

University of Puerto Rico
Río Piedras Campus
College of Business Administration
Department of Business Communication

SYLLABUS

COURSE TITLE	Cooperative Education Experience in English at the Disney College Program, Orlando, FL.
CODIFICATION	INCO 4998
HOURS AND CREDITS	4 Credits (160 weekly hours / 640 total hours over approximately 4 months — equivalent to a full-time load).
PRE-REQUISITES, CO-REQUISITES AND OTHER REQUIREMENTS	Must have completed two years of undergraduate studies and have a 2.5 GPA or greater.

COURSE DESCRIPTION

Advanced experience in the application of the theoretical and practical skills of the processes of business communication in English, in a job where the first language is English, full-time, paid, and under academic supervision.

Course offered onsite at Walt Disney World in Orlando, FL with a technology online component.

LEARNING OBJECTIVES

As a result of this course/experience, students will be able to:

- Communicate orally in English with customers, co-workers and supervisors in the workplace.
- Create a variety of written communication documents in the workplace for customers, co-workers and supervisors.
- Apply interpersonal communication skills in an English-only workplace with customers, co-workers and supervisors.
- Apply intercultural communication skills in a diverse workplace with customers, co-workers and supervisors.
- Apply principles and techniques learned on campus in real life problem-solving situations.
- Develop an understanding of the decision-making and implementation processes in the workplace.
- Develop a real-life understanding of workplace organizational culture.
- Develop an understanding of employment demands, responsibilities, and opportunities.

TEXTBOOK

Does not apply.

COURSE CONTENT AND DISTRIBUTION OF TIME

Topics	Time Distribution (In-person)
1. Course overview a. The COOP student has the opportunity to develop the ability to work in a dynamic environment of interdisciplinary and interpersonal relations. Work full or part time with a COOP employer. The experience will contribute to help them mature, both academically and emotionally. Supervision by the professors will guide students in the interaction between classroom theory and its practical dimension and to re-evaluate their academic and professional goals. b. The student will spend 40 hours a week working and participating in on-the-job training and other educational opportunities offered at the Disney Training Center (DU). c. Students are required to take a minimum of 2 training courses at the DU. d. In addition, students must hold individual videoconference or in-person meetings with the INCO professor, which will not exceed 25% of the hybrid modality.	40 hours
Total Contact hours	40 hours / 160 weekly hours / 640 total hours for 4 months

Instructional Techniques
Lectures
Readings
Group projects
Individual assignments
Measurement activities
Hands-on activities
Oral presentations
Exams and quizzes
Online instructional modules
Online readings

MINIMUM AVAILABLE OR REQUIRED RESOURCES

Resources	In-person
Institutional learning platform account (e.g., Moodle)	Institution
Institutional e-mail account	Institution
Computer with high-speed Internet access or mobile device with data service	Student
Applications: word processor, presentation editor	Student
Integrated or external speakers	Not applicable
Web camera or mobile device with camera and microphone	Not applicable

EVALUATION TECHNIQUES

Evaluation Techniques
Exams, quizzes: 10%
Oral presentation(s): 20%
Final report: 20%
Forum participation: 30%
Class work: 20%

Total: 100%

ACOMODO RAZONABLE

La Universidad de Puerto Rico (UPR) reconoce el derecho que tienen los estudiantes con impedimentos a una educación post secundaria inclusiva, equitativa y comparable. Conforme a su política hacia los estudiantes con impedimentos, fundamentada en la legislación federal y estatal, todo estudiante cualificado con impedimentos tiene derecho a la igual participación de aquellos servicios, programas y actividades que están disponibles de naturaleza física, mental o sensorial y que por ello se ha afectado, sustancialmente, una o más actividades principales de la vida como lo es su área de estudios post secundarios, tiene derecho a recibir acomodos o modificaciones razonables. De usted requerir acomodo o modificación razonable en este curso, debe notificarlo al profesor sobre el mismo, sin necesidad de divulgar su condición o diagnóstico. De manera simultánea, debe solicitar a la Oficina de Servicios a Estudiantes con Impedimentos (OSEI) de la unidad o Recinto, en forma expedita, su necesidad de modificación o acomodo razonable.

INTEGRIDAD ACADÉMICA

La Universidad de Puerto Rico promueve los más altos estándares de integridad académica y científica. El Artículo 6.2 del Reglamento General de Estudiantes de la UPR (Certificación 13, 2009-2010, de la Junta de Síndicos) establece que “la deshonestidad académica incluye, pero no se limita a: acciones fraudulentas, la obtención de notas o grados académicos valiéndose de falsas o fraudulentas simulaciones, copiar total o parcialmente la labor académica de otra persona, plagiar total o parcialmente el trabajo de otra persona, copiar total o parcialmente las respuestas de otra persona a las preguntas de un examen, haciendo o consiguiendo que otro tome en su nombre cualquier prueba o examen oral o escrito, así como la ayuda o facilitación para que otra persona incurra en la referida conducta”. Cualquiera de estas acciones estará sujeta a sanciones disciplinarias en conformidad con el procedimiento disciplinario establecido en el Reglamento General de Estudiantes de la UPR vigente. Para velar por la integridad y seguridad de los datos de los usuarios, todo curso híbrido, a distancia y en línea deberá ofrecerse mediante la plataforma institucional de gestión de aprendizaje o por herramientas requeridas por el curso, la cual utiliza protocolos seguros de conexión y

autenticación. El sistema autentica la identidad del usuario utilizando el nombre de usuario y contraseña asignados en su cuenta institucional. El usuario es responsable de mantener segura, proteger, y no compartir su contraseña con otras personas.

POLÍTICA Y PROCEDIMIENTO PARA EL MANEJO DE SITUACIONES DE DISCRIMEN POR SEXO O GÉNERO EN LA UNIVERSIDAD DE PUERTO RICO

La Política y procedimientos para el manejo de situaciones de discrimen por sexo o género en la Universidad de Puerto Rico, Certificación 107 (2021-2022) de la Junta de Gobierno, asegura que la Universidad de Puerto Rico, como institución de educación superior y centro laboral, protege los derechos y ofrece un ambiente seguro a todas las personas que interactúan en ella, ya sea a estudiantes, empleados, contratistas o visitantes. La misma tiene como fin promover un ambiente de respeto a la diversidad y los derechos de los integrantes de la comunidad universitaria y establece un protocolo para el manejo de situaciones relacionadas con las siguientes conductas prohibidas: discrimen por razón de sexo, género, embarazo, hostigamiento sexual, violencia sexual, violencia doméstica, violencia en cita y acecho, en el ambiente de trabajo y estudio.

GRADING SYSTEM

Pass/No pass.

EMERGENCY RESPONSE PLAN

In the event of an emergency or interruption of classes, the professor will continue to offer the course using the online modality, as established in the official syllabus. In accordance with official information and institutional guidelines, the professor will reach students via their institutional e-mails or other alternative means available to coordinate the continuity of the course.

GUIDELINES AND POLICIES FOR THE INTEGRATION AND USE OF ARTIFICIAL INTELLIGENCE (AI) IN ACADEMIC AND RESEARCH PROJECTS AT THE RÍO PIEDRAS CAMPUS

Under Academic Affairs Circular 8, 2024-2025, this course adopts Level 4: Open Use of AI (No Restrictions). This course encourages the creative and collaborative use of Artificial Intelligence tools to explore innovative solutions, generate new knowledge, or solve complex problems. You may work alongside the professor to design unique approaches that integrate AI into specific contexts. It is essential to document how AI was used to design novel strategies and what impact it had on the final outcomes. AI use may not misrepresent authorship.

CERTIFICACIÓN 111, 2023-2024 DEL SENADO ACADÉMICO: NORMATIVA DE ASISTENCIA DEL ESTUDIANTADO SUBGRADUADO

Certificación 111, 2023-2024 del Senado Académico (disponible en senado.uprrp.edu/wp-content/uploads/2024/06/CSA-111-2023-2024.pdf). This certification requires that the professor record all absences and report this information to the Registrar along with the grades, regardless of the course modality.

LEY 220: LEY DE ACUERDOS ACADÉMICOS PARA ATLETAS UNIVERSITARIOS

Ley 220: Ley de acuerdos académicos para atletas universitarios (disponible en senado.uprrp.edu/wp-content/uploads/2025/12/Ley-220-de-2024.pdf). Garantiza acuerdos académicos para atletas universitarios acreditados, permitiéndoles solicitar ajustes razonables a su carga académica durante periodos de entrenamiento o competencia avalados por la LAI.

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Las personas matriculadas en esta clase tienen el derecho a la inclusión, la equidad y a que se les llame por el nombre de su preferencia, independientemente de su género.

Última revisión: abril 2026