



2019 – 2020  
Student Leader Handbook



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## **WELCOME TO THE STUDENT LEADERSHIP DEVELOPMENT INSTITUTE!**

You are about to embark on what will certainly be one of the most challenging and rewarding experiences in your life. Walnut Hill College faculty and staff are dedicated professionals who are eager to support you in your leadership development. This handbook will answer many of the questions you may have as you begin your Student Leadership development program.

We encourage you to read this handbook carefully. Walnut Hill College offers many services to assist you in reaching your potential; however, **YOU** are the most important resource to your success. In order to reach your goals and make your dreams come true, you may want to focus on some of the following:

- Abiding by and supporting the Walnut Hill College Student Handbook as well as this Student Leader Handbook
- Maintaining a positive and professional attitude
- Working towards perfect attendance in classes and your student leadership assignments
- Utilizing faculty members as important resources by asking questions and seeking individual advice
- Developing a caring, hard-working, energetic, and upbeat work ethic
- Expanding your “classroom” by joining professional associations and participating in student activities, practicing at home, visiting restaurants, hotels, and other hospitality businesses
- Reading cookbooks, management texts, and professional food, wine, and travel magazines
- Developing a “network” of supportive classmates, family members, faculty and friends who will encourage you to meet your potential
- Graduating with honors

This program will be filled with wonder, fun, challenges and hard work. You will explore new concepts, meet new people, and develop new ideas of your own. Your leadership development will take place in kitchens, hotels, lecture halls, dining rooms, and all the way to England. Here’s to those on their way to the top!

***Best wishes from the Student Leadership Development Institute!***

## **STUDENT LEADERSHIP DEVELOPMENT INSTITUTE (SLDI)**

### **MISSION STATEMENT**

The Student Leadership Development Institute (SLDI) is dedicated to inspiring, mentoring, and leading as colleagues as we strive towards the growth and success of our learning community by representing the spirit of hospitality and professionalism at Walnut Hill College.

### **CORE VALUES**

In the pursuit of our mission, the Student Leaders will embody these core values:

1. *Sustainability*: Focusing our operational efforts to perform in the most sustainable way possible.
2. *Community*: Strengthening our relationships between students and staff, the WHC Campus to University City.
3. *Education*: Encouraging life-long learning by creating strong foundations of collegiate work and work ethic.
4. *Professional Development*: Exploring the opportunities of networking, teamwork, mentorships, and self-reflection.
5. *Communication*: Using positive and effective communication inside and outside of the classroom to meet goals.
6. *Integrity*: Respecting others, ourselves, and keeping an open mind to new ideas, flavors, and experiences.

### **SLDI ADMINISTRATORS**

Student Leaders are encouraged to contact any SLDI administrator via Schoology, e-mail, telephone or in person. The best time to schedule appointments with an SLDI administrator is during the Student Success Hour, 11:00 – 12:00 daily. Check with the specific SLDI administrator for additional information on availability and preferred method of communication.

**Director of the SLDI**: Dean and Chief Academic Officer  
Center for Hospitality Studies, Ext. 3057

**Associate Director of the SLDI**: Associate Dean of Teaching and Learning  
Center for Hospitality Studies, Ext. 3030

### **SLDI ELIGIBILITY**

Students interested in becoming a Student Leader must meet the following minimum requirements:

- Successful completion of their Associate degree program.

- GPA at or above 2.5 after the completion of the Sophomore 2 and 3 terms.
- Exceptional attendance record during the Associate program.
- Successfully passed all courses during the Associate program with no re-takes.
- A clean record of behavioral and academic incidents.
- Offer a minimum of 25 hours of availability per week including weekend availability.
- Successfully nominated by staff to the 2<sup>nd</sup> round of the selection process.

Once nominated, students are invited to apply to the Institute. They then engage in a rigorous selection process that includes a review of their academic transcript, résumé, cover letter, references. Students will also be interviewed.

Once accepted into the SLDI, Student Leaders complete weekly leadership assignments in a variety of roles at the College. In return for their successful completion of these assignments, they are awarded a financial grant to be used toward tuition, housing, books, and other program needs.

#### **NON-DISCRIMINATION POLICY STATEMENT**

It is the policy of Walnut Hill College to provide equal opportunities to all prospective and current members of the student body, faculty, and staff on the basis of individual qualifications and merit without regard to race, color, sex, age, physical challenges, disabilities, national origin, or sexual orientation.

This non-discrimination policy also applies to all programs and activities including the SLDI. Walnut Hill College ensures equality of opportunity and treatment in all areas related to student admissions, instruction, employment, financial assistance programs, and other services.

Walnut Hill College neither affiliates with, nor grants recognition to, any individual, group, or organization having policies that discriminate on the basis of race, color, sex, age, physical challenges, disabilities, national origin, or sexual orientation.

#### **THE SLDI AND STUDENT LEADER AGREEMENT**

By attending Walnut Hill College, you have agreed to conform to the policies and procedures outlined in the student handbook. Additionally, you have agreed to the rules and regulations outlined in the Catalog, Residential Learning Agreement, Occupancy Agreement(s), and all future amendments.

By accepting the role of Student Leader, you have agreed to conform to the policies and procedures outlined in the Student Leader Handbook.

As a Student Leader at Walnut Hill College and a member of the SLDI, you are a committed professional in the hospitality industry. As a part of your commitment to professionalism, you must demonstrate acceptance of your responsibilities as a Student Leader. It is expected that

you will conduct yourself in a professional and courteous manner both in and out of the classroom and kitchens.

Please take the time to familiarize yourself with the contents of this handbook. You are required to abide by all the policies and procedures established by the college and the SLDI. These rules apply to all student leaders and must be followed within and outside of college facilities and common areas. Ignorance of any policy or procedure will not excuse you from infractions and will not limit sanctions.

This handbook is meant to be a guide for you as you complete your program within the SLDI. We encourage you to use it to answer any questions you may have during your time as a Student Leader. Should you have any questions regarding its contents, feel free to contact the Director and/or Associate Director of the SLDI.

### **STUDENT LEADER COMMITMENTS**

- **A minimum of twenty five hours** of weekly *availability* on at least 3 different days including weekend availability.
- **Fifteen hours** of challenge grant assignments per week based upon twenty five hour weekly availability.
  - **CHALLENGE GRANT ASSIGNMENTS**
    - **Guest Service Operations:** Support guest service operations.
    - **Production Operations:** Support kitchen, restaurant, and pastry shop operations.
    - **Student Life Event Planning:** Support Student Life and Learning in planning and execution of campus events.
    - **Community Education:** Support instructors in classes open to the public.
    - **Library Aide:** Support librarians in daily library operations.
    - **Admissions Ambassador:** Support Admissions with prospective students.
    - **High School Ambassador:** Support tours with prospective students.
    - **Academic Aide:** Support instructors and current students with academics.
- **Meet all program requirements** including but not limited to:
  - **Attendance** to all mandatory meetings, Student Leader assignments, workshops, activities, etc.
  - **GPA:** maintain a 2.5 or higher for the duration of the program.
  - **Student and Student Leader Handbook:** abide by any and all policies of the college.
  - **Evaluations:** Exceptional term reviews by department supervisors and as needed by the Director and Associate Director of the Student Leadership Development Institute.

## COLLEGE'S COMMITMENT TO THE STUDENT LEADER

- **\$10,000 grant** credited at the successful completion of each term (approximately \$1,667 per term over 6 terms):
  - Challenge grants applied to major tuition and housing account.
  - This grant is broken up into the junior and senior programs. A formal evaluation will be completed of the student during their junior term to determine if they will be accepted into the senior program.
- **Faculty and Staff Mentoring**
  - Student Leaders will be placed in “coaching” roles in various positions throughout the college. Each student leader will be matched with department supervisors who will observe the Student Leader in their assignment and provide verbal and written feedback based on that observation specifically addressing leadership development.
- **NSLC: National Student Leadership Conference**
  - Student leaders will attend the National Student Leadership Conference which brings together collegiate student leaders and campus professionals to learn effective, leadership skills directly from cutting-edge innovators in industry, education, and the nonprofit sector. The conference will prepare you to lead as an individual, as a member of a team (such as student government, clubs, and committees), and engage you with your community and the wider world.
- **Teambuilding Activities**
  - Student Leaders attend teambuilding activities that develop proper coaching practices, hospitality leadership principles, and business/industry better practices.
- **Civic Engagement and Community Service**
  - Student Leaders are expected to be vital members of the college and local community and will be required to engage in community service activities throughout the year. Multiple optional opportunities will be provided throughout the year as well.
- **Recognition at Graduation**
  - Upon successful completion of both the junior and senior programs, student leaders will be commended at graduation with a plaque.

## **PROFESSIONALISM AND CODE OF CONDUCT**

One of the most important educational and developmental processes student leaders will experience at Walnut Hill College is that of developing the temperament and attitude required of hospitality professionals.

Student leaders should view enrollment in the Student Leadership Development Institute (SLDI) as an important step in professional development and must understand the level of standards and expectation of performance. Listed below are some guidelines:

1. Adhere to the dress code for all classes, student leader hours, meetings and events.
2. Arrive for all classes, student leader hours, meetings and events on time.
3. Uphold good academic standing.
4. Turn cell phones off during all classes, student leader hours, meetings and events.
5. Never use foul language.
6. Act in a professional and refined manner with respect for fellow students, faculty, staff, and guests.
7. Address staff members as “Mr.” or “Ms.”, or by title, faculty members as “Professor” and culinary/pastry faculty as “Chef.”
8. Be supportive, fair, and helpful to your classmates.
9. Treat college buildings, furnishings, and equipment with care and respect.
10. Be supportive of Walnut Hill College and the Student Leadership Development Institute. It is now an important part of your career.

Whenever a Student Leader is representing the college and/or the SLDI, whether in class, at a special event, at a career fair, during internship, or even enjoying a Student Life and Learning event, he or she is expected to follow the rules of conduct laid out in this handbook and the college’s Student Handbook and to act in a manner that will reflect positively on the college and the SLDI.

Student leaders are expected to respect staff, faculty, classmates, visitors, college premises, and the profession for which they are training. Should a Student Leader exhibit behavior that is less than acceptable, he or she will be required to meet with the Director and/or Associate Director of the SLDI. Behavior problems may result in sanctions up to and including dismissal from the program.

### **DISMISSAL FROM THE SLDI**

A Student Leader may be dismissed from the SLDI without any formal written notification for any one of the following instances:

- Failure of a class,
- Academic withdrawal from a class,



- Cumulative GPA below 2.5 at any point during their bachelor program,
- Excessive attendance issue in classes, student leader weekly assignments, meetings and/or attending mandatory events,
- Failure to uphold the college's student handbook policies,
- And/or failure to uphold the college's Student Leader Handbook policies.

Any student leader who is dismissed from the SLDI will be considered to not have successfully completed that term, and the SLDI and will not be recognized at graduation as a Student Leader.

Any Student Leader who is dismissed from the SLDI will be considered to not have successfully completed that term and, therefore, will not receive the grant funds for that specific term and terms going forward.

#### **APPEAL FOR REINSTATEMENT**

A student who is dismissed from the SLDI has the right to appeal the dismissal decision and request reinstatement. To initiate the appeals process, the student must submit, in writing, detailed documentation as to why he/she feels the decision for dismissal was in error. The letter must be submitted to the Director of the SLDI within seven (7) days of the dismissal.

The decision to have an appeal heard by an appeals panel rests solely with the Director of the SLDI. The appeals panel will be comprised of a selection of the college's department directors, deans and other staff as directed by the Executive Vice President. The appeals panel will use the student's written documentation as the main source of information for the appeal. It is imperative that the written information is clear, detailed, and accurate.

The decision of the appeals panel is final.

#### **VOLUNTARY WITHDRAWAL FROM THE SLDI**

A Student Leader may decide to voluntarily withdraw from the SLDI at any time and for any reason. The Student Leader is required to provide a formal written letter of withdrawal from the SLDI to both the Director and Associate Director of the SLDI.

Any Student Leader who voluntarily withdraws from the SLDI will be considered to not have successfully completed that term (if during a term) and the SLDI and will not be recognized at graduation as a Student Leader.

Any Student Leader who voluntarily withdraws from the SLDI will be considered to not have successfully completed that term (if during a term) and, therefore, forfeits the grant funds for that specific term and terms going forward.

## **WITHDRAWAL FROM THE COLLEGE**

Students or applicants who wish to withdraw from Walnut Hill College must contact the College to initiate withdrawal procedures. Students must meet with a Financial Aid Officer and a Student Success Advisor to discuss his/her reasons for withdrawal and the implications of his/her decision.

Federal law requires that any student withdrawing or graduating from the college complete a financial aid exit interview. This may be completed with the Financial Aid Officer or by mail. Withdrawing will initiate cancellation of financial aid, loans, grants, and scholarships including the SLDI. Any payment due to the college, a financial institution, or the student will be calculated based on the last date of attendance as determined by a Student Success Advisor.

## **ATTENDANCE AND ABSENTEE POLICY**

### **Class Attendance**

Maintaining good attendance in every class is vital to each Student Leader's educational success. Student Leaders are expected to attend all classes as scheduled, be on time, be in required attire and remain for the full duration of the class. Academic withdrawal from a course at any point over the duration of the program will result in dismissal from the SLDI.

### **Mandatory college events, meetings, and activities**

Student leaders are required to support certain college events, attend meetings and activities over the duration of an academic year including, but not limited to:

- Welcome Home weekend
- First Class orientation
- Welcome back Student Leader meeting
- Weekly term meetings
- Teambuilding activities
- NCSL Conference
- And additional events, meetings, and activities as determined by the SLDI administrators.

Absences from mandatory college events, meetings, and/or activities must be approved by an SLDI administrator prior to the date.

### **Student Leader Weekly Assignments**

Student Leaders are assigned to 15-hours of weekly assignments supporting various college departments. Student leaders are expected to attend all weekly assignments as scheduled, be on time, be in required attire, and remain for the full duration of the scheduled shift.

Any absence requires the following:

1. The Student Leader must provide 24-hour notice to the specific department supervisor and the SLDI administrators.
2. The Student Leader must attempt to find coverage by posting an update on the Student Leader group page on Schoology at least 24-hours in advance of the absence.
3. All Student Leaders must acknowledge the post and respond whether or not they are able to cover the shift of the absentee.

Excessive absences in classes, mandatory college events, mandatory meetings, mandatory activities, and/or weekly assignments may result in required make-ups or dismissal from the SLDI as determined by the SLDI administrators and department supervisors.

#### **DRESS CODE, PERSONAL HYGIENE AND GROOMING**

Student Leaders are required to abide by all dress code, personal hygiene, and grooming policies as outlined in the student handbook. In addition, student leaders are required to abide by additional dress code, personal hygiene, and grooming requirements as requested by the SLDI administrators and department supervisors during student leader weekly assignments and events. Student Leaders are required to wear the appropriate departmental uniform to all assignments. Unless otherwise directed, a WHC Polo tucked into black slacks with a black belt, black shoes, and black socks must be worn to all SLDI assignments in departments that do not have their own uniform guidelines.

#### **ACADEMIC CALENDAR**

The Academic Calendar highlights important dates as it relates to students. Identified dates are subject to change at any time and without notice. It is important to note that Walnut Hill College does not observe all federal holidays or religious holidays. Be sure to consult the college's policies on holidays and attendance for more information and to support you in planning accordingly. The Academic Calendar along with the Student Handbook and Student Leader Handbook is available on the college website at [www.walnuthillcollege.edu](http://www.walnuthillcollege.edu).

#### **AMENDMENTS TO THE STUDENT LEADER HANDBOOK**

Walnut Hill College and the SLDI reserve the right to amend this handbook, as well as update, modify, change, or delete any policy or procedure at any time. Additionally, the college may add new rules, policies, or procedures at any time and without prior notice. The Student Leader Handbook and its amendments can be viewed online at [www.walnuthillcollege.edu](http://www.walnuthillcollege.edu).