

OUTCOMES BASED LEARNING MATRIX

Course: BUSN 180 Disney College Program Internship

Department: Business Administration

This course offers students a structured, supervised paid work experience at Walt Disney World in Orlando, FL. Through employment, classes, and self-directed studies, students enhance their understanding of leadership, teamwork, communication, and diversity as they experience the day-to-day operations of a Fortune 100 company. Participants are selected by Disney. For more information about the program and application process, see <http://cp.disneycareers.com>.

Prerequisites: minimum of 12 college credits, minimum GPA of 2.0, ENGL092 Preparing for College Reading II, ENGL099 Introductory Writing, and MATH010 Fundamentals of Mathematics; waiver by placement testing results; or departmental approval. See <http://cp.disneycareers.com/en/about-disney-college-program/overview/> for additional application requirements.

Core Competencies that apply to the outcomes activities and assessment tools: Critical Thinking (CCT); technology skills (TS); oral communications (OC); quantitative skills (QS); reading (R); writing (W).

COURSE OUTCOMES	OUTCOMES ACTIVITIES	ASSESSMENT TOOLS
1. Describe and demonstrate the heritage, culture, and business standards of Walt Disney World Resort.	<ul style="list-style-type: none"> • Participate in Disney’s classroom, online, and on-the-job training. (CCT, TS, OC, R, W) • Successfully complete a Disney Exploration Series course. (CCT, OC, QS, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Cast Member Performance Feedback • Reflection and Final reports (CCT, W)
2. Demonstrate specific property awareness by investigating the brand and uniqueness of the area.	<ul style="list-style-type: none"> • Understand property heritage and traditions through interviews, classroom/on-the-job training, and organizational communications. (CCT, OC, R, W) • Gather information on various attractions, services, and unique opportunities for the Guest through interviews, classroom/on-the-job training, and organizational communications. (CCT, OC, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Cast Member Performance Feedback • Reflection and Final reports (CCT, W)

<p>3. Demonstrate familiarization of a specific work location.</p>	<ul style="list-style-type: none"> • Understand the workplace and surrounding areas and obtain an overview of on-the-job training through meetings with manager and organizational communications. (CCT, OC, R) • Learn about safety, blood borne pathogens, hazardous communications, the Disney Quality Standards, and other regulations as required by the participant's specific line of business. (CCT, TS, OC, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Cast Member Performance Feedback • Reflection and Final reports (CCT, W)
<p>4. Demonstrate understanding of the specific line of business and how it is aligned with the overall objectives of Walt Disney World Resort and The Walt Disney Company.</p>	<ul style="list-style-type: none"> • Understand the specified role within a line of business through on-the-job training. (CCT, TS, OC, QS, R, W) • Apply knowledge and skills acquired in Line of Business training, including fundamentals of guest service. (CCT, TS, OC, QS, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Cast Member Performance Feedback • Reflection and Final reports (CCT, W)
<p>5. Investigate career and professional development opportunities within Walt Disney World Resort and The Walt Disney Company.</p>	<ul style="list-style-type: none"> • Experience additional learning opportunities available through Disney Education, including Disney Exploration Series seminars and Career Development Workshops. (CCT, OC, QS, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Reflection and Final reports (CCT, W)
<p>6. Apply and reflect on the connections to academic theory and practice.</p>	<ul style="list-style-type: none"> • Explore the relationship between education and work through readings, interviews, and reflection. (CCT, OC, R, W) • Successfully complete a Disney Exploration Series course. (CCT, OC, QS, R, W) 	<ul style="list-style-type: none"> • Disney Learning History • Reflection and Final reports (CCT, W)
<p>7. Strengthen Core Competencies** in order to increase success in this and other courses and in the workplace.</p>	<ul style="list-style-type: none"> • Referenced above 	<ul style="list-style-type: none"> • Referenced above