

SHA Classroom Professional Expectations

Overview and Goal

The School of Hospitality Administration strives to provide a classroom experience that will both educate students in the business of hospitality and prepare them for real-world professional situations and successful careers as leaders in the industry. Habits and practices that students develop and exhibit in the classroom will translate directly into the working world. For these reasons, a working group of SHA faculty and students collaborated to develop a comprehensive set of Classroom Professional Expectations. The goal of the Expectations is to make explicit the personal responsibility that each member of the SHA community has to promote and adhere to SHA's high standards of academic and professional conduct.

Professional Standards and Expectations

1. General Conduct

- a. **Class attendance is mandatory.** Excessive absence will be reported to the administration.
- b. **Arrive to class on time and stay until dismissed.** Tardiness disrupts class. A late student should take a seat as quickly and quietly as possible. If a student knows of a reason the student will be late or need to leave early, the student should inform the faculty member in advance. Travel time is built into the class schedule to accommodate back-to-back classes.
- c. **Be attentive and engaged during class.** A student's full attention should be devoted to classroom activities during class. A student should arrive ready to participate, whether that means answering questions, engaging in the discussion, or taking notes. Students must stay awake in class.
- d. **No food or drink is allowed in the classroom.** Students may only bring water to class unless there is a medical reason other food or drink is needed and the faculty member has been informed.
- e. **Dress appropriately for class.** When guests are invited to class, appropriate dress is business casual or business professional attire. On other days, students should wear clean, neat clothes. Hats and hoods are discouraged, other than when required for religious or medical purposes.
- f. **Leave the classroom clean.** Students should clean up after themselves before leaving the classroom, including helping to rearrange chairs in row arrangements and disposing of trash.

2. Using Technology in the Classroom

- a. **Silence and put away cellphones.** Cellphones should be silenced and put away at the beginning of class and not used for the duration of the class period, except in an emergency or as required for classroom activities. If a student expects to receive a call that must be taken during the class period,

- the student should make arrangements with the faculty member before class to do so.
- b. **Use laptops only for classroom work.** If the faculty member permits use of laptops in class, students should use them for taking notes and pertinent classroom work during class time, not for recreational purposes. Faculty members may require students to put laptops away if they become a distraction and may provide for certain restrictions on use in their course syllabi. If exceptions to a faculty member's restrictions are needed, students should discuss with the faculty member.
 - c. **Do not bring other unnecessary electronics to class.** Students should not bring any electronics that they do not need for class activities to class or should store them in a bag or other place out of sight for the duration.

3. Communications Etiquette

- a. **Address faculty, administrators, and peers respectfully.** Students should address faculty, administrators, and their peers respectfully and courteously, whether meeting in person or communicating by email or phone. When communicating in writing, students should be sure to spell the recipients' names correctly and begin with a proper, respectful salutation (e.g. "Dear Professor Oshins" or "Dear Dr. Oshins").
- b. **Identify yourself.** Written communications should conclude with the writer's name and identifying information like class and class section. Similarly, emailed assignments should be labeled with the student's name, course number, and section.
- c. **Use BU email address for BU-related communications.** Faculty members can more readily identify students using their BU email.

4. Handling Concerns with Faculty

- a. **If appropriate, try first talking to the faculty member directly.** When students have concerns about academic or classroom issues, students may find it most helpful to approach the faculty member directly to talk about the concern.
- b. **If not, or if talking to the faculty member doesn't resolve the issue, other SHA administrators are here to help.** Students may schedule a meeting with the Director of Student Services to discuss concerns. If the Director is unable to resolve the matter, students may schedule a meeting with the Associate Dean for Academic affairs. If the Associate Dean is unable to resolve the matter, students may schedule a meeting with the Dean.