduate teaching assistant works to gain teaching skills and an increased understanding of the discipline.
2. **Graduate Teaching Associate.** Graduate Teaching Associates are advanced graduate students who have been given primary responsibility for teaching undergraduate courses, including the assignment of final grades. No other category of graduate assistant may be so charged. Associates may not be assigned primary responsibilities for teaching and student assessment in courses approved for graduate credit. Associates must have met the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) 18-credit hour guideline for teaching undergraduate courses. See the section Qualifications of Graduate Teaching Associates (see <https://tiny.utk.edu/UArbd>).

In general, Ph.D. students are guaranteed four years of funding in a form of assistantship, *conditional upon satisfactory performance*. Renewal of assistantship will depend on (1) satisfactory performance of teaching assistance, (2) maintenance of good academic standing in graduate courses, and (3) satisfactory progress toward

completing degree requirements. In the end of every semester, each Graduate Assistant's performance will be evaluated by the assigned faculty supervisors. Refer to Appendix D and E for a formal evaluation process and criteria. If the overall academic and work performance is below the expected level, this issue will be first addressed to the faculty supervisor and the graduate student, and DGS will report to the graduate committee. As a result, the student may be placed on probation for the following semester, which may incur reduction or loss of the assistantship. Also, if a graduate student is placed on academic probation, the assistantship may be terminated or discontinued until the probation is removed.

Rights of Graduate Assistants

As specified in the [HR0105 Employment Status](#), a student is, "One viewed by the university as being at the university primarily to be enrolled in academic courses." Thus, *the priority of all graduate assistants must be satisfactory progress in their scholastic academic program.* At the same time, acceptance of an assistantship is predicated on the belief that satisfactory progress can be concurrently achieved in work assignments and scholastic academic programs. Collaborative efforts between graduate assistants and their supervisors should be focused on the goal of satisfactory performance in these areas.

Graduate assistants are classified as student employees. As stated in [HR0105 Employment Status](#), in addition to fee waivers, graduate assistants are entitled to workers' compensation (see [HR0397 Worker's Compensation](#)).

On occasion, to meet the needs of the department/school, students may be placed on an assistantship for one semester.

In all cases of appointment and reappointment, the faculty supervisor is responsible for notifying the graduate assistant as early as possible. When an assistantship is not to be renewed, the graduate student should be notified in advance. In most cases, this notice must be given no later than one month before the end of the appointment. Specific reasons for not renewing the contract should be given (e.g., discontinuation of the program or grant, significant neglect of duty, unsatisfactory academic performance or progress toward a degree, non-compliance with university policies, etc.). In cases where an assistantship is for one year only, the student should be told this at the time of appointment. In some circumstances, graduate assistants may be given a conditional appointment such as an appointment in which funding of a grant is pending.

As students, graduate assistants' rights and responsibilities as students are defined in the [Student Code of Conduct](#). In cases where graduate assistants feel that they have a legitimate complaint about any aspect of carrying out their assignments (work hours, duties assigned, pay, work conditions, etc.), they have a right to pursue all established channels to resolve the conflict. In the order that follows, students should speak to their immediate supervisor, the Director of Graduate Studies, the appropriate department

head/school director, the appeals committees in the home unit or college, and the dean of the college involved. If the student feels that a resolution should be sought beyond the department/school/college level, the Dean of the Graduate School should be contacted.

Fellowships

The Graduate School provides a number of fellowships each year to graduate students that have been nominated by their departments. For example, *Tennessee Fellowship for Graduate Excellence* is the signature graduate fellowship program at the University of Tennessee. This prestigious fellowship is offered to top incoming doctoral and terminal-degree students at UT; *Endowed Graduate Fellowships* are provided through endowed accounts managed through the Graduate School; *The Access and Diversity Fellowships* are provided to recruit students to UT in support of our educational mission and diversity goals. For more information, visit <https://tiny.utk.edu/4aB6o>.

Academic Common Market

UT is a member of the [Academic Common Market](#), which enables out-of-state students to pursue college degrees at discounted, in-state tuition rates. 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.

If you have questions regarding Academic Common Market at the University of Tennessee, please contact onestop@utk.edu.

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

Graduate students are encouraged to present their research at professional meetings. The Graduate Student Senate (GSS) Travel Award is administered by the Dean of the Graduate School in coordination by the Graduate Student Senate. Allocations from this

fund provide travel awards for University of Tennessee graduate students attending professional meetings to present original research. The awards, distributed three times a year, are made based on both need and merit, and allow for partial reimbursement of transportation, lodging, and conference expenses.

Travel award requests must be filed using the current Graduate Student Senate Travel Awards application. Review the process, application, and deadline dates below. Note that the college deadline is normally earlier than the GSS deadlines listed below. Further information can be found at <https://gss.utk.edu/travel-awards/information/>.

TRAVEL DATES

Fall: September 1 – December 31

Spring: January 1 – April 30

Summer: May 1 – August 31

DEADLINE

August 27

November 26

April 8

Departmental Financial Support for Travel and Research

The department provides financial support for students' travel to professional meetings. Also, the department provides grants to assist doctoral students with costs associated with their dissertation research. To apply for any departmental funding, contact Amy Clayton (aclayt11@utk.edu), Accounting Specialist.

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. Also, 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.

CHAPTER 5 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 the use of services such as library checkout, laboratories, and recreation facilities not open to the public.

Information concerning registration is available at the One Stop Student Services web page (<http://onestop.utk.edu/class-registration/>). Registration is accomplished via the web through the MyUTK (<http://my.utk.edu/>) student portal (you will be asked to login using your UT NetID and password). During priority registration, the VolXpress statements are delivered electronically (e-VolXpress). Students will receive an email at their UT email address indicating their e-VolXpress statement is available for viewing. The e-mail will include the website address where the student may view the statement at MyUTK (<http://my.utk.edu/>). 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 One Stop Express Student Services Office, (865) 974-1111, online (<http://onestop.utk.edu/>), or in person at Hodges Library.

Failure to pay tuition and fees before the deadline, as noted each semester on the bill (VolXpress statement), will result in student's being dropped from all courses. Students may not attend and credit cannot be earned for classes without proper enrollment registration.

Conditional Admission 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 appoint a major professor. The incoming student should contact the DGS to be advised for courses he/she should take in the fall semester.

CONTINUED ENROLLMENT

All degree-seeking students are expected to make a full commitment to their graduate and/or professional study to ensure that they can complete all degree requirements without unnecessary delay. Graduate students are therefore required to maintain active status through continuous enrollment from the time of first enrollment until graduation. (Doctoral students registered for course 600 Dissertation have the option of exemption under special circumstances of full-time internships not related to the dissertation. See the section below Exemption from Continuous Enrollment of Course 600.

Continuous enrollment is maintained by registering for a minimum of one graduate credit hour per semester (excluding the summer, unless stipulated otherwise by the program or department). However, students who have started taking dissertation hours (course 600 Dissertation) must maintain a minimum of 3 credit hours per semester during all semesters, including the summer, to comply with the Continuous Enrollment requirement.

Special Note for International Students. The minimum enrollment for international students may be different, and international students always need to check with the Center for International Education (CIE) to determine what minimum enrollment they need to maintain to satisfy all enrollment requirements attached to their specific visa.

For information of exemption from a continuous enrollment of course 600 dissertation, see <https://tiny.utk.edu/hQTKm>.

RHTM REQUIRED CORE COURSES AND COURSE CREDIT

RHTM 590 Seminar (3 credits)

Research topics and professional development in retail, hospitality, and tourism management.

RHTM 604 Qualitative Research Methods in RHTM (3 credits)

Course Description: This course provides an introduction to the broad field known as qualitative research focusing on its application within retail, hospitality, and tourism disciplines. Since a field this large cannot be covered in one semester, we will examine theoretical, methodological, and practical aspects of qualitative research by focusing on the areas of naturalistic observation, interviews (individual and group), and document analysis.

Course Objectives:

1. Explore the basic principles and purposes of qualitative research, and identify the range of problems addressed by the field.
2. Explore the appropriateness of choosing and utilizing qualitative methods for research projects within RHTM.
3. Unpack the fundamental role of the researcher's self in qualitative research, as both problem and resource, and reflect on their role in the research process.
4. Identify types of qualitative research approaches and traditions (i.e. phenomenology, focus groups, ethnography, narrative analysis, etc.) and their goals and presuppositions within RHTM.
5. Consider basic research planning and design issues, including ethical issues, in qualitative research within RHTM.
6. Explore various options for re-presenting qualitative data and justifying research findings.

RHTM 614 Theories (3 credits)

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 (3 credits)

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 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 (3 credits)

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

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 (3 credits)

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 (3 credits)

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

COURSE LOADS

The maximum load for a graduate student is 15 credit hours during fall and spring semesters. While 9 credit hours are considered full time, the typical full academic load varies by discipline. For the summer semester, graduate students may register for a maximum of 12 credit hours in an entire summer semester or a maximum of 6 credit hours in a five-week summer session. Students may enroll in only one course during a mini-term session.

Students holding a one-half (50 percent full-time equivalent, FTE) time assistantship normally should enroll in at least 6 credit hours during the semesters of the assistantship. A one-fourth (25 percent FTE) time graduate assistant normally should take at least 9 credit hours during the semesters of the assistantship. **A student must be enrolled in at least 9 credit hours to be considered full-time for federal financial aid purposes, even if the student has an assistantship.** It is not

recommended for students to take 15 credit hours if they are provided an assistantship. A student should consult with DGS before registration if the student wants to take 15 credit hours. The section entitled Policy for the Administration of Graduate Assistantships contains additional information about assistantships.

Registration for more than 15 credit hours during any semester, or for more than 12 credit hours in the summer semester, is not permitted without prior approval. The academic advisor may request registration of up to 18 credit hours during a semester if the student has achieved a cumulative grade point average of 3.60 or better in at least 9 credit hours of graduate work with no outstanding incompletes. The Graduate Course Overload form can be found on the [Forms Central](#) page on the Graduate School website.

Courses audited do not count toward minimum credit hours required for financial aid purposes.

SELECTION OF ADVISOR

Each student must select a major professor based on common interests and qualifications within their second year in the program. The major professor directs the student's dissertation research and chairs the dissertation committee.

CHAPTER 6 DEGREE REQUIREMENTS

The doctoral degree is evidence of exceptional scholarly attainment and demonstrates the capacity for original investigation. Students can choose to focus on either Retail and Consumer Sciences (RCS) or Hospitality and Tourism Management (HTM). Requirements for the degree include completion of course requirements, examinations, a period of resident study, as well as sustained, systematic study and superior competency.

BASIC REQUIREMENTS FOR Ph.D. CANDIDATES

- 65 hours of coursework, including 24 hours of dissertation hours. See the section of Ph.D. Course Requirements.
- Successful completion of the comprehensive examinations
- Continuous enrollment while working on the dissertation
- A successful defense of the dissertation

PH.D. COURSE REQUIREMENTS

The Ph.D. program requires a minimum of 65 credit hours of coursework, which includes 18 credit hours of RHTM core courses, 6 credit hours of statistics, 6 credit hours of research methods, 9 credit hours of a cognate area, 2 credit hours of instructional methods, and 24 credit hours for dissertation (RHTM 600) completion. Also, 3 hours of RHTM 590 Seminars are required for students with an assistantship. Courses must be completed within eight years from the time of a student's first enrollment in a doctoral degree program. Students pursuing a minor will take a minimum of 15 hours of coursework or as required in the minor field. Students who have not attained a master's degree from an RHTM-related area are required to take 21 additional credit hours of electives. These courses must be approved by the DGS.

	Hours
RHTM required courses ¹	18
Statistics ²	6
Research methods ³	6
Cognate area ⁴	9
Instructional Methods ⁵	2
Dissertation (RHTM 600)	24
Total	65

¹RHTM 604, 614, 615, 616, 625, 641

²Three hours of STAT 537 or 571 or Psychology 521 or Social Work 605

Three hours of STAT 538 or 572 or Psychology 522 or Social Work 606

³Six credit hours must be taken from methods-intensive courses not including RHTM616 and RHTM604.

⁴Cognate hours must include at least 3 hours at the 600 level.

⁵A graduate-level course that will help develop students' instructional capabilities.

The program of study should be approved by the student's dissertation committee and by the DGS when the student completes his/her [Admission to Candidacy Form](#) which can be submitted normally after having passed the comprehensive examinations.

DISSERTATION HOURS REQUIREMENTS

A student who has completed the required coursework and passed all comprehensive exams should begin registering for RHTM 600 for the dissertation hours. The student is required to complete 24 hours of dissertation credit and to remain continuously enrolled in dissertation hours, including during the Summer terms. 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. A 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.

RESIDENCE REQUIREMENTS

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.

DOCTORAL DISSERTATION COMMITTEE

A student and his/her major professor identify a doctoral dissertation committee composed of at least 4 members. The dissertation committee should include at least 3 faculty members in RHTM and at least one member from outside of RHTM.

A doctoral student normally begins to form the committee during the second year of study. The student should prepare and submit a [Ph.D. Committee Form](#). 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. For further information, refer to <https://tiny.utk.edu/t5qjk>.

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) guide the advisee on the selection of faculty committee members.
- d) assist the advisee in meeting The Graduate School requirements and deadlines.
- e) guide 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 *Plan of Study* 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 before registering for classes.
- d) notify the major professor and Secretary of Graduate Studies of any change in address or telephone number.

DISSERTATION PROPOSAL

After a student passes the comprehensive exam, the student must begin to develop the dissertation proposal. Before 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 and consult with the major professor regarding the length and format. Students should disseminate the dissertation prospectus to the committee members no later than two weeks before the pre-proposal meeting.

A proposal meeting will be open to the dissertation committee, the RHTM graduate faculty, and RHTM graduate students. It is highly recommended that all RHTM graduate students and faculty attend the proposal meeting to provide input as well as support. 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 two weeks before the proposal meeting. The student can start conducting data collection after receiving the committee members' approval of a dissertation proposal. A dissertation proposal evaluation form is presented in Appendix B.

ADMISSION TO CANDIDACY

Admission to candidacy indicates agreement that the student has demonstrated the 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 before admission to the doctoral program, and is signed by the doctoral committee. The student's doctoral dissertation committee must be officially established through the Graduation Specialist

by submitted a [Doctoral Committee Form](#) before the student's Admission to Candidacy will be approved. Admission to candidacy must be applied for and approved by the Office of the University Registrar at least one semester before the date the degree is to be conferred.

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 before 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 two weeks before 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. A dissertation final evaluation form is presented in Appendix C. A final defense meeting will be open to the dissertation committee, the RHTM graduate faculty, and RHTM graduate students. It is highly recommended that all RHTM graduate students and faculty attend the final defense meeting to provide input as well as support.

DISSERTATION SUBMISSION TO 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](#) 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>).

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 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.

COMPREHENSIVE EXAMINATION

The comprehensive examination is normally taken when the doctoral student has completed all six RHTM core courses (RHTM 604, 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 six RHTM core courses. 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 one semester prior to the date the degree is to be conferred. 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 for 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. The committee members must submit exam questions to the major professor no later than 2 weeks before the first exam day.
3. The comprehensive examination requires two weeks to write, with three courses per week.
4. The examination will be administered by the Director of Graduate Studies or the Graduate Program Secretary.
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

- ii. examination (e.g., departmental location, computer), or 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:** Upon failure of a comprehensive exam (first time or rewrite), the committee can decide whether or not to offer the student a chance to retake the exam. 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.
- 5) **Dismissal:** 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.
- 6) **Final Evaluation:** The final decision regarding the successful completion of all parts of the comprehensive exam will be made by the student's dissertation committee. 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. 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. 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. The student may appeal any decision on any portion of the comprehensive examinations. 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](#).

CHAPTER 8 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 the 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.

ACADEMIC STANDING

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 the 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 STANDING AND GRADES

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 outlined 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 by the Graduate School 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. Also, a graduate student will be placed on term probation by the department when his/her term GPA falls below 3.0 for two consecutive semesters. To clear the probationary status and return to good standing, the student should attain a grade point average of 3.0 or greater in the following semester.

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 the case 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 in 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 website of the Graduate Council. 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 regarding 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 9 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.

Annette Beets, Administrative Support Specialist II. Secretary to the Department Head. Serves as liaison to the Department Head. Assist students with general office procedures.

Amy Clayton, Business Manager. Assists the department head in overseeing and administering the fiscal, human resource, and data management responsibilities for the department.

Marcia Lane, Administrative Support Specialist II. Assist prospective graduate students with completion of a graduate application file. Assist new graduate students upon arrival at the UT campus. Serve as an assistant of Director of Graduate Studies, 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 assistance. Responsible for managing the graduate students' folders, and grade sheets.

DEPARTMENT GRADUATE FACULTY

Faculty by Subject Area

Faculty members in the Department of Retail, Hospitality, and Tourism Management are listed below according to the 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, Associate Professor, Ph.D., University of North Carolina-Greensboro
- cd Ha, Sejin, 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

Hospitality and Tourism Management

- cd Benjamin, Stefanie, Associate Professor, Ph.D., University of South Carolina
- cd Jin, Dan, Assistant Professor, Ph.D., University of South Carolina
- cd Kwon, Junehee, Professor, Ph.D., Iowa State University
- cd Kai-Sean Lee, Assistant Professor, Ph.D. Oklahoma State University
- cd Williams, James, Associate Professor, Ph.D., Iowa State University
- c Zhang, Hongping, Clinical Assistant Professor, Ph.D., University of Florida

Areas of Current Scholarly Activity

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

Stefanie Benjamin, Ph.D.

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

Michelle Childs, Ph.D.

- Brand strategy: Brand Extension and Collaboration
- Consumer Response to Corporate Brand Behavior
- International Retailing

Sejin Ha, Ph.D.

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

Dan Jin, Ph.D.

- Service Resilience and Value Co-creation
- Consumer Transformative Research
- Ethic and Solidarity in Service Ecosystem
- LGBTQIA+ Representation in Hospitality Service

Youn-Kyung Kim, Ph.D.

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

Junehee Kwon, Ph.D.

- F&B Operational Issues (HR, customer service, minority leadership)
- Food Safety Training for Foodservice Employees and Consumers
- Food Allergy Prevention in Foodservice Facilities
- Sustainability

Kai-Sean Lee, Ph.D.

- Culinary Arts
- Gastronomy and Culture
- Food and Beverage Management
- Qualitative Research Design and Methodology

Heejin Lim, Ph.D.

- Consumer Behavior in Computer-Mediated Environment
- Consumer Information Processing
- Consumption Communities
- Consumer Culture
- Consumers' Cultural Social Movement

James Williams, Ph.D.

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

Hongping Zhang, Ph.D.

- Educational Tourism
- Youth Development
- Sustainable Tourism
- Tourist Experiences

APPENDIX A. PLAN OF STUDY FORM

**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 604	Qualitative Research Methods in RHTM	_____
(3) RHTM 614	Theories	_____
(3) RHTM 615	Literature and Thought	_____
(3) RHTM 616	Quantitative Research Methods in RHTM	_____
(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 604 and 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 Ph.D. 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. DISSERTATION PROPOSAL EVALUATION FORM

**RETAIL, HOSPITALITY & TOURISM MANAGEMENT
DOCTORAL DISSERTATION PROPOSAL FORM**

Student Name:

Dissertation Proposal Date:

Committee Signatures

Date	Name of Committee Member	Approved, as is	Approved with Changes
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Committee members should send a note of recommended changes to the student and his/her major professor before or after the proposal meeting.

APPENDIX C. DISSERTATION FINAL DEFENSE EVALUATION FORM

Evaluation of [Student's Name] Ph.D. Dissertation
[Date of a final defense]
Please mark (X) the rating of each of the five criteria.

Learner Outcome: Students will demonstrate the ability to conduct, present and publish their research.

Criteria	Rating			
	1 Unacceptable	2 Poor	3 Good	4 Exceptional
1. Use of appropriate theories to explain the phenomena in question				
2. In-depth knowledge of relevant literature and of prior work on the specific research problem				
3. Use of research design and methods appropriate for objectives				
4. Synthesizing different components into a coherent whole				
5. Quality of written communication				

Please see the next page for details of each measurement item.

Learning Outcome: Students will demonstrate the ability to conduct, present, and publish their research.

Criteria	Rating			
	1 Unacceptable	2 Poor	3 Good	4 Exceptional
Use of appropriate theories to explain the phenomena in question	Failed to use appropriate theories to explain the phenomena in question	Used appropriate theories to explain the phenomena in question, but many theories are missing or did not explain the phenomena.	Used appropriate theories to explain the phenomena in question, but some theories are missing or did not well explain the phenomena.	Used all appropriate theories to explain the phenomena in question
In-depth knowledge of relevant literature and of prior work on the specific research problem	Failed to review appropriate literature relevant to the study. The information is not clearly tied to the research.	Relevant literature is reviewed but many information pieces are not tied to the study and do not address the specific research problem.	Relevant literature is reviewed but some information pieces are not tied to the study and do not address the specific research problem.	Comprehensive, well-organized review of scholarly literature. The information is clearly synthesized to address the specific research problem.
Use of research design and methods appropriate for objectives	Inappropriate and unclear description of research design and methods. Do not support objectives.	Minimum level of appropriate, clear and detailed description of research design and methods, somewhat supporting objectives.	Moderately appropriate, clear and detailed description of research design and methods, mostly supporting objectives.	Appropriate, clear, and detailed description of research design and methods, well supporting objectives.
Synthesizing different components into a coherent whole	Different components (e.g., theory, framework, objectives, research model, research design, and analyses) do not support each other.	Some of different components (e.g., theory, framework, objectives, research model, research design, and analyses) support each other, but many components do not contribute to a coherent whole.	Most of different components (e.g., theory, framework, objectives, research model, research design, and analyses) support each other, but some components do not contribute to a coherent whole.	Different components (e.g., theory, framework, objectives, research model, research design, and analyses) support each other and they are synthesized to make a coherent whole.
Quality of written communication	Writing style is immature and lacks structure and organization. There are extensive spelling and grammatical errors.	Writing style is not mature and has limited structure and organization. There are many grammatical and spelling errors.	Writing style is mature and has some structure and organization. There are some grammatical and spelling errors.	Clear, concise, and logical writing style. Writing flows naturally, presenting information in a clear and precise manner. Very few grammar and spelling errors.

APPENDIX D. ANNUAL REVIEW OF DOCTORAL STUDENTS

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:

1. OVERALL ACADEMIC PERFORMANCE

Term GPA

Fall semester:

Spring semester:

Cumulative GPA:

2. COURSE WORK

List courses that you have taken during this period and *the grades earned* for each course.

3. RESEARCH

List your conference presentation/proceeding, journal publication, and grant. List only your work that has been done during the academic year. *Do not list conference/journal papers "under submission."* Use APA style.

4. TEACHING

Provide a brief reflection on your TA or teaching performance. Submit your teaching evaluation (SAIS) if available.

5. PROFESSIONAL SERVICE

List service provided to the profession such as a conference reviewer and service to professional organizations.

6. 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 (mlchilds@utk.edu) by May 31.

APPENDIX E. GRADUATE ASSISTANT WORK PERFORMANCE EVALUATION

**UNIVERSITY OF TENNESSEE, KNOXVILLE
DEPARTMENT OF RETAIL, HOSPITALITY, AND TOURISM MANAGEMENT**

GRADUATE ASSISTANT WORK PERFORMANCE EVALUATION

Student's Name: _____ Semester _____ Year _____

Supervisor's Name: _____ Course Assignment: _____

Please evaluate the performance of each graduate assistant under your supervision using the scale below. After completing the evaluation, discuss it with your graduate assistant and have the student sign below. (3=Exceeding expectations, 2= Meeting expectations, 1=Below expectations, NA=Not Applicable)

Task Performance	Evaluation
Quality of work	
Executed assignments according to a faculty supervisor's instruction	
Reliability/Dependability	
Ability to accomplish assigned tasks	
Willingness to learn new skills	
Attention to detail	
Attentiveness and vigilance in class and meetings with a faculty supervisor	
Professionalism	
Relations with faculty and students	
Punctuality	
Work ethic in a doctoral program	
Problem-solving skills	
Receptive to direction and constructive criticism	
Overall Performance	

Additional comments:

GA's strengths	
Areas to improve	
I recommend reappointment for this student's assistantship	

Faculty Supervisor's Signature

GA's Signature

Date

APPENDIX F. 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 (teaching.utk.edu/utcirtl/)

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