

## THMT 1188/2288/3388 Option A: Case Study

### Introduction

Work term reports are required upon completion of each work term. The report is **due on the first day of classes in the study term following the co-op work term**. Late reports will **NOT** be accepted unless permission has been given by the Faculty Coordinator/Advisor **IN ADVANCE** of the due date or if you have a valid medical reason. A student who does not submit a report, or who submits the report late, will be given a failing grade for the work term and will be ineligible to continue in co-op.

The report is submitted to the faculty co-op coordinator of your academic department for evaluation.

### Purpose

The work term report provides an opportunity to develop report-writing and analytical skills as well as to develop skills which demonstrate decision making ability. It also provides the opportunity to critically examine a particular issue or problem in the workplace and to make appropriate recommendations. The report can also focus on an activity of importance to the employer.

### Topic

Selecting a topic is sometimes the most difficult aspect of completing the work term report. If the employer has assigned a project which requires a written report, this report may be suitable as the basis of your work term report. Since your audience is different for the work term report, it is not sufficient simply to submit the project report. This project may only serve as the beginning of your work term report. It is important to note that the material in a project report may be confidential so consultation with your employer and the Faculty Co-op Coordinator is essential.

If no project has been assigned, then you may choose a topic in consultation with your Co-op Coordinator, which relates to your position and is within the subject area that you are studying. It is not sufficient for you to simply describe what you did and how you did it; analysis is essential. You should examine the reasons why a particular task is carried out, comment on how effective the procedure is and recommend improvements if possible.

You should tell your employer early in your work term that a report is necessary. S/he can be very helpful in identifying appropriate topics. You should have some idea of the general topic of your work term report by the time you are visited by a representative from the Co-op Office. This visit typically happens about 6-9 weeks after the beginning of your work term.

## Evaluation

Your work term report will be evaluated by your Faculty Coordinator/Advisor and you will meet with him /her to discuss the results. Work term reports are given either a pass or fail grade.

The report will be failed or returned for revisions if:

- It is poorly organized
- It is not well written
- It has grammar, spelling or punctuation errors
- The problem /activity is not well researched
- The report is simply descriptive and lacks analysis

Any report which is deemed unsatisfactory for any reason will be returned for correction and re-submission. You have ONE opportunity to re-write the report **WITHIN 7 DAYS** after receiving it back. If the re-written report is still considered unsatisfactory or if it is not submitted on time, you will be given a failing grade for the work term and will be ineligible to continue in the co-op program.

## Format

The work term report should be approximately 10 pages in length. This does not include the title page, table of contents, executive summary, or appendices. The report should be double spaced on 8 ½ "by 11" paper with margins of 1" to 1 ½ " and size 12 font.

Your report should be organized into sensible sections. Attached is the recommended format, however, other formats may be acceptable given the project, problem or opportunity. Please consult with your Co-op Faculty Coordinator/Advisor as to specific sections and order.

### Title Page

See example below.

### Table of Contents

This should be a list of sections in your report and appropriate page numbers.

### Executive Summary

The executive summary is a one to two page summary of the project/problem, recommendations and solution. It is intended to serve as a synopsis for the busy executive who doesn't have time to read the entire report.

### Background Information or Introduction

This section is intended for the benefit of the reader so that s/he has some background information on the organization, company or government department where you spent your work term thus allowing the reader to better understand the context of your report.

**Description of Problem/Process**

Describe the problem or activity of your organization. Explain its consequences for the workplace as well as its history. We cannot define the length of this section since this will vary greatly. However, length without content is not wanted.

**Analysis of Problem/Procedure**

Why do you feel the problem exists? Examine the causes, describe any difficulties you had and how you solved them, and explain the alternative solutions.

**Conclusions**

The conclusion should include your evaluation of the value of the project/procedure to the organization and to you.

**Recommendations**

This section will include a solution to a problem or an improvement in a procedure. This section should include an analysis of the possibilities of implementing your recommendations, as well as an opinion as to whether your recommendations will be implemented and when.

**Appendices**

You may find it advisable to include an appendix or appendices in order to better explain the content of your report.

# Sample Title Page

Ima Keener  
Your personal e-mail address

EMPLOYER: ABC Company

City, Province

September 8<sup>th</sup>, 2010

MOUNT SAINT VINCENT UNIVERSITY  
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT  
CO-OPERATIVE EDUCATION WORK TERM REPORT  
SUMMER 2010

## TITLE OF WORK TERM REPORT

Faculty Advisor: Dr. Peter Mombourquette  
Co-op Employer: Mr. G. Goodboss  
Department: Guest Services  
Co-op Position: Front Desk Agent  
Description: Overview of personal, academic and professional growth as a result of co-operative education involvement.