For more information about the Bachelor of Applied Science (BAS) degree in Hospitality Management, please contact the BAS programs office at (206) 934-6783,
email HospitalityMgmt-SSC@seattlecolleges.edu Visit us at http://www.southseattle.edu/bas or on Facebook: https://www.facebook.com/profile.php?id=100006145264309&fref=ts
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Introduction
Welcome to South Seattle College (South) and the Bachelor of Applied Science (BAS) in Hospitality Management program. This is one of the leading programs in western Washington and is among only a few in the nation. The BAS, Hospitality Management degree is a career-oriented bachelor’s program developed specifically to meet the industry’s demand for hospitality professionals.

This 90-credit degree program is for certified professionals and recipients of two-year degrees in Accounting, Business, Culinary and other related areas of study. Congratulations on being accepted into the BAS, Hospitality Management program! We look forward to working with you as you complete your degree.

Importance of Your Student Handbook
Your success is important to us and we have developed this handbook to guide you and provide specific information on policies, curriculum, and expectations of the program. Each student is responsible for studying this handbook and understanding its contents. In general, the Hospitality Management program follows policies and rules established by South. As BAS programs are unique offerings by the College, please note that some BAS policies may differ from standard College policies. You are responsible for complying with each instructor’s syllabus and this handbook.

About the Bachelor of Applied Science Program
History
In 2005, the Washington State Legislature approved the development of four applied baccalaureate degree programs at Washington Community and Technical Colleges in order to expand access to bachelor degree education and better serve the State’s workforce needs. Due to South’s reputation in providing excellent training programs in hospitality and related fields, the College determined that it was best suited to offer a Bachelor of Applied Science degree in the area of Hospitality Management. This degree would provide relevant education in a field where no bachelor degree pathway currently exists in western Washington, and it would address a critical demand for managers in an industry that is expected to grow substantially.

The State Board for Community and Technical Colleges selected South to be one of four colleges that would pilot the development of BAS programs in April 2006. The Higher Education Coordinating Board approved the College’s degree request on July 27, 2006. In fall 2009, the Hospitality Management program at South received accreditation from the Northwest Commission on Colleges and Universities. South staff and faculty have continued to work with industry professionals, Washington State University, and many College departments to develop curriculum and build an exemplary program. The Hospitality Management degree is designed to equip graduates with the skill sets they need to become leaders in the hospitality industry.
South Seattle College - Student Learning Outcomes

Student Learning Outcomes represent the knowledge and abilities every student graduating with a certificate or degree from South will have. Students will achieve these outcomes as well as specific program outcomes for their academic or technical area of study.

1. **Communication**
   - Read and listen actively to learn and communicate.
   - Speak and write effectively for academic and career purposes.

2. **Computation**
   - Use arithmetic and other basic mathematical operations as required by program of study
   - Apply quantitative skills for academic and career purposes.

3. **Human Relations**
   - Use social interactive skills to work in groups effectively.
   - Have knowledge of the diverse cultures represented in our multicultural society.

4. **Critical Thinking & Problem-Solving**
   - Think critically in evaluating information, solving problems and making decisions.

5. **Technology**
   - Select and use appropriate technological tools for academic and career tasks.

6. **Personal Responsibility**
   - Uphold the highest standard of academic honesty and integrity.
   - Respect the rights of others in the classroom, online and in all other school activities.
   - Attend class regularly, complete assignments on time and effectively participate in classroom and online discussions, group work and other class-related projects and activities.
   - Abide by appropriate safety rules in laboratories, shops and classrooms.

7. **Information Literacy**
   - Independently access, evaluate and select information from a variety of appropriate sources.
   - Have knowledge about legal and ethical issues related to the use of information.
   - Use information effectively and ethically for a specific purpose.
BAS, Hospitality Management Program Learning Outcomes

The core education requirements of the BAS degree in Hospitality Management are designed to fulfill a set of desired 21st Century learning outcomes for the education of a hospitality management undergraduate in the United States.

1. Illustrate the fundamental concepts of hospitality and service and the importance of these concepts as the cornerstone of success in the hospitality industry.
2. Interpret and analyze financial statements and budgets.
3. Analyze and differentiate the range of technologies used in the operation and marketing of a hospitality business.
4. Identify and apply principles of sales and current trends in marketing.
5. Describe and apply skills in human resource management.
6. Apply principles of leadership and management in the hospitality business operation.
7. Recognize the strengths and benefits of cultural and generational diversity and its impact on guest experience and employee satisfaction.
8. Demonstrate how to manage daily operations of a hospitality business.
9. Summarize and apply principles of business law and ethics and global business etiquette.
10. Describe considerations and techniques for risk mitigation.

BAS, Hospitality Management Program Goals

The BAS, Hospitality Management program provides formal education to enhance strategies for career development and advancement. The program goals are to:

1. Create an affordable educational pathway for individuals currently working in industry to complete a bachelor degree program without having to leave the state or resign from a job.
2. Provide an avenue for individuals currently working in industry to gain skills that will allow them to become effective supervisors and managers.
3. Offer the opportunity for people working within the hospitality industry to broaden and advance their skills. This includes adapting to substantial changes in their field and branching out into other areas of industry such as; tourism, hotel operations, restaurant management, catering, cruise ship operations, assisted living facilities management and travel.
4. Prepare employees who can fill the critical unmet demand for managers in various areas of the hospitality industry; including marketing, human resources, technology and finance.
5. Develop a well-regarded bachelor degree program that will create a conduit for graduates who wish to enter a master’s degree program.
6. Contribute to the attainment of the state’s higher education and regional economic development goals in a high-growth industry by creating a better career ladder for individuals that are currently working in hospitality with the likelihood of earning higher lifelong wages.

Curriculum to support the above goals will utilize the following instructional areas:

1. General education courses with the breadth, depth, and rigor typical of programs at the bachelor level.
2. Upper division management coursework in both general organizational and management theory and industry-specific applied courses, such as the regulatory aspects of the hospitality management industry.
3. A Capstone course that will emphasize the practical application of theory in the working environment.
People to Contact
The BAS program office is located in the Technical Education Building (TEC141). The Program Manager can be reached at the number below. Each classroom instructor will provide their contact information at the beginning of each quarter.

Program Manager: (206) 934-6783

Accreditation Status
South Seattle College is accredited to offer associate’s and bachelor’s degrees by the Northwest Commission on Colleges and Universities.

Getting Started (And Finished)

Admissions
Admission to the program is competitive. Meeting the minimum requirements does not guarantee admission as the number of qualified applicants may exceed the number of enrollment spaces available. Applications must be postmarked by the priority deadline of each academic year in order to receive priority consideration for enrollment the following fall quarter. The application includes the following:

1. A completed application form. (Students may obtain an application form by contacting the BAS office at (206) 934-6783 or by downloading a copy from our website at http://www.southseattle.edu/bas
2. A non-refundable check for $35.00, payable to “South Seattle College BAS Program”
3. Official (sealed) transcripts from a regionally accredited college demonstrating completion of an Associate of Applied Science-Transfer (AAS-T) degree or equivalent
4. Two letters of recommendation on appropriate letterhead from individuals who personally know your work (such as your current or past supervisor), that discusses your contributions to your workplace and how he/she believes you will benefit from completion of the BAS program. If you are applying to this program immediately after completing an associate degree program, the letters of recommendation may be from your instructors on college letterhead.
5. A 400 to 600 word personal statement discussing your work experience, your personal and professional goals, advanced certifications you already possess, any specific or unique attributes that you will bring to the program, any personal or imposed challenges or hardships you have overcome in pursuing your educational or career goals, and any other special considerations that you believe will make you a good candidate for the program

Please mail all completed application materials to:

BAS, Hospitality Management Program
South Seattle College
6000 16th Avenue SW
Seattle, WA 98106-1499
Admissions Requirements
To be eligible for full admission into the BAS program, each student must meet the following requirements:

- Washington state AAS-T Degree with a minimum of 25 Quarterly General Education Credits, which includes college level: math (5 credits), English (5 credits), psychology (5 credits) and arts and humanities electives (10 credits)

**AAS-T Degree areas:**
- Accounting
- Business Information Technology
- Business Management
- Culinary Arts
- Hospitality
- Tourism
- Wine Technology
- Supervision Management
- Other related areas of study may be reviewed and accepted by the BAS committee

Priority will be given to students with a Washington state AAS-T degree. Students with a Washington state Associate of Arts-Transfer or Associate of Science-Transfer degree may also be admitted to the program. Students entering under these degrees will still need to complete all upper-division courses, earn a minimum of 180 college-level credits, and will be required to work with the BAS Program Manager to develop appropriate substitutions for lower-division general education requirements. The cumulative Grade Point Average (GPA) requirement is 2.5 for full and provisional admission into the program and must be maintained while in the program. The student must also be registered for a minimum of 8 Hospitality Management (HMG) credits each quarter to be considered as active.

Admissions Status
Students may be admitted to the BAS, Hospitality Management program under one of the following conditions:

1. **Provisional Admission**: Students who are within 25 quarter credits of completing their two-year degree including the program entry requirements may be admitted provisionally into the program if space is available. Provisional students will need to create an academic plan, with the help of faculty. *This plan must be completed within nine quarters of admittance to the program.*
2. **Probationary Admission**: Students with a cumulative GPA below 2.5 may be admitted under probationary status. Students must maintain a cumulative GPA of 2.5 or higher for the first 30 quarter credits and then petition to the BAS committee for full admittance.
3. **Full Admission**: Students will be fully admitted to the program when all admission requirements have been completed and accepted by the BAS Committee.
4. **Non-matriculated students**: Students may take up to 15 HMG program credits with prior faculty approval. Once admitted to the program, those classes will be applied towards the individual’s degree.
Cohort/Course Delivery
The BAS Hospitality Management program is cohort oriented and begins each fall quarter. This means that all BAS students will be in the same peer group for the duration of the program. All program specific classes (HMG) will be delivered twice a week in 4.5 hour sessions therefore students must be able to meet the BAS course delivery schedule (see Curriculum Map).

Advising and Registration
In order to register for classes, you will need to call the BAS office at (206) 934-6783 and schedule an advising appointment. Once an academic plan is created for you, you will fill out an enrollment form with the classes listed.

Please note that not all courses are offered each quarter, therefore, students are strongly encouraged to follow the suggested course sequence (i.e. Curriculum Map). Each student must develop an educational plan with the Program Manager to ensure that they can complete the program in a timely manner.

Program Costs
Tuition and fees for courses offered in the BAS program have the same tuition structure as other Washington state regional baccalaureate degree granting colleges. Please check the South website at http://www.southseattle.edu/financial/ tuition.aspx or the current quarterly class schedule for the most current tuition and fee schedule as it is subject to change.

Financial Aid
Financial aid is available to all eligible students, including Federal, State and institutional grant funds, such as the Pell Grant, WA State Need Grant or Work Study. To determine whether you are eligible for financial aid, you will need to complete the Free Application for Federal Student Aid (FAFSA).

To find out more information about financial aid, please visit the South financial aid website at http://www.southseattle.edu/financial-aid/ and check with the Financial Aid office in the Robert-Smith Building (RSB).

** Washington state employees may qualify for a partial tuition waiver. If interested, please contact the BAS Program Manager for details and enrollment forms.

Scholarships
There are thousands of scholarships available for current and prospective students to continue their education. Visit http://www.southseattle.edu/scholarships/ for information on how to search for scholarships on the web.

The Foundation Office at South also offers scholarships to current students. For more information, visit their website at http://southseattle.edu/foundation/founmain.htm or call (206) 934-5809. The Foundation Office is located in the Robert-Smith Building (RSB), room 101.
**Veteran Affairs**
The Veteran Affairs Office offers assistance regarding veteran-entitled benefits, such as, preparing VA application forms and documentation required by the Department of Veterans Affairs. We also provide assistance in documenting military training for college credit. More information on Veteran Educational Benefits please visit [http://www.gibill.va.gov/](http://www.gibill.va.gov/) or call (206) 934-5308. The Veteran Affairs Office at South is located in the Jerry M. Brockey Building (JMB), room 135.

**Opportunity for Study Abroad**
BAS Hospitality Management students have the opportunity to participate in Study Abroad Programs. These experiences allow students to broaden their education by being immersed in a different culture. South currently has articulation agreements with colleges in Italy, Denmark, and Ireland. Please see the BAS Program Manager for more information.

**Events**
Students are encouraged to participate in events throughout the school year to enhance their academic and professional success. These events are offered to support students in practicing skills in networking and presentation that are vital for any career. These events include:

- New Student Orientation
- Gifts of the Earth
- Career Fairs (representing the program at the table)
- Technical Advisory Board Meetings (the Board represents industry employers, faculty, and students)

**Graduation Requirements**
Any student in the BAS program who has met the following criteria may apply for graduation by meeting with the Program Manager. The Executive Dean and Program Manager will sign your application for graduation. You must apply for graduation at least one quarter before you graduate. In order to participate in the commencement ceremony you must submit your graduation attendance form before the third Friday in May. You may obtain a graduation packet in the Registration Office located in the Robert-Smith building. For more information regarding graduation go to: [http://www.southseattle.edu/graduation/default.aspx](http://www.southseattle.edu/graduation/default.aspx)

**Graduation Criteria**
- Completion of 60 upper-division quarter credits in the BAS, Hospitality Management program with a 2.0 grade or better
- A minimum total of 180 college-level credits earned from transfer and BAS degree programs
- A minimum South cumulative GPA of 2.0
Policies

Absences
Please work with your instructor for any planned or unplanned absences. The BAS program has limited meeting days, so absences could hinder your successful completion of the course. Also, students are entitled to two days of excused absences per academic year for reasons of faith or conscience or for organized activities conducted by a religious organization. These absences will not affect your grade, but it is your responsibility to inform your instructor about the planned absence and to make arrangements to complete the course work for those days. You must request the excused absence two weeks’ prior to the date of the absence. If you wish to request an absence for reasons of faith or conscience, you may obtain a form and guidelines for completing the form from the division office.

Leave of Absence
Our goal is to have you complete your bachelor degree in a timely and efficient manner. Every admitted student is required to progress through the hospitality management (HMG) classes as illustrated in the Suggested Sequence in order to maintain active status in the program.

If there is an extenuating circumstance that prohibits you from meeting this obligation, you must submit a written request to the Program Manager to apply for a one quarter leave. Please contact the Program Manager at least one month before you plan to return in order to maintain priority registration status.

If you are unable to resume your studies after one quarter, you will lose your status as a matriculated student. If you are in danger of being dropped from the program, it is recommended that you meet with the Program Manager immediately. On a space available basis, it may be possible to gain readmission to the program by petitioning for re-enrollment.

Satisfactory Progress and Grading
Students must maintain an overall cumulative GPA of 2.0 to remain in the program. Each instructor will identify his/her grading procedure in the syllabus presented at the start of every course. If you have questions about the instructor’s grading policy, please speak directly with the instructor.

Probation and Dismissal
Students that do not adhere to academic and conduct related expectations may be placed on probation, dismissed from the program, or dismissed from the College. For a full description of student misconduct, refer to the Washington Administrative Code, WAC 132F-121-110. More information regarding student discipline, probation and dismissal can be found in the South student handbook.

Grievances
The following departments at South are available to support students with grievances:

- **Dean of Student Life** – Available to talk about concerns or issues
  Jerry M. Brokey Student Center (JMB), room 135 • (206) 934-6749

- **Counseling & Advising Services** – Provides academic, career and personal counseling
  [http://www.southseattle.edu/services/advising-counseling/](http://www.southseattle.edu/services/advising-counseling/)
  Robert-Smith Building (RSB), room 11, Information Desk • (206) 934-5387
• **Diversity & Retention Office** – Provides guidance and advice for all students  
  Robert-Smith Building (RSB), room 158 • (206) 934-6455

• **Educational Support Services** – Provides academic support, community resources and physical accommodations for eligible students  
  Robert-Smith Building (RSB), room 12 • (206) 934-5137  
  [http://www.southseattle.edu/educational-support/](http://www.southseattle.edu/educational-support/)

**Equal Opportunity Statement and Accommodations**

South Seattle College is committed to the concept and practice of equal opportunity for all its students, employees, and applicants in education, employment, services and contracts, and does not discriminate on the basis of race or ethnicity, color, age, national origin, religion, marital status, sex, gender, sexual orientation, disabled veteran status, or presence of any physical, sensory, or mental disability, except where a disability may impede performance at an acceptable level. Reasonable accommodations will be made for known physical or mental limitations for all otherwise qualified persons with disabilities.

**Course of Study Information**

A complete list of the courses offered can be found on the South website at [http://southseattle.edu/bas](http://southseattle.edu/bas). As the program continues to grow, there may be changes made to courses offered; check the program website to see what new courses have been added. If you would like to suggest a course to be developed, please speak with the BAS Program Manager.

**Suggested Sequence**

The suggested sequence on the following page shows approximately when courses will be offered. However, as the program grows, courses may be added to meet student needs. Please check with the Program Manager for the most current suggested sequence.
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<td>HMG 310</td>
<td>Hospitality Computer Applications</td>
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<td>HMG 301</td>
<td>Introduction to Hospitality</td>
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<td>HMG 311</td>
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<td>HMG 402</td>
<td>Hospitality Accounting</td>
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<td>HMG 302</td>
<td>Hospitality Management</td>
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<td>CMST&amp;220</td>
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<th>Spring Quarter</th>
<th>Quarter 3</th>
<th>Credits 15</th>
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<td>HMG 314</td>
<td>Diversity and Culture in Global Travel and Tourism</td>
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<td>HMG 401</td>
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<td>NTR 150</td>
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<td>HMG 411</td>
<td>Human Resource Management</td>
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<td>HMG 313</td>
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<td>HMG 412</td>
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<tr>
<th>Winter Quarter</th>
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<th>Credits 16</th>
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<td>HMG 303</td>
<td>Hospitality Marketing</td>
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<tr>
<td>HMG 312</td>
<td>Legal Issues in Hospitality</td>
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<tr>
<td>HMG 490</td>
<td>Internship</td>
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<td>BUS 210</td>
<td>Business and Economic Statistics</td>
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<td>HMG 420</td>
<td>Ethical Leadership</td>
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<tr>
<td>HMG 491</td>
<td>Hospitality Management Capstone</td>
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<td></td>
<td>Lab Science Elective</td>
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*This is a suggested sequence, please make an advising appointment with the BAS Programs Office to receive an individualized academic plan for completion.*
Internships

Students are required to complete and document 1,000 hours of industry experience. During the Professional Career Development course (HMG 489) offered in the second quarter of the program, students will have the opportunity to plan and prepare for their internship experience.

Student Services

As a student at South Seattle College, you are eligible for all services offered by the college. The fees you pay entitle you access to student computer labs, the library, disability resource center, student clubs and programs, reading and writing labs, the career center, and all other South services. Please refer to the online South Student Handbook at http://studentlife.southseattle.edu/handbook/ for a complete list of services and activities.

Located at our Georgetown Campus, we have a dedicated BAS Student Services Coordinator, Kori Lumpkin, who is available to students to help with registration and other questions.

- Colin Education Hall (Bldg C), room C104; (206) 934-6884

Disability Support Services

RSB, Room 12 • (206) 934-5137 • Relay: 1-800-833-6384

http://www.southseattle.edu/disability-support/

South Seattle College believes in the inclusion of persons from a wide variety of cultural and ethnic backgrounds, persons of varying ages, and persons who have disabilities. With the passage of the Rehabilitation Act of 1973 and the American Disabilities Act in 1990, an increasing number of individuals with disabilities are graduating from college, becoming employed, and fulfilling their career goals. The college is committed to making each student’s time at South a successful and rewarding experience.

South complies with all Federal and Washington state laws related to disability access and does not discriminate in service or employment. The president of the college has assigned authority to the Educational Support Services office for reviewing student’s documentation and determining what, if any, reasonable and appropriate accommodations will be provided by the college to ensure equal access for all students.

All college programs and buildings are accessible. METRO buses serve the campus and are equipped with wheelchair lifts.

Additional Resources

Washington State Relay Service:
Voice: 1-800-833-6384
TDD: 1-800-833-6388
Telebraille: 1-800-833-6385
Bookstore
Jerry Brockey Student Center (JMB) • (206) 934-5338


The bookstore carries required and recommended textbooks and supplies for courses. In addition, the bookstore sells basic school and art supplies, greeting cards, stationery, and a wide variety of other books including children's books and books in Spanish, a wide array of reference books, South clothing, backpacks, candy, magazines, beauty aids, and educational-priced software.

Help With Your Studies

ELearning Office
Library Building, Room 131 (southeast corner of the campus library building) • (206) 934-7930

http://sites.southseattle.edu/online/

Our Elearning Office offers support for all aspects of digital and online learning at South – including tutorials and support for using CANVAS, our online course portal. Many questions can be answered just by visiting the website, and staff are available for any further assistance.

Tutoring
Robert-Smith Building (RSB), Room 12 • (206) 934-5137

http://www.southseattle.edu/tutoring/tutor-center.aspx

We offer informal tutoring services to students who request additional aid in mastering a subject area, the tutoring program goal is to help students be successful in their courses. Students who wish to apply for a tutor must fill out a “Request for Tutor” form (available in the Tutor Center), have their instructor sign the form, and return it to the Center; however, the tutoring center cannot guarantee that a tutor will be available for every subject area. Tutors are assigned to students on a first-come, first-serve basis. All tutorial appointments take place on campus.

Math and Science Tutoring Center (MAST)
Robert-Smith Building (RSB), Room 18 • (206) 934-5137

http://www.southseattle.edu/tutoring/mast.aspx

This is a warm, friendly place where course assistance is available for anyone having difficulties in math, at no charge; MAST is also a quiet place to study. Credit is available for students who use MAST on a regular basis.
Writing Center
Library (LIB), Room 205 • (206) 934-6412
http://www.southseattle.edu/tutoring/writing-center.aspx

Writing assistance is provided to all students. The Writing Center is staffed with peer writing assistants and instructors who are available for half-hour conferences. Students are encouraged to come to the Writing Center if they are having difficulty understanding writing assignments, brainstorming, focusing, organizing, editing and other problems. As many of the BAS classes include a research component, it is highly recommended that students utilize this resource. Computers are available for student use and are equipped with software for word processing, grammar skills, reading comprehension, and vocabulary development.

Library/Instructional Resource Center
LIB • (206) 934-6408
http://libguides.southseattle.edu/home

The library houses a collection of appropriate books, pamphlets, periodicals, and audiovisual materials and subscribes to a number of Internet-accessible electronic databases. All databases may be accessed from campus; remote access is also available using your last name and SID. The library staff provides assistance and information to students to help them locate needed materials. In addition to library services, the Instruction Resource Center offers group study rooms, a pay-per-use copy machine, film previewing, non-graphic calculator check out, access to the Internet, as well as to library collections from North Seattle and Seattle Central Colleges. The library also houses the Information Commons (open computer lab) and the Copy Center.

Computer Labs
http://www.southseattle.edu/computer-labs/

All users must have a login and password (updated quarterly) to use the computers in the computer labs on campus. Users are required to show their current student ID at the Computer Lab in the Informational Commons, and read and sign the Acceptable Use of Information Technology document prior to being given a login and password. This initiative is funded in part by the Student Universal Technology Fee (UTF). Computers in all our labs and classrooms run on a PC platform.

Open Labs (hours vary by lab):

- Library Commons (LIB) • (206) 934-6408
- MAST (RSB 18) • (206) 934-5137
- Computer Labs (LIB / TEC)