

FERRIS STATE UNIVERSITY



PGA

Golf Management

PGA Golf Management University Program Self Study
PGA Golf Management Accreditation Review
February 2012

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The following self study document has been prepared for The PGA of America in advance of the February 2012 accreditation visit. The Criteria and Standards of the PGA Golf Management Degree programs were used as the basis for both content and format. Each PGA standard and associated criteria is presented followed by a statement outlining Ferris State University's PGA Golf Management University Program compliance with the standard. Supporting material is noted in relevant compliance statements and presented in attached appendices.

ACCREDITATION:

Four-year degree granting institution accredited for general collegial purposes by one of the following regional accrediting agencies:

**Middle State Association of Colleges and Schools
New England Association of Colleges and Schools
North Central Association of Colleges and Schools
Northwest Association of Colleges and Schools
Southern Association of Colleges and Schools
Western Association of Colleges and Schools**

Ferris State University PGM Compliance

Ferris State University is accredited by the North Central Association of Colleges and Schools. The next scheduled accreditation visit by this organization is 2020-21.

CITIZENSHIP:

To become a member of The PGA of America, an individual must either be a US citizen or a resident alien. PGA Golf Management University Programs are accredited to produce PGA members. Individuals who are not US citizens or do not have resident alien standing may complete all requirements necessary for graduation from an accredited PGA Golf Management University Program. However, eligibility for PGA membership is predicated on achieving US Citizen or Resident Alien status prior to the 8-year acceptable progress policy in place for election to membership. Each accredited PGA Golf Management University Program may accept an international enrollment of no more than ten percent of the total program enrollment.

Ferris State University PGM Compliance

All interested individuals who do not meet the prescribed criteria for PGA membership are thoroughly informed of The PGA of America requirements prior to enrolling in the program. Students not meeting The PGA of America criteria for membership who choose to enroll are required to sign the PGA Golf Management at Ferris State University Policy Agreement (Appendix E) that specifically states The PGA of America criteria for membership. At the present time, all students in the Ferris State PGA Golf Management University Program are citizens of the United States.

GOLF COURSE:

Facility:

- **Course must be of the minimum length necessary to host a PGA Playing Ability Test (6,000 yards) with a minimum of 18 holes.**
- **Course must be university owned or obligated under long-term contract (minimum of 5 years) to provide guaranteed access for PGA Golf Management University students to play and practice. A copy of the signed access agreement/memorandum of understanding (for all institutions) must be on-file with The PGA of America.**
- **PGA member must be employed as Head Professional or Director of Golf and serve as role model for PGA Golf Management University Program students.**
- **Course must have a practice facility adequate to accommodate PGA Golf Management University students.**
- **Facility must have the ability to incorporate a “Model Golf Shop” at their facility and provide an implementation plan.**

Ferris State PGM Compliance

Ferris State University owns and operates Katke Golf Course. The course serves as the learning laboratory for the PGA Golf Management University students. The course is an excellent 18 hole facility that has hosted Michigan Section PGA events, state competitions, and NCAA Championship competitions. The Head Professional, the Course Superintendent and the Golf Coach are all PGA of America members and all assist in some capacity with the PGA Golf Management University Program. The facility has been rated one of the top 50 range facilities in the Midwest and includes 3 regulation practice holes, a short game area, and a 40 acre driving range. The golf shop is operated with state of the art retailing and tournament software and maintains a buying plan that is integrated into existing retailing classes taught by College of Business faculty. The Golf Course Superintendent(s) instruct the turf grass lab component and the golf operations actual financial numbers and budgets are used in the class as examples.

The entire golf operations are viewed as an academic laboratory for our PGA Golf Management University students. Students are encouraged to complete work experience activities at the course and all operations and financial statements are made available to students to assist in this area. The professional staff provides Player Development programs through a weekly tournament schedule and instructional clinics on a weekly basis. During the off-season, the Ferris PGM center has an indoor practice area that includes 4 hitting bays. V1 Professional Coaching System is available to provide video instruction for the students use. The area also includes an indoor putting and chipping green.

PGA Golf Management University Program Student Access:

- **PGA Golf Management University Program students must have guaranteed access to play and practice the game of golf when not in classes.**
- **PGA Golf Management University Program student access must be guaranteed on a daily basis and on weekends.**
- **PGA requires a schedule of PGA Golf Management University Program student golf course access be submitted by October 1st of each year.**

Ferris State PGM Compliance

The Katke Golf Course serves as a learning laboratory for the PGA Golf Management University Program. As such PGA Golf Management students have unlimited access to the golf course and practice facility. A tournament schedule that features 18 hole stroke play events every weekend school is in session has been developed exclusively for the PGA Golf Management University students in conjunction with the Player Development program. A supplemental schedule of student access and activities is submitted every September as directed by The PGA of America. In addition to access of the university course, PGM Student Association members have playing privileges at a variety of area courses.

Golf Shop:

- **Golf shop must be under the direct supervision of a Class “A” PGA member.**
- **Assistant Professionals must also be PGA members or apprentices enrolled in the PGA’s Professional Golf Management Program (PGM)/PGM 2.0. (PGA Golf Management University students working in this capacity are exempt.)**
- **Golf shop must be managed and operated as a “Model Golf Shop” capable of serving as a learning laboratory for the PGA Golf Management University Program.**
- **Golf Professional must have developed and implemented a current written operations manual. This manual should include reference to policies specifically related to the PGA Golf Management University Program, i.e. tee times.**

Ferris State PGM Compliance

The Katke Golf Course is managed by a Class A member of the PGA who is also an alumnus of the Ferris PGA Golf Management program. The golf shop is a focal point and model operation for the PGA Golf Management University Program at Ferris State University. Learning objectives of the Business Operations component of the program are an integral part of course operations, including a buying plan, budgeting, and forecasting. PGM students are encouraged to use the facility and staff as a resource in completing work experience requirements. The head professional and course superintendent are both involved with the program and serve as advisors and role models. The Golf Shop Policy and Procedures manual is attached in Appendix B.

GOLF COURSE MAINTENANCE:

- **Course Superintendent must be qualified in all areas of golf course development and maintenance.**
- **University must provide adequate equipment and supplies to maintain course.**
- **Course should be utilized as learning laboratory for PGA Golf Management University Program students.**
- **All federal, state, and OSHA regulations must be met in operation and maintenance of golf course. (If a university owned facility, university guidelines/regulations must be met).**
- **Course Superintendent must have developed and implemented a written operations and training manual for personnel development and maintenance of the golf course.**
- **Golf courses shall be maintained in the highest standard with adequate equipment.**

Ferris State PGM Compliance

The Katke Golf Course Superintendent, Doug McLeod, is a member of both The PGA of America and the Golf Course Superintendents Association of America. Mr. McLeod or his Assistant Superintendent, Anthony Geib instruct the laboratory component of the required PGM Turf Grass course (BIOL 114). He also assists in the Player Development program. The Turf Grass class is taught at the course and includes many hands on aspects and budgeting challenges of a golf maintenance operation. Golf course equipment has undergone major capital expenditures over the past four years with the purchase of new mowing units and other needed equipment. The golf course has been inspected and found to be in compliance with federal, state and OSHA regulations, per the Ferris State University safety officer (Appendix C). The Maintenance Manual is also included in Appendix C for your review.

CURRICULUM:

- **PGA Golf Management University Program will be a baccalaureate degree program with an academic major compatible with the industry of golf. (i.e., Business/Hospitality/Recreation)**
- **All intellectual property associated with the PGA PGM Program and PGM 2.0 is the property of The PGA of America.**
- **The knowledge base including learning objectives and work experience activities of the PGA Professional Golf Management (PGM) program will be incorporated into the curriculum. (PGM 2.0 beginning Fall 2010). All learning outcomes are available in a separate document.**
- **As the PGM program contains a finite body of knowledge relating to the People, Business and Game of Golf, significant credit count consideration for PGM specific courses (similar to that of other academic course requirements) must be included in the PGA Golf Management University Program curriculum. (Fall 2010, PGM 2.0)**

- **A minimum of 16 months of internship placements at facilities recognized as eligible employment by The PGA of America will be required for experiential learning.**
- **An appropriate course in turfgrass management is required as part of the curriculum. This course must include a minimum of four weeks hands-on laboratory experience to expose PGA Golf Management University students to work on the golf course.**
- **An appropriate course in Food and Beverage Management is required as part of the curriculum. This course must include a minimum of four weeks hands-on laboratory experience to expose PGA Golf Management University students to Food and Beverage Management.**
- **University must provide PGA a sequential course of study for the PGA Golf Management University Program from freshman through senior years including all academic requirements, PGM assessments and seminar requirements and internship experiences.**
- **Any curriculum or organizational changes that impact upon the PGA Golf Management University Program must be shared with the PGA.**
- **Each university program must provide PGA Golf Management University Program students with the opportunity to participate in/conduct PGA Growth of the Game Initiatives. Each player development program conducted should be registered on the PGA's Play Golf America website. Universities may choose to offer a Golf for Business and Life program. (The premise of this program is to offer the opportunity for young men and women (primarily college juniors and seniors) to develop their golfing skills so that they can use golf as a business tool upon graduation. This program is a PGA Growth of the Game initiative.)**

Ferris State PGM Compliance

The Ferris PGA Golf Management leads to a Bachelor of Science degree in the College of Business. Learning and work experience objectives of The PGA of America are integrated into the curriculum to sequentially fit the checkpoint schedule as is detailed in Appendix D. All PGA Golf Management students must successfully complete three internship experiences totaling 16-18 months of full time work experience that meets PGA guidelines. At least two of these experiences must take place at green grass facilities. An appropriate turf grass class is a required component of the curriculum (BIOL 114) with the lab component taught at our Katke Golf Course by the Course Superintendent as detailed in Appendix D. An appropriate food and beverage class (RIFM 207) is included in the curriculum that includes hands on lab experience as detailed in Appendix D. The Ferris PGA Golf Management program has always followed a structured cohort format. Students are required to stay within their academic class throughout the program.

The Ferris PGA Golf Management program is very involved with the PGA Growth of the Game Initiative. The program and golf course are very proud of our promotion of golf and work within the Michigan Section PGA.

On an annual basis, the golf operations along with the Ferris PGA Golf Management program host the following events:

- Women's Golf Month held at Katke Golf Course
 - PGA Professionals provide lessons in putting, driving, etiquette, chipping
- Family Fun Day every Sunday at Katke Golf Course
- Patriot Golf Day
- Tee it Forward
- Lessons at Lunch (for beginners) promoted each April – held at PGM center and Katke Golf Course
- Lessons at Dinner (for beginners) promoted each April – held at PGM center and Katke Golf Course
- Community golf clinics hosted by PGA Golf Management students on weekends
- Girl Scouts and Golf program
- The largest junior golf program in area, Mecosta County Junior Golf program
- Free Golf Day with free instruction by PGA Golf Management students
- Starting in 2012, PGA Golf 2.0

PGA PLAYING ABILITY TEST (PAT):

- **The PAT is a requirement for membership in The PGA and for graduation with the PGA Golf Management University Program designation.**
- **University must require a USGA handicap card or a letter signed by a PGA Professional or high school golf coach stating that an applicant for the PGA Golf Management University Program has a handicap of twelve or less. Copies of the card and/or letter should be on file in the PGA Golf Management University Program office.**
- **Students should not be admitted or retained in the programs that do not demonstrate the ability or inclination to pass the PAT.**
- **Director should make every effort to verify each student's playing ability prior to formal admission to the program.**
- **Students must participate in a PAT one time during their first year in the PGA Golf Management University Program. For years two and beyond, students must participate in a PAT a minimum of two times per year with encouragement to participate in a third PAT until the PAT test is passed.**
- **Students unsuccessful at the Playing Ability Test (PAT) must be enrolled in a Player Development Program beginning the first semester of enrollment and continuing each semester until the PAT requirement has been completed.**
- **The PGA shall provide the University with a roster of students successfully completing the PAT including a roster of all attempts by every current PGA Golf Management University Program student on April 1, September 1 and November 1 of each year or upon request.**

Ferris State PGM Compliance

The PGA of America requirements for graduation with the PGA Golf Management University Program designation are thoroughly reviewed and a Graduation Requirement form is signed by all incoming freshman students and placed in their student file (Appendix E). This form specifically states the PAT component for the degree. Students who do not demonstrate the ability or inclination to pass the PAT or participate in the Player Development Tournament program are counseled out of the program prior to their third internship experience. Students are required to participate in the PAT one time during their first year, and a minimum of twice a year after the first year until successful. PAT status of students is reviewed as part of their internship evaluation with the PGA Golf Management Coordinator. Admission to the Ferris PGA Golf Management University Program requires verification by a PGA Professional or high school golf coach indicating the prospective student has an established USGA Handicap of an eight or lower.

PROGRAM ACADEMIC POSITION:

- **College/university must position the PGA Golf Management University Program at no less than an academic concentration or specialty in PGA/ Professional Golf Management.**
- **College/university must recognize the PGA Golf Management University Program as part of overall academic offering in official publications.**
- **PGA/ Professional Golf Management concentration or specialty must be indicated on the diploma and/or transcript of graduates meeting all requirements of the PGA accredited program.**
- **In order to receive the PGA Golf Management designation, students must complete all three levels of the PGA's PGM program prior to graduation. (Beginning in Fall 2010, the PGM 2.0 program will include qualifying courses followed by three levels).**
- **The University must not offer an alternate golf management program or recognition on the diploma or transcript for students failing to meet all requirements of a PGA accredited program.**

Ferris State PGM Compliance

The PGA Golf Management program is positioned as a specialty degree that leads to a Bachelor of Science in Business with sanctioning by The PGA of America. The program is the flagship program in the Sports, Entertainment, and Hospitality Management department in the College of Business. Students meeting all program requirements graduate with the PGA Golf Management University Program designation indicated on the diploma and transcripts. A Graduation Requirement form (Appendix E) is signed by all PGA Golf Management students in the first semester of their first year in the program that details all of the requirements for the degree, including the level three completion.

INTERNSHIP PROGRAM:

- Internships must follow the eligible employment guidelines outlined in the PGA Constitution.
- All PGA Golf Management University Program internships prior to completion of all Level 1 requirements must take place at a green grass facility under the supervision of a PGA member.
- Following successful completion of Level 1, a PGA Golf Management University student may complete additional internships in any of the following (apprentice) classifications with or without PGA member supervision: a) B-9, B-10, B-12, B-14, B-15, B-16, B-17, B-18, B-19, B-20, B-21, B-22 or B-23. b) as a B-6 at a “PGA Recognized Indoor Facility” under the supervision of a PGA member Director of Instruction (A-14). Additional green grass internships following completion of Level 1 must be under the supervision of a PGA member.
- Internship should occur at least three times at different types of settings.
- PGA Golf Management University students may complete a maximum of two internship experiences at the same facility. If a second internship is completed at the same facility, the student must have different documented job responsibilities.
- Students must complete at least 16 months of fulltime (40 hours per week) internships to be eligible to graduate with the PGA Golf Management designation.
- Prior to student placement, the PGA Golf Management University has the responsibility for securing interested potential internship sites. The PGA Golf Management University Program student shall not contact an internship site, nor accept an internship experience prior to PGA Golf Management University Program staff contact with a host facility.
- Before placement, the university must initiate an agreement stipulating the internship specifics (dates, wages, etc.) and work experiences anticipated for each student. This contract or agreement must be validated in writing by the host professional, the university and the student. A copy of a student’s agreement must be on-file in the PGA Golf Management University Program office prior to the beginning of the internship.
- University must conduct a thorough evaluation of each internship site prior to placement of students and this evaluation should be written and on file.
- University must require each host professional to complete a detailed evaluation of each student’s performance during the placement. This document must be kept in the student’s permanent file.
- University must require that each student complete a detailed evaluation of the Co-op/ Internship site and experience upon return to campus. This document must be kept in the student’s permanent file.
- University must conduct a post-internship meeting with student to compare evaluations and take necessary remedial action to resolve any performance problems. The post-internship meeting must be documented separately from the student evaluation form of the host facility and included in the student file.
- Student records must contain (at a minimum) the following documents for each internship experience: signed three-party agreement, host professional’s evaluation of student, student’s evaluation of site and post-internship meeting documentation.

- **University must submit to PGA a list of interns each semester including the following information: Student Name, PGA ID, Facility Name, Facility Address, Host Professional, Facility Type and Actual Start/End dates for the Internship.**
- **Negative site evaluations by students must be investigated prior to future placements.**

Ferris PGM Compliance

The internship component of the Ferris State PGA Golf Management program has consistently received outstanding reviews by students, alumni and employers. It is considered a strength of the PGA Golf Management program and serves as a model for other programs within the College of Business. All PGA Golf Management students complete three internships at different settings with at least two being a green grass location. Students are required to complete a minimum of 16 months of full time employment at facilities that meet the eligible employment guidelines outlined in The PGA of America Constitution. Students must be in good academic and programmatic standing to be placed in an internship. All PGA Golf Management students sign the PGM Internship Guideline form (Appendix E) in the first semester of their first year in the program that details all of the requirements for their internships and placed in their student file. Prior to placement each student signs a written Internship Agreement form (Appendix A) detailing the position and stating the PGA Golf Management requirements the student will complete on the internship. This agreement is then signed by the PGM Coordinator and the supervising professional. Potential intern sites are required to complete detailed job descriptions and level of internship is then determined by PGA Golf Management Coordinator.

During internships all active sites are contacted by PGA Golf Management Coordinator and supervising professional and interning students are interviewed to insure learning objectives are being met. At completion, all supervising professionals are required to submit a detailed evaluation of student performance on the internship. Once the student returns to campus, they are required to complete an evaluation of the internship experience and schedule a meeting with the PGM Coordinator. At this one-on-one meeting with students, the internship experience is discussed at length and the supervising professional's evaluation of the student is reviewed. Students must also present all required work experience activities that were completed during the internship. Student's standing in the program and PGA status are also discussed and program plan is confirmed through graduation. Negative site evaluations by students are investigated and if the evaluation is confirmed sites are deleted from the internship data base (Appendix A).

STUDENTS:

-
- **Director must have specific written PGA Golf Management University Program policies and procedures for admission, retention and dismissal of students from**

the PGA Golf Management University Program including all specific programmatic requirements.

- A PGA Golf Management University Program student has 8 years to obtain PGA Membership from the first day of registration into the PGA Golf Management University Program.
- Students withdrawing from a PGA Golf Management University Program prior to graduation must be informed that the 8-year “clock” for election to PGA membership initiated upon their initial enrollment into the program does not expire.
- Each entering PGA Golf Management University Program class shall be considered a separate cohort for purposes of progress through the PGM checkpoints/PGM 2.0 assessments. Any exceptions shall be emergency in nature and approved in writing by the PGA Golf Management University Program Director with a plan for rejoining the cohort schedule. The PGA shall be notified of any such exception.
- Director must limit student admission to not more than 100 per year with a maximum of 400 total in the program at any given time. Programs with enrollment of 300 students or less require a minimum of 3 full-time positions dedicated to the program, including PGA Golf Management University Program Director, Internship Coordinator and Administrative Assistant. For those programs enrolling 301-400 students, the following additional faculty requirements are in place:
 - 301-330 students—one additional faculty member required
 - 331-360 students—two additional faculty members required
 - 361-390 students—three additional faculty members required
 - 391-400 students—four additional faculty members required
- A minimum of 30 students must be enrolled in the PGA Golf Management University Program at the end of the second year.
- University must provide a program of student advisement to assist students in making informed academic decisions regarding the PGA Golf Management University Program.
- University must provide the opportunity for students to form a PGA Golf Management Student Club or Association. This student association must follow university set guidelines.
- Student records must be maintained in compliance with accepted confidentiality practices.
- Career assistance must be provided to PGA Golf Management University Program Students for job placement.

Ferris State PGM Compliance

Written policies and procedures for admission, retention and dismissal of students from the PGA Golf Management program are detailed in the 77 page Ferris State University Student Handbook (<http://www.ferris.edu/htmls/administration/StudentAffairs/Studenthandbook/>) as well as in the Student Handbook Addendum for PGA Golf Management Students (Appendix E). The Ferris program currently has 238 students enrolled and anticipates an entering freshman class of 60-80 students. The Ferris program requires a USGA Handicap card, or a letter

signed by a PGA professional, or a high school golf coach stating that an applicant for the PGA Golf Management program has a handicap of eight or less. Copies of this verification are available on the campus mainframe computer through a DocuShare system. The Ferris program prides itself on its programmatic and career advising to our students. All students are required to meet with the PGA Golf Management Coordinator on a semester basis to review their status in the program. Weekly informational meetings are also held as a means to communicate with PGA Golf Management students. All students on campus are required to attend and participated in a specified number of these meetings and evening PGM seminars. Student records are maintained in compliance with accepted confidentiality practices, Federal guidelines for privacy, and the University privacy policies. The PGA Golf Management students at Ferris State have their own student association (Appendix E, PGMSA Constitution).

The Professional Golf Management Student Association is a professional Registered Student Organization (RSO) with the University that meets weekly. The students elect their own executive officers and the PGA Golf Management Coordinator serves as the faculty advisor. The association is a professional organization and assists with many golf promotional events during the course of an academic year. The Professional Golf Management Student Association executive board serves as an advisory group for policy-making within the Ferris PGA Golf Management program. Career assistance is provided by the PGA Golf Management office and is continued throughout the students post graduate career.

ADMINISTRATION:

- **University must provide a detailed budget, which indicates sufficient allocation of financial, capital and personnel resources to adequately support the PGA Golf Management University Program, included in this budget are revenue, expenses and assumptions.**
- **Specific information and reports are due to the PGA at various times during each year, as follows:**

YEARLY REPORTS (DUE OCTOBER 1 EACH YEAR)

- **PGA Golf Management University Program Budget**
- **Golf Course Budget**
- **Golf Shop Budget**
- **University Retention History**
- **Entering Freshmen Class Roster**
- **Supplemental Activities Report**
- **Cohort Report**

SEMESTER REPORTS

(DUE JANUARY 30, JUNE 30, SEPTEMBER 30 EACH YEAR)

- **Student Progress Report**
- **Supplemental Activities Report**

- **Internship Reports are due each semester once placement has been finalized for all students.**
- **Training opportunities and sample reports are available from The PGA for the Administrative Assistant at each institution. Contact The PGA directly should you request this service.**

Ferris PGM Compliance

The Ferris PGA Golf Management program is housed in the Sports, Entertainment, and Hospitality Management department. The PGA Golf Management program is under the direct supervision of a PGA Golf Management Coordinator who holds the rank of PGA Professional. The PGM program Budget is included in Appendix F and the Policies and Procedures are included in Appendix A.

PGA GOLF MANAGEMENT UNIVERSITY PROGRAM STAFF:

- **University must have a clearly identifiable unit charged with management of the PGA Golf Management University Program, including three fulltime staff: Director, Intern Coordinator and Administrative Assistant. These individuals must be devoted specifically to the PGA Golf Management University Program Administration.**
- **The PGA Golf Management University Program unit must be under the direct supervision of a qualified fulltime Director.**
- **While not required, it is strongly recommended that the PGA Golf Management Director and/or the PGA Golf Management Internship Coordinator are PGA of America members.**
- **The intent of the PGA Golf Management Director and PGA Golf Management Internship Coordinator positions is for these individuals to provide the instruction of the finite body of knowledge associated with the PGA's PGM/PGM 2.0 program.**

PGA Golf Management University Program Director

PGA Golf Management University Program Director shall be responsible for the operation of the unit including, but not limited to:

- **Primary liaison between PGA, University Administration, Faculty and Students**
- **Budget preparation and maintenance**
- **Policy and procedures implementation**
- **Records management**
- **Curriculum development, management and evaluation**
- **Prospective student recruiting**
- **Personnel policies and procedures as related to the PGA Golf Management University Program**

PGA Golf Management University Program Internship Coordinator:

PGA Golf Management University Program Internship Coordinator shall be responsible for all aspects of the PGA Golf Management University Program Internship program including, but not limited to:

- **Initial contact with host sites prior to student contact**
- **Internship site evaluation for selection of placement of PGA Golf Management University Program students**
- **Evaluation of site professionals to insure interns are being assisted in the completion of specific work experience activities**
- **Monitoring site professionals' evaluation of PGA Golf Management University Program interns**
- **Monitoring PGA Golf Management University Program interns' evaluation of working conditions and activities of internship site during placement**
- **Maintaining appropriate documentation on file regarding Co-op/Internship sites, placements and evaluations**
- **Prospective student recruiting**

PGA Golf Management University Program Administrative Assistant:

The PGA Golf Management University Program Administrative Assistant shall be responsible for assisting in all aspects of the program including, but not limited to:

- **Management of records and files**
- **Data collection and processing**
- **Communication channels between all involved parties**
- **Maintenance of PGA Golf Management University Program activities calendar**

Ferris State PGM Compliance

The Ferris PGA Golf Management program is staffed by three full time employees. University policy lists the three positions as a Program Coordinator, a Program Administrative Assistant, and a Program Secretary. Specific duties of each position mimic The PGA of America guidelines with minor differences. PGA Golf Management internship placement and evaluations are a shared duty the PGA Golf Management Coordinator and PGA Golf Management Administrative Assistant. The internship component of the program is considered a critical part of the program. The PGA Golf Management Coordinator, because of his background and understanding of the golf industry assists in all aspects of the internship process, especially with the site evaluations, interactions with The PGA of America supervising professionals, and internship reviews. The PGA Golf Management Coordinator and or PGA Adjunct Faculty teaches the learning objectives and knowledge base in the areas

of Tournament Operations, Golf Car Fleet Management, and the PGA Constitution.

The Ferris PGA Golf Management Administrative Assistant additionally monitors program accounts, scholarship disbursement as it applies, coordination of PGA merchandise show travel, activities and scheduling, monitors the PGA Golf Management Student Association activity (to follow University Policies and Procedures), and assists the Program Coordinator with duties as assigned. Detailed duties are outlines in Appendix A.

The PGA Golf Management Secretary additionally maintains contact with prospective students through various activities, most of which is the PGM@ferris.edu email from the program website, organizes main program fundraiser event annually, schedules and maintains academic advisement for the program, assisting the coordinator to track and coordinate students to remain in cohort academically, and assists the PGA Golf Management Coordinator as assigned. Detailed duties are outlines in Appendix A.

FACULTY:

- **Faculty shall be qualified in their area of designated responsibilities.**
- **Faculty assigned fulltime to the PGA Golf Management University Program shall hold a minimum of a baccalaureate degree from a regionally accredited institution.**
- **Any faculty teaching a specific PGM course in place of the PGA instruction offered with checkpoints shall meet the qualification and standards devised by The PGA, including complete attendance at each seminar (PGA taught) a minimum of twice. This requirement addresses the instruction of the following seminars: Business Planning and Operations, Customer Relations, Merchandising and Inventory Management and Supervising and Delegating. (Training for PGM 2.0 will be conducted via PGA Education).**
- **The PGA highly recommends any university faculty member teaching the PGM /PGM 2.0 knowledge base and objectives in conjunction with a traditional academic course observe one or more seminars at the PGA Education Center prior to integration into a specific course.**

Ferris State PGM Compliance

All faculty at Ferris State University are qualified in their area of designated responsibilities. All faculty assigned full time to the PGA Golf Management program hold a minimum of a Masters degree from a regionally accredited institution. All faculty teaching a specific PGM course meet the qualifications and standards devised by The PGA of America including complete attendance at each seminar (PGA taught) a minimum of twice.

FACILITIES:

- **Office space sufficient to accommodate the PGA Golf Management University Program unit must be allocated.**
- **Classroom facilities must be allocated to service the total curriculum of the PGA Golf Management University Program.**
- **Conference space must be available for large and small group meetings and seminars for PGA Golf Management University Program activities.**
- **The following facilities must be provided: classrooms, golf club design and repair lab, computer lab and audiovisual equipment per specified guidelines necessary to conduct the program.**

Ferris State PGM Compliance

The Ferris PGA Golf Management program has excellent facilities for the administration of the program. These accommodations include, office space including a small meeting room, indoor practice area consisting of four hitting bays, putting green, and computer lab. The PGA Golf Management Center also houses a club repair facility. The College of Business building accommodates PGA Golf Management groups from 20 to 150 students with all rooms possessing internet conductivity and other appropriate teaching aids. The golf course facility also includes a classroom for the PGA Golf Management program, office space, and wireless internet for student use.

CHECKPOINTS/ASSESSMENTS:

- **Space for 16 students should be available for each simulation offered in conjunction with a checkpoint.**
- **Beginning Fall 2010, appropriate computer based testing facilities to accommodate each cohort of students enrolled in the PGA Golf Management University Program and PGM 2.0 curriculum should be available.**

Ferris State PGM Compliance

Ferris State has adequate space available for all simulations required for all PGA Golf Management checkpoints.

INSTRUCTIONAL RESOURCES AND SUPPORT:

- **Support services must be provided including, but not limited to:**
 - **Secretarial-clerical**
 - **Computer availability for students and staff**
 - **Telephone/Fax/Copier capability**
- **Instructional resources must be available to implement the total curriculum of the PGA Golf Management University Program.**
- **Special services must be available for individuals with disabling conditions. A current PGA Non-Standard Testing Accommodation Form, along with appropriate supplemental documentation for a student must be submitted to PGA for review prior to testing.**

- **Library and reference materials must be available and sufficient to support all aspects of the PGA Golf Management University Program curriculum including, but not limited to:**
 - **Books and current periodicals**
 - **Reports**
 - **Electronic access of published and unpublished data**
 - **Equipment to utilize DVD and CD technology**

Ferris State PGM Compliance

The Ferris State University PGA Golf Management program is fully equipped with computers, fax machine, duplicating machine, scanner, and telephone services sufficient to support the day-to-day operations of the program. The College of Business building meets all the technological requirements outlined in The PGA of America's criteria and standards for PGA Golf Management programs. The College of Business and all other academic buildings on the Ferris campus meet and/or exceed all ADA guidelines for accessibility. Ferris State also offers reasonable accommodations for students with verifiable disabilities.

Library resources are also more than sufficient of support all aspects of the PGA Golf Management curriculum. In addition to the Ferris Library for Information Technology and Education (FLITE), which is a state-of-the-art building that opened in 2001 housing over 300 public-access computers, periodicals, books, microfiche and equipment, we also have a golf specific library housed in the PGA Golf Management Center with over 250 golf books, periodicals, and videos for student use.

FINANCIAL SUPPORT:

-
- **University must commit on an annual basis sufficient funds to maintain the golf course and golf operations (if university owned or operated) at a level appropriate to serve as a model for PGA Golf Management University Program students.**
 - **University must commit, on an annual basis, sufficient funds to support the PGA Golf Management University Program unit and its activities including necessary travel for PGA Golf Management University Program staff to PGA Golf Management University Program activities and internship site evaluations.**
 - **Funds allocated to PGA Golf Management University Program and golf course operations shall be detailed annually in an operating budget.**

Ferris PGM Compliance

Funding allocations for the PGA Golf Management program at Ferris State University, as detailed in Appendix F, are sufficient to support all administrative operations of the PGA Golf Management program including, but not limited to, travel, recruiting, equipment purchase and maintenance. Recruiting for the program includes advertising in regional junior golf publications, hosting state and regional high school competitions at our golf course, and working with our alumni base to recruit suitable candidates for the program.

APPENDIX A

PGM Policies and Procedures Manual

PGA GOLF MANAGEMENT PROGRAM AT FERRIS STATE UNIVERSITY



PGA
Golf Management

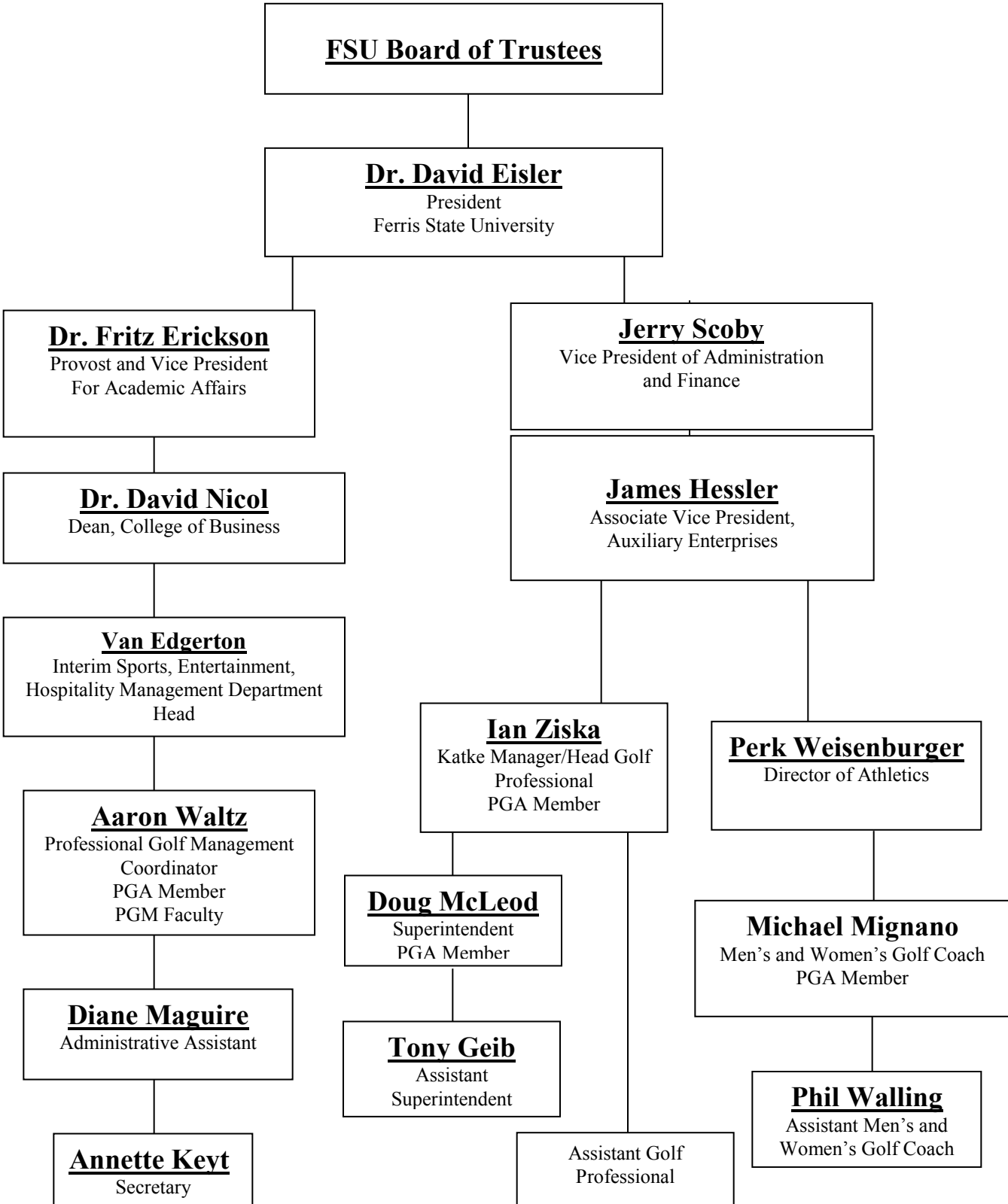
POLICIES AND PROCEDURES MANUAL

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PGA Golf Management

Organizational Chart



INTRODUCTION AND BACKGROUND OF THE PGA GOLF MANAGEMENT PROGRAM AT FERRIS STATE UNIVERSITY

The PGA Golf Management Program at Ferris State was established in 1975. The program is best described as a joint venture with The PGA of America. Students enrolled in the PGA Golf Management Program gain both a business degree from Ferris State University and membership in The PGA of America. The Ferris program was the first of its kind and was the only one in existence until a similar program was started in 1985 at Mississippi State University. Currently there are twenty PGA Golf Management Programs in the United States.

The program was created by basically a handshake agreement between Ferris State and The PGA of America until 1992. In 1992, The PGA of America, along with input from Ferris State and Mississippi State, established a written contractual document. This document was agreed upon and signed by former President Popovich on January 6, 1992. The contents of this document are very concise and govern all aspects of the PGA Golf Management programs. (Document available at the Ferris State PGA Golf Management Center).

The PGA of America visits each PGA Golf Management University every four years to evaluate and inspect the PGA Golf Management programs. The Ferris State University program was reviewed October 2006 and was found to be in good standing by the PGA Golf Management evaluation team.

**PGA GOLF MANAGEMENT
FERRIS STATE UNIVERSITY
MISSION STATEMENT**

The mission of the PGA Golf Management Program at Ferris State is to prepare students for a variety of careers in the golf industry as PGA Members. This mission is accomplished by offering a business degree in PGA Golf Management. This is accomplished through a unique internship program which allows students to gain real-life experience in the golf industry with PGA professionals or in administrative positions in PGA affiliated organizations.

Purposes

1. To provide students with a broad general education including scientific understanding, quantitative skills, decision-making, cultural enrichment, social and global awareness, marketing, and business.
2. To provide students with work experience in the golf business through an intensive internship program structured around learning guidelines and objectives.
3. To continue to recruit students and place interns nationally to foster the geographic and cultural diversity of the PGM student group.
4. To provide a unique opportunity that cannot be achieved through the traditional PGA membership route. The PGA endorsed program combines academics (B.S. Business), internships and the opportunity to complete the PGA Golf Management program requirements.
5. To maintain the endorsement and support of The PGA of America.
6. To provide the golf industry with graduates who have the education and experience to be highly competent golf professionals.
7. To provide opportunities for students to develop leadership skills, golfing ability and social consciousness through an active Professional Golf Management Students Association (PGMSA), whose structure and meetings parallel the structure and operation of the PGA.
8. To encourage students to continue with the educational programs of The PGA of America, PGA Certified Professional Program, PGA Master Professional Program, and/or graduate school, and to encourage lifelong learning.

**PGA GOLF MANAGEMENT
FERRIS STATE UNIVERSITY
GOALS**

1. To achieve 100% placement in the golf profession within six months.
2. To increase the number of graduates who advance to head professional or general manager positions.
3. To increase students' level of play needed to pass the PGA Playability Test (P.A.T.), which is required for graduation.
4. To increase students' participation in the entire PGM experience (golf skills, teaching, PGMSA, PGA, academics, professionalism, internships, seminars and leadership).
5. To improve the overall learning experience and professionalism of the internship program.
6. To continue to plan meetings and communication with other PGA affiliated universities for the benefit of the students and to increase the overall quality of the program.
7. To increase the number of PGM graduates who make leadership contributions in the sectional and national PGA.

CURRENT STATUS OF THE PGA GOLF MANAGEMENT PROGRAM AT FERRIS

Curriculum

- Aligns with The PGA of America requirements by a written contract with FSU
- Has established Criteria for entering the program (p.13)
- Provides depth of business and marketing courses (p.14-17)
- Includes specialized courses such as food and beverage management, biology of turf grass, and fundamentals of golf instruction (p.16-17, Appendix D)
- Written requirements for completion of PGM program (p.19)
- Provides program guidelines and policies for students (p. 26)
- Provides assistance in placing students on internships (five semesters required)
 - internship guidelines (p. 27)
 - student intern request form (p. 33)
 - internship profile and data sheet (p.34-35)
 - cover letter for internship agreement (p.36)
 - internship agreement (p. 37-42)
 - internship evaluation (p.43-44)
 - student internship questionnaire (p.45-46)
 - post internship review (p. 47-48)
- Aligns with PGA Golf Management
 - PGM At A Glance (p.49-50)

Facilities and Equipment

- PGA Golf Management Center - office space, four indoor nets for hitting balls, artificial putting green, conference room, and student computer lab.
- Katke Golf Course – 18-holes double-row irrigation and expanded practice area with six target greens and a large chipping and putting green. Modern clubhouse complete with an indoor teaching and learning area, classroom, video room, golf shop, locker rooms, and a snack bar.

Staff

PGA Golf Management Coordinator

- Recruiting
- Instruct and or advise adjunct Professors to deliver PGMG 101, 201, 202, 340 & 341 courses affiliated with PGA PGM 1.0 and 2.0 curriculum
- advisor to 225+ students
- Golf instruction / mentor
- Assists with internship program
- Alumni relations
- PGA liaison & PGA member (requires extra duties)
- PGA Golf Management faculty
- Currently involved with major fundraising for Katke Golf Course
- Monitoring PGM students playing requirements and abilities

- Counseling PGM students regarding the golfing business and university education
- Coordinates President's Invitational Golf Tournament, major fundraiser for the PGA Golf Management program

Administrative Assistant

Internship Duties & Responsibilities

- Ensure compliance of PGA internship guidelines with PGM program internship requirements (5 semesters per student).
- Contact potential internship sites and send datasheets to over 200 facilities per year.
- Reply to all facilities inquiring about our internship program.
- Coordinate all aspects of annual PGM Interview Day in November.
- Upon the completion of the internship monitor student resumes to ensure it is updated by the deadline using the proper format. Delete obsolete copy.
- Modify and update internship database of over 1,700 facilities.
- Meet with each student to determine site selections.
- Maintain spreadsheet of students request for site selections.
- Contact employers and send student resume for consideration.
- Process internship agreements (45-95 students per semester) and mail to employers once placement has been confirmed. Follow up to make sure they are returned with proper signatures and information, per PGA requirement.
- Process internship evaluations (45-95 students per semester) and mail to employers. Follow up to make sure they are returned, per PGA requirement.
- Make site visits to current and potential internship employers.
- Provide collaboration with Hospitality as it relates to tracking internship/student information for those obtaining certificates and minors.

PGA Checkpoints

- Coordinate all aspects of PGA Checkpoints on campus twice a year (summer and fall).
- Coordinate all aspect of Checkpoint test re-takes four times a year.
- Arrange Checkpoint Level 3 banquet dinner for students and PGM & PGA staff.
- Update materials regarding checkpoint fees and processes for students, prospects and parents.
- Charge student financial accounts for checkpoint fees.
- Coordinate and send information to other PGM Universities for visiting students attending Ferris checkpoints.
- Invoice other PGM Universities for checkpoint fees and deposit checks.

PGA Responsibilities

- Maintain, update and implement approved procedures, systems and policies enacted by the PGA.

- Compile and submit PGA Yearly Reports (PGA Golf Management Budget, Golf Course Budget, Golf Shop Budget, University Retention History, Diversity Enrollment, and Supplemental Activities).
- Maintain and update PGM Policies and Procedures Student Manual
- Compile and submit PGA Semester Reports (Supplemental Activities and Internship Lists).
- Assist PGM Coordinator in compiling and writing PGA Accreditation report every 5 years (next one is scheduled for 2011).
- Make all arrangements for accreditation site visits every 5 years. (next one scheduled for 2011)
- Make travel arrangements and attend PGA Annual Spring meeting with PGM Coordinator.
- Participate in quarterly PGA conference calls with all PGM Universities.

PGA Merchandise Show

- Arrange shipping the SEHM booth, ordering furnishings, and travel arrangements for the show.
- Assist PGMSA e-board with travel arrangements and expenditure requests to attend PGA Show.
- Meet with PGA professionals and alumni to develop relationships and discuss internship and full-time employment opportunities for our students.

PGM Scholarships

- Maintain contact with scholarship donors and send correspondence and thank you letters.
- Gather scholarship applications and assist in determining award winners based on criteria.
- Maintain spreadsheet of scholarship opportunities and track award winners.
- Send scholarship list for processing each semester.
- Notify students and proof read thank you letters before mailing.
- Send press release to UA&M for student's hometown newspaper.

PGM Budgets

- Maintain and review numerous PGM accounts for accuracy.
- Process purchases using p-card and maintain all original financial documentation.
- Review Visa card transactions on Payment Net and print monthly reports for signature.
- Create and process purchase orders and submit invoices for payment.
- Collect fees (checkpoint re-takes and interview day), process receipts and deposit money.

PGM Student Association

- Maintain and update PGM Community on FerrisConnect.

- Attend PGMSA meetings to make sure students are informed of new internship opportunities, as well as upcoming activities, seminars and events.
- Organize workshops and seminars related to guest speakers.
- Assist students in following Ferris policies and procedures when planning events and travel.
- Supervise student leaders in planning graduation banquet and activities.
- Coordinate student workers for the Food & Wine Show.
- Track and document student activities for PGA report.

Recruitment

- Answer inquiries from a variety of internal and external sources and provide explanation and interpretation of policies, practices, and procedures of the PGM program and Katke Golf Course as needed.
- Develop and modify the SEHM brochure and recruitment materials for PGM.
- Attend Dawg Days and individual daily appointments with prospective students and parents in PGM Coordinator's absence.

Miscellaneous

- Assist graduating students in locating full-time employment to maintain our 100% placement rate.
 - Answer inquiries from PGA professionals regarding hiring graduates and alumni for full-time positions. Send job information via email and post on PGM Community.
 - Supervise, train, and schedule PGM student worker.
 - Serve as the Emergency Coordinator for Knollcrest.
 - Represent the SEHM department on the COB Diversity Committee.
 - Proctor SAI's
 - Maintain and monitor program Shared Drive file structure and documents.
 - Attend meetings and events in PGM Coordinator's absence.
 - Assist students with registration and advising as needed.
 - Schedule meetings and update PGM Coordinator's calendar as needed.
- Secretary

General Duties & Responsibilities

- Download admissions reports weekly from WebFocus Report Library; filter PGM and Pre-PGM admits and create program spreadsheet to monitor admission progress; send welcome letters from program to admits; monitor orientation sign-up; monitor transfer student transcript submission on Xtender; create academic program files for all incoming new students to program; merge list with current student roster once semester starts; monitor program enrollment numbers; keep statistical data for COB reports required as needed by the Dean. Monitor academic progress of Pre-PGM students to see when and if they are eligible for the PGM program.
- Primary program contact for all prospective students; set up appointment with Program Coordinator to meet with the prospective students and their parents. If

Coordinator is not available, I or Diane meet with them(1/2 hour - 1 hour appointments).

- Corresponding with all prospective FTIAC and transfer students, assisting transfer inquiries with transferability of credits, advising academic course path prior to transfer and initiate course evaluation for colleges not yet evaluated for course transferability, and advise appropriate course and academic succession for successful transfer.
- Primary program contact for all enrolled students(phone calls or in person). Create student academic files and monitor their academic progress(+200 students), which is done at the start and end of every academic semester until the student's graduation. Maintain student resumes, schedule advisement appointments with each current student and meet each semester. Mail out to students on internship all registration information, including which academic courses to take. Communicate with Dean's Office personnel for graduation audits and ceremony attendance; attend Orientation sessions and assist new students with registration process; monitor Degree Works program for each student electronic file.
- Assist Coordinator in large professional RSO; assist Coordinator in organization, mentoring, maintaining and advising for appropriate University policies and procedures for student activities; assist with University requirements for documentation and room reservations for seminars and workshops; process University and College documentation for financial funding if required.
- Assist Coordinator with monitoring and collecting data for program and course outcomes for submission to TracDat.
- Supervise Work Study student workers.
- Maintain and monitor program Share Drive folders and documents.
- Responsible for President's Golf Invitational, includes mass mailing for invites, monitoring monies and RSVPs coming in, assisting Coordinator with setting up teams, ordering shirts, catering, requesting prizes from alumni, following up after tournament, etc.
- Process all Direct Pays for Expenditure Requests and Travel for PGM program.

SEHM Department Secretary Duties:

- Enter PGMG, HOTM, and RFIM courses into Banner, maintain registration and rooming.
- Place faculty book orders for the RFIM/HOTM programs.
- Prepare, process and forward curriculum proposals(new programs, curriculum clean-up and course changes, new courses, new minors, and new certificates) to appropriate university officials.
- Prepare and process paper work for new faculty hires(full-time or adjunct).
- Responsible for sending materials out to the SEHM programs(PGM, PTM, MIM, RFIM, and HOTM) each year for the college catalog. Reviewing and proofing each one before being sent to Dean's secretary.
- Arrange and set up monthly SEHM Department meetings. Record and place meeting minutes in shared drive.

- Get signatures for approval for travel, expenditures, minor declarations, substitutions, etc., make copies and send to appropriate staff or administration.

PGA Requirements:

- Responsible for preparing and sending required PGA reports(Student Progress Report and Freshman class roster) to PGA Education Center.
- Update database and spreadsheets for PGA Level 1, Level 2, Level 3, and PAT testing.

Advisory Committee (p.51)

International Student Statement (p. 19)

Professional Golf Management • Bachelor of Science

Why Choose Professional Golf Management?

Founded in 1975, Ferris' Professional Golf Management (PGM) program was the first university program sanctioned by the PGA in the nation, and remains one of the national leaders and premier programs of its kind. Among its competitors, this demanding program is one of the few that leads to a business degree (often combined with a Club Management certificate or minor), enabling our grads to pursue numerous career paths. Our students benefit from a highly skilled and knowledgeable staff, led by a PGA Professional, who combines industry accolades as a teacher, with first-hand experience in the management of golf as a business. During the program, students complete 3 internships (extending across 5 semesters) at the finest golf facilities in the world. By graduation, they will have satisfied all requirements for PGA membership.

About 50 percent of the overall study in the PGM program is in business, 30 percent in general studies and 20 percent in courses related to golf management. Ferris owns and operates an on-campus 18-hole golf course that is managed and staffed by four members of The PGA and used as a laboratory for PGM students.

Career Opportunities

The life of a golf professional requires more than a powerful drive and accurate putting. A career in this field requires knowledge of business operations, teaching, golf course maintenance, golf club repair and organization of golf events. A knowledge of business is particularly important to the golf professional who is expected to handle marketing, merchandising, accounting and management.

The Ferris PGM program, the first of its kind in the nation established in conjunction with the Professional Golfers' Association of America, trains and educates future golf professionals to meet the demands of the golf industry. Upon completion of all PGA of America requirements, students will obtain the PGA/PGM designation on their diploma and Class A membership into the PGA of America.

Today, the program has the largest network of successful alumni employed in all aspects of the golf industry, from Head Professionals, to Resort GM's, to Presidents of golf companies. Our unequalled network of industry connections, in conjunction with the knowledge, skill development and experience of our graduates, contributes to the program's enviable record of 100% job placement.

Admission Requirements

New Students: 2.5 GPA (on a 4.0 scale) from high school, ACT composite score of 19 or combined Verbal and Math SAT score of 900 or higher, and USGA handicap of 8 or lower verified by PGA professional or high school coach.

The program has fall entry only. Because of the uniqueness of the program, prospective students are encouraged to visit campus and talk with an admission counselor and the program coordinator.

Transfer Students: Combined college or university GPA of 2.5 (on a 4.0 scale) from all institutions attended and verified USGA handicap of 8 or lower. GPA is based on completion of 12 credit hours including the FSU equivalency of ENGL 150, MATH 115, and a social awareness or cultural enrichment course. Students must have completed NO MORE than 45 applicable credit hours at other institutions.

Exceptions: Applicants not meeting the above criteria (new or transfer students) for direct admission into the program, but still meet Ferris State University admission criteria, will be placed in the Pre-Professional Golf Management program until the admission criteria are met. Any mitigating circumstances will be considered on an individual basis by the College of Business Dean's Office.

Graduation Requirements

The Professional Golf Management program at Ferris leads to a bachelor of science degree. Graduation requires a minimum 2.0 GPA in core classes, in the major and overall.

Required Courses

Credit Hours

BUSINESS CORE		
ACCT 201	Principles of Accounting 1	3
ACCT 202	Principles of Accounting 2	3
BLAW 321	Contracts and Sales	3
BUSN 499	Integrating Experience	3
FINC 322	Financial Management 1	3
ISYS 321	Business Information Systems	3
MGMT 301	Applied Management	3
MGMT 370	Quality-Operations Mgmt	3
MKTG 321	Principles of Marketing	3
STQM 260	Introduction to Statistics	3
MARKETING MAJOR		
AIMC 300	Principles of Advertising/IMC	3
MGMT 310	Small Business Management	3
MGMT 373	Human Resource Management	3
MKTG 231	Professional Selling	3
MKTG 322	Consumer Behavior	3
MKTG 425	Marketing Research	3
MKTG 441	International Marketing	3
MKTG 476	Marketing Strategy	3
RETG 337	Principles of Retailing	3
RETG 339	Retail Merchandising	3
RFIM 204	Food-Bev Operation in Clubs	3
PROFESSIONAL GOLF MANAGEMENT MAJOR		
PGMG 101	Orientation to Prof Golf Mgmt	2
PGMG 192	PGM Internship 1	2
PGMG 201	PGA/PGM Level One Study 1	2
PGMG 202	PGA/PGM Level One Study 2	2
PGMG 292	PGM Internship 2	2
PGMG 340	Fund of Golf Instruction	2
PGMG 341	Advanced Teaching II	2
PGMG 392	PGM Internship 3	2
PGMG 492	PGM Internship 4	2
PGMG 493	PGM Internship 5	2
UNIVERSITY GENERAL EDUCATION		
Communication Competence		
COMM 121	Fundamentals-Public Speaking	3
ENGL 150	English 1	3
Choose One:		
ENGL 211	Industrial and Career Writing	3
Or		
ENGL 250	English 2	3
ENGL 325	Advanced Business Writing	3



More Information

Professional Golf Management
1506 Knollview Drive
Big Rapids, MI 49307-2290
Phone: (231) 591-2380
Email: PGM@ferris.edu

The College of Business is accredited by the Accreditation Council for Business Schools and Programs (ACBSP.) Next Accreditation Review is February 2018.
<http://www.acbsp.org>

The PGM Program is also accredited by the Professional Golf Association. Next Accreditation Review is February 2017.
<http://pgajobfinder.pgalinks.com/helpwanted/empcenter/pgaandyou/pro.cfm?ctc=5729>

Scientific Understanding	
Science Elective	3-4
BIOL 114 Biology and Turfgrass Maint	4
Quantitative Skills	
MATH 115 Intermediate Algebra	3
(If MATH ACT is 24 or higher, substitute a general education elective)	
Cultural Enrichment	
Electives (one must be at 200 level or above)	9
Social Awareness	
ECON 221 Principles of Macroeconomics	3
ECON 222 Principles of Microeconomics	3
PSYC 150 Introduction to Psychology	3
COLLEGE OF BUSINESS Additional General Education	
General Education Electives	4
Minimum credit hours required for B.S. degree:	127 - 128

Enrollment Requirements

The Professional Golf Management (PGM) program is designed for the individual who is interested in a career as a golf professional who serves the amateur golfer. The PGM program includes preparation in the following areas: operation of a golf shop; golf course maintenance; public relations; teaching skills; golf rules; custom club repair and fitting; and the organization and conduct of golf events. The curriculum is recommended and endorsed by the Professional Golfer's Association (PGA).

Admission to the PGM program is granted based on the following policies and procedures:

- Applicants must meet the PGM Program Criteria of 2.5 high school cumulative grade point average and ACT composite score of 19 (must have a subscore of 19 in MATH or READING).
- All applicants must have an eight (8) or lower golf handicap verified by a PGA golf professional or high school coach.
- Transfer students will be considered with a maximum of 45 applied credits.
- Transfer students (including internal) must meet College of Business criteria of 2.5 cumulative GPA based on 12 credit hours and have completed English 150 and Math 115 equivalent and one Cultural Enrichment or Social Awareness with a grade of C or better.
- Application, transcripts, ACT score report and golf handicap verification must be submitted to the Admissions Office before June 1st of the year the student wishes to enter the PGM program to assure consideration.
- Students in the Pre-Professional Golf Management Program at FSU must meet all minimum entrance requirements before applying.

**Ferris State University - College of Business
BACHELOR OF SCIENCE DEGREE IN BUSINESS**

PROFESSIONAL GOLF MANAGEMENT - 128 Credits

NAME: _____ **ID#:** _____

REQUIRED		COURSE TITLE - PREREQUISITES SHOWN IN BRACKETS []	S. H.	GRADE
COMMUNICATION COMPETENCE - 12 Credits Required				
COMM	121	Fundamentals of Public Speaking	3	
ENGL	150	English 1	3	
ENGL	211/250	Industrial & Career Writing [ENGL 150/C or better] or English 2 [ENGL 150/C or better]	3	
ENGL	325	Advanced Business Writing [ENGL 211 or 250/C or better]	3	
SCIENTIFIC UNDERSTANDING - 8 Credits Required				
SCIENTIFIC UNDERSTANDING REQUIREMENTS SATISFIED WITH RELATED COURSES.**				
See Related Courses on reverse side of sheet.				
QUANTITATIVE SKILLS - 3 Credits Required				
MATH	115	Intermediate Algebra [MATH 110/C- or better, or 19 on ACT or 460 on SAT] If MATH ACT score is 24 or higher, substitute a general education elective.	3	
CULTURAL ENRICHMENT - 9 Credits Required*				
Consult the Ferris website: www.ferris.edu/htmls/academics/gened/cultcourses.html for approved courses.				
		Cultural Enrichment Elective (200 level or above)	3	
		Cultural Enrichment Elective	3	
		Cultural Enrichment Elective	3	
SOCIAL AWARENESS - 12 Credits Required*				
SOCIAL AWARENESS REQUIREMENT SATISFIED WITH RELATED COURSES.***				
See Related Courses on reverse side of sheet.				
GENERAL EDUCATION ELECTIVES - 4 Credits Required*				
Consult the Ferris website: www.ferris.edu/htmls/academics/gened/gened.html for approved courses.				
		General Education Elective - If needed MATH 110 can be taken as a free elective	4	

Advising Notes:

FSUS 100 is satisfied by _____

Global consciousness requirement satisfied with: _____

Race, ethnicity, gender requirement satisfied with: _____

NOTE: FALL SEMESTER ENTRY ONLY

NOTICE REGARDING WITHDRAWAL, RE-ADMISSION AND INTERRUPTION OF STUDIES	
Students who return to the university after an interrupted enrollment (not including summer semester) must normally meet the requirements of the curriculum which are in effect at the time of their return, not the requirements which were in effect when they were originally admitted.	

NOTE: A 2.00 cumulative GPA is required in the major, business core and overall for completion of the Professional Golf Management program.

Ferris State University - College of Business
PROFESSIONAL GOLF MANAGEMENT MAJOR

REQUIRED		COURSE TITLE - PREREQUISITES SHOWN IN BRACKETS []	S. H.	GRADE	GR. PTS.
BUSINESS CORE - 30 Credits Required					
ACCT	201	Principles of Accounting 1 [MATH 110/C- or better]	3		
ACCT	202	Principles of Accounting 2 [ACCT 201/C- or better]	3		
BLAW	321	Contracts and Sales	3		
BUSN	499	Interdisciplinary Integrating Experience [FINC 322, MGMT 370, MKTG 321, senior status]	3		
FINC	322	Financial Management 1 [ACCT 201, MATH 115]	3		
ISYS	321	Business Information Systems [ACCT 202, MKTG 321, MGMT 301]	3		
MGMT	301	Applied Management	3		
MGMT	370	Quality/Operations Management [sophomore status]	3		
MKTG	321	Principles of Marketing [sophomore status]	3		
STQM	260	Introduction to Statistics [MATH 115/C- or better]	3		
MARKETING COURSES - 33 Credits Required					
AIMC	222	Principles of Advertising	3		
MGMT	310	Small Business Management	3		
MGMT	373	Human Resource Management [sophomore status]	3		
MKTG	231	Professional Selling [COMM 121]	3		
MKTG	322	Consumer Behavior [MKTG 321, PSYC 150]	3		
MKTG	425	Marketing Research [MKTG 321, STQM 260]	3		
MKTG	441	International Marketing [MKTG 321, senior status]	3		
MKTG	476	Marketing Strategy [MKTG 322, ECON 221]	3		
RETG	337	Principles of Retailing [MKTG 321]	3		
RETG	339	Retail Merchandising [RETG 337]	3		
RFIM	207	Beverage Management	3		
PROFESSIONAL GOLF MANAGEMENT MAJOR - 17 Credits Required					
PGMG	101	Orientation to Professional Golf Management	2		
PGMG	201	PGA/PGM Level 1 Study I [PGMG 101]	2		
PGMG	192	PGM Internship 1 [PGMG 201/C or better]	2		
PGMG	202	PGA/PGM Level 1 Study II [PGMG 201]	2		
PGMG	292	PGM Internship 2 [PGMG 202/C or better]	2		
PGMG	392	PGM Internship 3 [PGMG 202/C or better]	2		
PGMG	340	Fundamentals of Golf Instruction [BIOL 109, MKTG 321]	2		
PGMG	341	Advanced Teaching II [PGMG340]	2		
PGMG	492	PGM Internship 4	2		
PGMG	493	PGM Internship 5	2		
RELATED COURSES - 17 Credits Required					
**	BIOL	109	Basic Human Anatomy and Physiology	4	
**	BIOL	114	Biology and Maintenance of Turfgrass	4	
***	ECON	221	Principles of Macroeconomics [MATH 110 or proficiency]	3	
***	ECON	222	Principles of Microeconomics [ECON 221]	3	
***	PSYC	150	Introduction to Psychology	3	

NOTE: A 2.00 cumulative GPA is required in the major, business core and overall for completion of the Professional Golf Management program.

** Courses meet the Scientific Understanding requirements.

*** Courses meet the Social Awareness requirements.

Name _____

CWID _____

PGA ID _____

Katke # _____

Starting Date _____

**SEQUENCE SHEET FOR
B.S. BUSINESS - PROFESSIONAL GOLF MANAGEMENT - FERRIS STATE UNIVERSITY**

FIRST YEAR

Fall Semester

* PGMG 101 - Orientation to PGM [Qualifying Test]	2 _____
ENGL 150 - English 1	3 _____
PSYC 150 - Introduction to Psychology	3 _____
COMM 121 - Fund. of Public Speaking	3 _____
MATH 115 (see note 3)	3 _____
	14

Spring Semester

* PGMG 201 - PGA Level 1 Study I [PGMG 101]	2 _____
BIOL 109 - Basic Human Anatomy & Phys.	4 _____
Cultural Enrichment (see note 4)	3 _____
ECON 221 - Economics 1 [MATH 110 or proficiency]	3 _____
MKTG 231 - Professional Selling [COMM 121]	3 _____
	15

Summer Semester

PGMG 192 - Internship 1 [PGMG 201/C or better, see note 5]	2 _____
--	---------

NOTES

*** Must take in semester designated**

1. Check if Playing Ability Test (PAT) is passed
2. Prerequisites shown in brackets []
3. Use as General Education Elective if you have 24 or higher ACT score.
4. You must take **three (3)** cultural enrichment courses. Select three (3) courses from the cultural enrichment subject areas, including **one at the 200 level or above**. Consult: <http://www.ferris.edu/htmls/academics/gened/cultcourses.html>
5. You **must** register for internships (PGMG 192, 292, 392, 492, and 493) in the semester they are taken. You **must** have a Cum. GPA of 2.00 or better.

SECOND YEAR

Fall Semester

ENGL 211/250 - (choose one) [ENGL 150/C- or better]	3 _____
Cultural Enrichment (see note 4)	3 _____
ECON 222 - Economics 2 [ECON 221]	3 _____
ACCT 201 - Accounting 1 [MATH 110/C- or better]	3 _____
MKTG 321 - Principles of Marketing [sophomore status]	3 _____
	15

Spring Semester

ACCT 202 - Accounting 2 [ACCT 201/C- or better]	3 _____
AIMC 222 - Principles of Advertising	3 _____
MGMT 301 - Applied Management	3 _____
* PGMG 202 - PGA Level 1 Study II [PGMG 201]	2 _____
RETG 337 - Principles of Retailing [MKTG 321]	3 _____
	14

Summer Semester

PGMG 292 - Internship 2 [PGMG 202/C or better, see note 5]	2 _____
--	---------

B.S. BUSINESS - PROFESSIONAL GOLF MANAGEMENT - FERRIS STATE UNIVERSITY

THIRD YEAR

Fall Semester

PGMG 392 - Internship 3 (see note 5) 2 _____

Spring Semester

BLAW 321 - Contracts and Sales 3 _____

FINC 322 - Financial Management 3 _____
[ACCT 202, MATH 115]

STQM 260 - Intro to Statistics [MATH 115/C- or better] 3 _____

* **MGMT 310 - Small Business Management** 3 _____

* **RETG 339 - Retail Merchandising** [RETG 337] 3 _____

15

Summer Semester

* **BIOL 114 - Biology & Maintenance of Turfgrass** 4 _____

ISYS 321 - Business Information Systems 3 _____
[ACCT 202, MKTG 321, MGMT 301]

ENGL 325 - Adv Bus Writing [ENGL 211 or 250/C or better] 3 _____

* **PGMG 340 - Fundamentals of Golf Instruction** 2 _____
[BIOL 109, MKTG 321]

MKTG 322 - Consumer Behavior 3 _____
[MKTG 321, PSYC 150]

15

* **Must take in semester designated**

128 CREDIT HOURS ARE REQUIRED FOR GRADUATION

GRADUATION REQUIREMENTS: A cumulative grade point average of 2.00 or better in **each** of the following categories: (1) All course work taken; (2) All course work taken in the major; (3) All course work taken in the business core.

PLEASE NOTE: STUDENTS WHO RETURN TO THE UNIVERSITY AFTER AN INTERRUPTED ENROLLMENT (NOT INCLUDING SUMMER SEMESTER) MUST MEET THE REQUIREMENTS OF THE CURRICULUM WHICH ARE IN FORCE AT THE TIME OF THEIR RETURN, NOT THE REQUIREMENTS IN EFFECT WHEN THEY WERE ORIGINALLY ADMITTED.

FOURTH YEAR

Fall Semester

PGMG 492 - Internship 4 (see note 5) 2 _____

Spring Semester

PGMG 493 - Internship 5 (see note 5) 2 _____

Summer Semester

General Education Elective 4 _____

MKTG 425 - Marketing Research [MKTG 321, STQM 260] 3 _____

MGMT 370 - Quality/Operations Management [sophomore status] 3 _____

MKTG 476 - Marketing Strategy [MKTG 322, ECON 221] 3 _____

* **PGMG 341 - Advanced Teaching** 2 _____

15

Teaching Seminar & Tests

FIFTH YEAR

Fall Semester

* **MGMT 373 - Human Resource Management** [sophomore status] 3 _____

* **RFIM 207 - Beverage Management** 3 _____

MKTG 441 - International Marketing [MKTG 321, senior status] 3 _____

BUSN 499 - Interdisciplinary Integrating Experience 3 _____
[FINC 322, MGMT 370, MKTG 321, & senior status]

Cultural Enrichment (see note 4) 3 _____

15

Senior Seminar/Career Enhancement

PGA GOLF MANAGEMENT PROGRAM
PGM Student Profile Sheet
Keep PGM Office updated of any changes.
Please print information legibly.

Full Name _____ Campus Wide ID _____

Ferris Email _____ Alternate Email _____

Campus Address _____

Campus Phone # ____ / ____ - ____ Mobile Phone # ____ / ____ - ____ Birthdate _____

Parents' Name & Address _____

_____ Home Phone # ____ / ____ - ____

Your Permanent Home Address (if different from above) _____

_____ Home Phone # ____ / ____ - ____

High School Last Attended (Name & Address) _____

_____ Graduation Date _____

Transfer Student Yes _____ No _____

If yes, Previous College(s) _____

Program _____ Number of Years at College _____

Golf Course Affiliation & Address _____

Home Professional _____ PGA Yes _____ No _____

Work Experience (golf related) _____

Golfing Honors _____

Lowest Competitive Score _____

I give permission to release any of the above information to the PGA of America _____

Signature

**PGA GOLF MANAGEMENT PROGRAM
AT FERRIS STATE UNIVERSITY
POLICY AGREEMENT**

The PGA Golf Management Program

The PGA Golf Management program at Ferris leads to a Bachelor of Science degree in Business - Professional Golf Management, and election to membership in the PGA if all of the requirements listed below are met. This is to acknowledge that **I have read and understand the following:**

1. I understand I must participate in one (1) Playing Ability Test (PAT) as a freshman (August-August) and a minimum of two (2) PAT's each year thereafter, until passed. The PGA recommends three (3) PAT's per year until I have been successful.
2. I understand that I must stay with my PGM cohort (the class I entered with at FSU) for all PGMG classes as well as PGA tests and seminars.
3. All PGM students on campus are **REQUIRED** to:
 - a. play a minimum of five (5) 18-hole rounds of golf, with four (4) rounds being tournament competition and have them verified by their playing companions and posted with the PGM Coordinator.
 - b. attend a minimum of 50% of weekly meetings per semester (Seven meetings = 50%).
 - c. attend two-thirds (2/3) of educational seminars per semester.
 - d. Failure to meet any of the above will result in being placed on probation. Two consecutive semesters of probation will result in dismissal from the PGA Golf Management program.
4. I understand the following PGA of America requirements:
 - a. I must successfully complete five (5) semesters of approved internship work experience totaling a minimum of sixteen months.
 - b. I am required to pass the PGA Playing Ability Test (PAT), within 6 months of completing all academics, internships, and PGM level requirements to remain on the roster as a current PGM student.
 - c. I have eight (8) years from my PGM enrollment date as a freshman to complete all PGM requirements, academics, internships, pass all three (3) Levels of PGA PGM Testing, and apply for PGA membership.
 - d. I am required to pass a criminal background check.
 - e. Graduates must be employed in an acceptable PGA position within the golf industry prior to applying for membership.
5. I understand the Ferris graduation requirements are a minimum 2.0 GPA in the Business core classes, as well as in the major classes, and overall.
6. Completion of the PGA Golf Management program at Ferris State University will not automatically result in membership in the PGA of America for students who are **not** United States citizens. I understand that I must be a United States citizen or a resident alien to become a member of the PGA of America.

Students begin this process with enrollment in the PGM Orientation class and progress through 13 semesters of coursework and internships.

I, _____, have read and understand the above requirements.

Print Name

Student Signature

Student ID

Date

PGM STUDENT WAIVER FORM

I _____ authorize Ferris State University PGM staff to charge my student account for all PGA Tests & Fees.
(print name)

I also authorize them to give:

_____ My directory information [phone number(s) and e-mail(s)] to fellow PGM students.
(initials)

_____ My directory information to the PGA of America.
(initials)

I authorize them to send my resume (which contains directory information) as well as discuss and give his/her honest opinion regarding my: *(initial each line)*

Academic Records: _____ Parents _____ Potential Employers _____ PGA

Performance in PGM Program: _____ Parents _____ Potential Employers _____ PGA

Potential Job Performance: _____ Parents _____ Potential Employers _____ PGA

Suitability for Future Employment: _____ Parents _____ Potential Employers _____ PGA

They are authorized to discuss the above items freely, until I notify them in writing otherwise.

Signature

Date

Mobile Phone #

Alternate E-mail, NOT Ferris

PGM STUDENT WAIVER FORM

I _____ authorize Ferris State University PGM staff to charge my student account for all PGA Tests & Fees.
(print name)

I also authorize them to give:

_____ My directory information [phone number(s) and e-mail(s)] to fellow PGM students.
(initials)

_____ My directory information to the PGA of America.
(initials)

I authorize them to send my resume (which contains directory information) as well as discuss and give his/her honest opinion regarding my: *(initial each line)*

Academic Records: _____ Parents _____ Potential Employers _____ PGA

Performance in PGM Program: _____ Parents _____ Potential Employers _____ PGA

Potential Job Performance: _____ Parents _____ Potential Employers _____ PGA

Suitability for Future Employment: _____ Parents _____ Potential Employers _____ PGA

They are authorized to discuss the above items freely, until I notify them in writing otherwise.

Signature

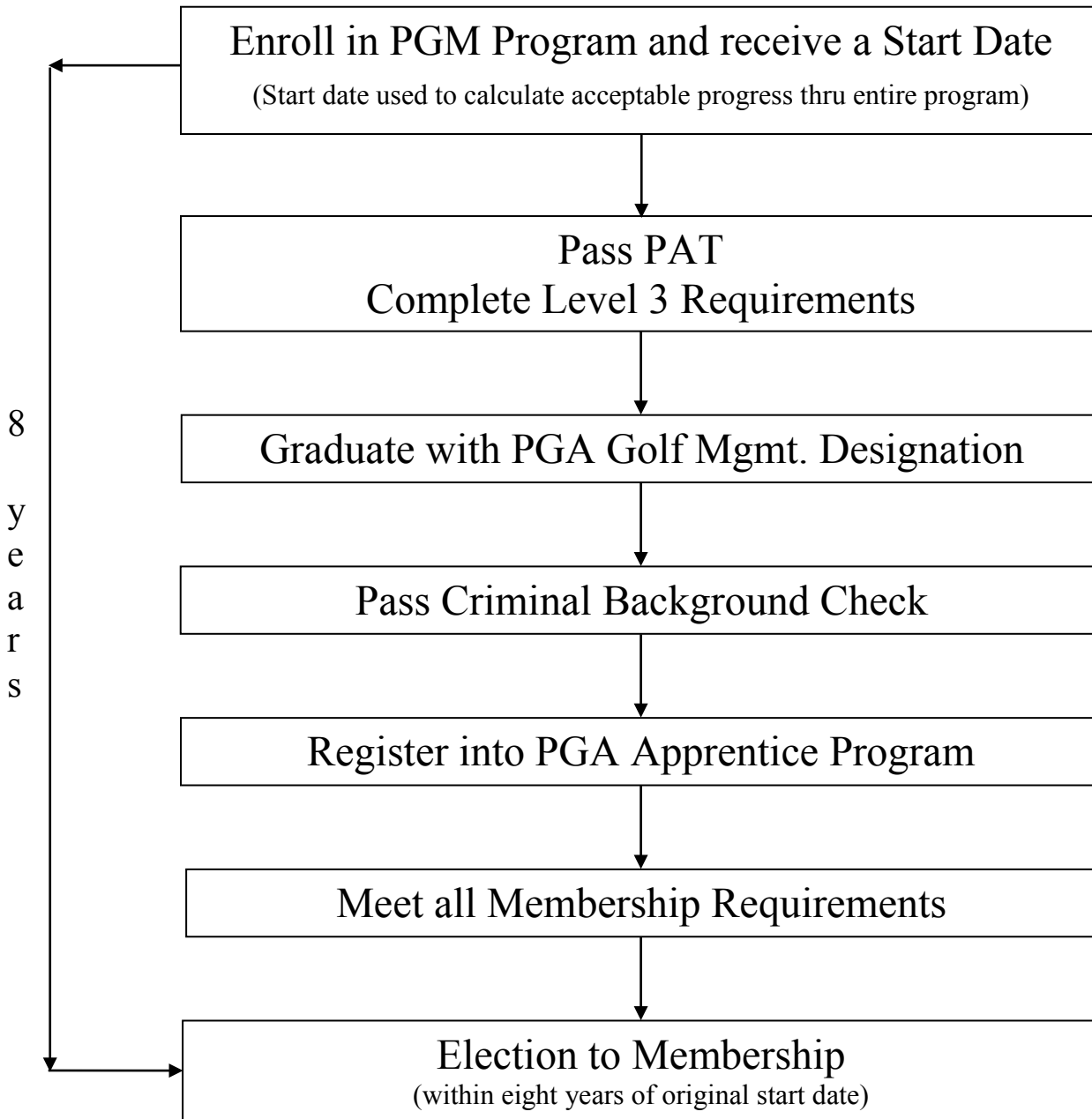
Date

Mobile Phone #

Alternate E-mail, NOT Ferris

PGM Student Steps to PGA Membership

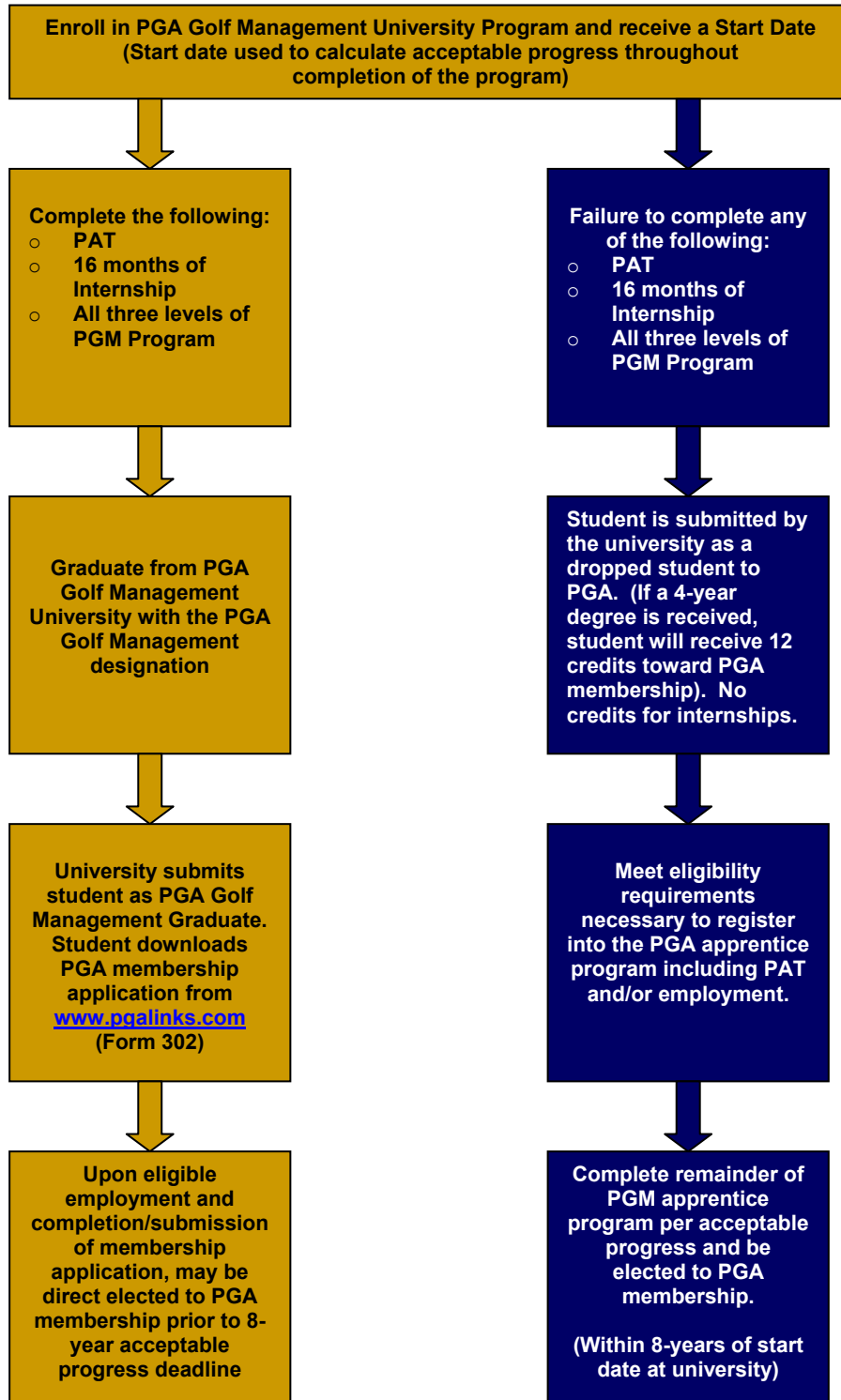
Freshman Entering
Fall 2010 and after





PGA

PGA Golf Management University Program

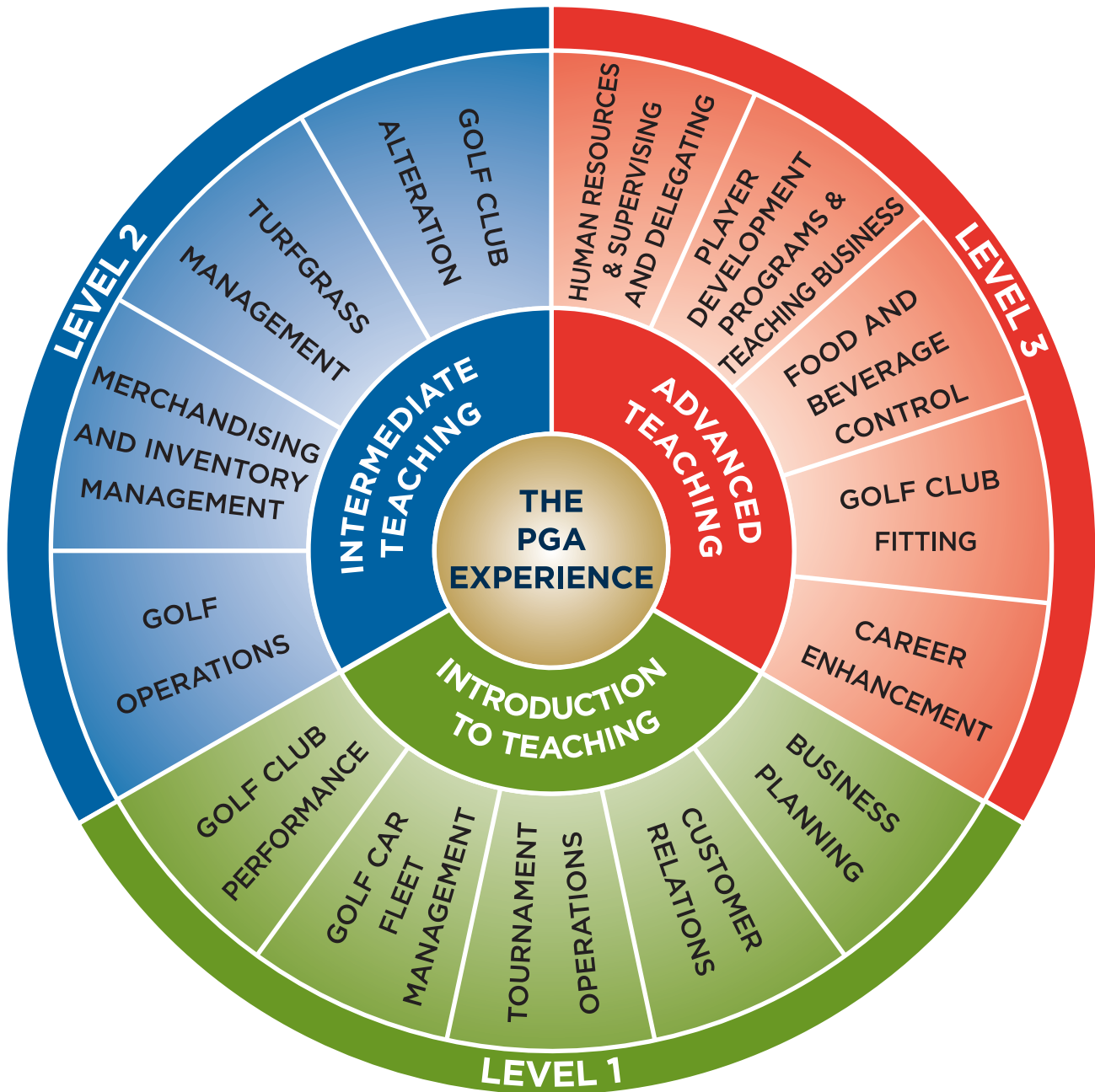


Signature: _____

Date: _____

PGA

PROFESSIONAL GOLF MANAGEMENT PROGRAM 2.0



KNOWLEDGE - APPLICATION - INTEGRATION



PGA™



1506 Knollview Drive, Big Rapids, MI 49307
Phone: 231-591-2380 Fax: 231-591-2839



Handicap Verification

Name

Address (Street, City, State, ZIP)

Phone

Email

Handicap

Average Competitive Score

USGA Handicap Index

Playing Ability Test (PAT)

Signature of Student

Date

Name of Golf Professional/High School Coach (please print)

Name of Golf Course/High School

Address of Golf Course/High School

Phone

Signature of Golf Professional/Coach

Date

PGA Golf Management University Program	ASU	Campbell	Clemson	Coastal	Eastern Kentucky	Ferris	Florida Gulf Coast	Florida St.	Methodist	MSU	NMSU	NC State	Penn St.	Sam Houston	U of Cent. Ok	UCCS	University of Idaho	U of Maryland, ES	UNLV	Univ. of Nebraska	Total Incoming Students
Year (incoming students)																					
1975						50															50
1976						90															90
1977						85															85
1978						99															99
1979						95															95
1980						95															95
1981						91															91
1982						99															99
1983						91															91
1984						91															91
1985						108				26											134
1986						101				25											126
1987						94				35											129
1988						103				47	36										186
1989						105				59	57										221
1990						122				69	68										266
1991						116				78	80		7								286
1992						111				113	80		34								338
1993						91				42	102		34								269
1994						68				55	103		34								260
1995						58				58	59		40								215
1996						88				53	55		47								243
1997						120				67	49		50								286
1998						85				82	62		42								271
1999	14	24		37		85		8	94	67	56		45								430
2000	45	81		118		80		22	106	59	54		52								617
2001	63	69	24	105		83		24	99	54	46		59								626
2002	54	59	22	98		80		39	101	61	63	25	29				24			13	668
2003	63	49	18	66		86		26	105	38	54	22	49			31	19		41		667
2004	58	54	24	49		91		21	109	46	51	24	46			27	38		29	34	701
2005	80	43	27	73		75	32	26	92	45	39	17	50	29		36	34		28	51	777
2006	62	58	15	68	25	68	43	22	114	20	43	25	50	34		42	34		24	47	794
2007	75	50	33	80	45	81	64	19	105	23	46	28	55	32		36	19		21	48	860
2008	49	60	22	77	27	67	43	18	83	28	45	28	49	30	31	28	23	20	23	42	793
2009	29	40	19	87	26	69	42	31	83	45	46	34	42	27	45	37	24	9	24	42	801
2010	77	26	22	66	34	71	26	32	78	57	45	33	45	22	32	27	28	21	26	36	804
2011	0	42	19	86	35	69	43	37	57	53	35	28	34	29	30	42	24	8	23	31	725
2012	0	52	21	84	48	72	46	26	61	53	28	27	34	22	27	38	25	14	29	34	741
2013	0	51	17	92	37	77	75	26	81	42	41	34	26	28	29	31	29	15	34	40	805
Total Incoming	669	758	283	1186	277	3410	414	377	1368	1500	1443	325	965	253	194	375	321	87	315	405	14925
Total Graduates	328	242	98	263	52	1744	83	85	489	604	652	95	524	59	23	121	74	14	76	144	5770
Percentage of Graduates (TOTAL)	50%	38%	41%	26%	28%	54%	29%	29%	41%	43%	49%	41%	61%	30%	17%	40%	30%	31%	32%	47%	44%
Total Graduates (Current PGA Members)	208	170	74	210	43	897	75	61	401	276	365	71	340	51	18	87	60	13	62	115	3597
Percentage of Grads (Current PGA Members) 6-30-14	63%	70%	76%	80%	83%	51%	90%	72%	82%	46%	56%	75%	65%	86%	78%	72%	81%	93%	82%	80%	62%
Percentage of Grads (Current PGA Members) 6-30-13	67%	71%	78%	81%	78%	52%	89%	75%	83%	45%	56%	70%	65%	87%	0%	74%	82%	86%	87%	86%	62%
Percentage of Grads (Current PGA Members) 6-30-12	67%	70%	76%	78%	78%	51%	83%	77%	82%	43%	54%	69%	62%	85%	0%	73%	86%	0%	92%	83%	60%
Percentage of Grads (Current PGA Members) 6-30-11	67%	72%	71%	77%	83%	51%	93%	79%	84%	44%	54%	68%	62%	89%	0%	77%	90%	0%	88%	82%	60%
Percentage of Grads (Current PGA Members) 6-30-10	75%	71%	80%	76%	0%	54%	83%	85%	89%	46%	57%	79%	62%	63%	0%	77%	88%	0%	83%	79%	61%
Percentage of Grads (Current PGA Members) 6-30-09	78%	67%	84%	79%	0%	55%	100%	81%	89%	47%	57%	78%	61%	100%	0%	65%	72%	0%	82%	100%	60%
Percentage of Grads (Current PGA Members) 6-30-08	75%	75%	87%	73%	0%	54%	0%	81%	83%	48%	55%	62%	57%	0%	0%	82%	77%	0%	50%	80%	58%
Percentage of Grads (Current PGA Members) 5-31-07	73%	72%	65%	61%	0%	54%	0%	73%	84%	48%	54%	33%	55%	0%	0%	60%	63%	0%	60%	0%	56%
Current Students	15	119	46	192	92	191	125	83	185	83	103	92	104	55	56	72	73	42	78	99	1905
Total Dropped Program	326	397	139	731	133	1475	206	209	694	813	688	138	337	139	115	182	174	31	161	162	7250
Percentage Dropped through 6-30-14	49%	52%	49%	62%	48%	43%	50%	55%	51%	54%	48%	42%	35%	55%	59%	49%	54%	36%	51%	40%	49%
Percentage Dropped through 6-30-13	48%	52%	50%	62%	45%	43%	51%	54%	51%	54%	47%	43%	35%	54%	58%	45%	55%	36%	50%	39%	48%
Percentage Dropped through 6-30-12	47%	53%	51%	63%	47%	43%	54%	52%	50%	54%	47%	40%	34%	53%	59%	44%	54%	29%	51%	37%	48%
Percentage Dropped through 6-30-11	38%	50%	47%	64%	44%	43%	53%	59%	48%	54%	47%	42%	33%	55%	55%	47%	53%	33%	49%	34%	47%
Percentage Dropped through 6-30-10	49%	50%	50%	62%	37%	43%	47%	57%	49%	52%	46%	36%	33%	48%	29%	39%	55%	24%	48%	33%	46%
Percentage Dropped through 6-30-09	38%	50%	45%	63%	34%	43%	39%	58%	50%	53%	47%	39%	33%	46%	10%	37%	55%	0%	49%	31%	49%
Percentage Dropped through 6-30-08	36%	51%	42%	65%	26%	43%	23%	59%	49%	52%	47%	35%	32%	40%	31%	54%	N/A	47%	31%	31%	45%
Percentage Dropped through 5-31-07	34%	53%	42%	66%	16%	42%	17%	56%	47%	51%	46%	31%	29%	35%	N/A	29%	42%	N/A	50%	24%	44%
Percentage Dropped through 7-31-06	33%	58%	38%	68%	N/A	42%	16%	61%	49%	51%	47%	38%	30%	28%	N/A	31%	46%	N/A	47%	26%	45%
Percentage Dropped through 1-1-06	27%	55%	32%	63%	N/A	42%	3%	52%	47%	49%	47%	31%	29%	21%	N/A	23%	38%	N/A	40%	10%	43%
Percentage Dropped through 5-17-05	30%	53%	33%	65%	N/A	41%	N/A	48%	43%	48%	44%	25%	28%	N/A	N/A	24%	24%	N/A	36%	0%	42%
Incoming numbers include Fall/Spring/Summer enrollees																					

PGA Golf Management Program
Ferris State University
Program Guidelines and Policies

- I. Ferris State University's academic and student conduct policy as published in the Student Handbook will be enforced along with the following PGM Program guidelines. PGM students will be placed on PROBATION for any of the following:
- Any semester GPA below a 2.0 after entering the PGM program.
 - Failure to meet published playing requirements or participation requirements in any semester.
 - A less than average rating on an internship.
 - Conduct detrimental to the PGM program.
- Any two (2) consecutive periods of PROBATION or total of three (3) period PROBATION, will result in DISMISSAL from the PGM program.
- II. Passing the PAT is a requirement for membership in the PGA and for graduation with the PGA Golf Management designation.

PLAYING AND PARTICIPATION GUIDELINES

1. All PGM students on campus are **REQUIRED** to play a minimum of five (5) 18-hole rounds of golf, with four (4) rounds being tournament competition and have them attested by their playing companions and posted with the PGM Coordinator.
2. All PGM students on campus are **REQUIRED** to attend a minimum of 50% of weekly meetings (Seven meetings = 50%).
3. All PGM Students on campus are **REQUIRED** to attend 67% of evening seminars.
3 seminars = 67%

Any student failing to meet playing and participation requirements 1, 2 or 3 will be placed on PROBATION for the following semester.

Print Name

Student ID

Student Signature

Date

Ferris State University PGM INTERNSHIP

The five semesters (minimum 16 months) of required internship for Ferris State Professional Golf Management students are an integral part of the entire PGM program. The PGM Office is committed to providing students with extensive practical learning experiences under the supervision of Class A PGA members.

Internship Procedures:

1. Students will sign up for internships based on program standing. Standing will be determined by the number of successfully completed internships, not academic hours.
2. First year internships are to be assigned to Level 1 positions. According to PGA Guidelines, a Level 1 Internship may involve all outside work; however, if a student has considerable work experience prior to entering the program, the student will be allowed to work at a higher level internship. (Second and succeeding year students cannot be assigned Level 1 positions.) Second and third year students should be assigned Level 2 positions which includes at least 50% inside responsibilities. Fourth year students (or final internship) should only be assigned Level 3 positions which must include at least 75% inside. The above levels do not apply when interning with a PGA Section or PGA/LPGA Headquarters.
3. The internship list and profile and data sheet for each internship is located in the PGM Office for your review. Dates will be posted to begin signing for internships according to class standing.
4. Students are required to present a current resume *including references* to the PGM Office within 5 days after signing up for internship
5. All correspondence with Class A PGA Professionals, including cover letter and follow-up calls, will be done by the PGM office. If you wish to have internship information sent to a golf facility not on the list, check with the PGM office. Under no circumstances are students allowed to solicit jobs or send resumes on their own.
6. Once a student has signed up for an internship and the resume has been sent, they are committed to that job. Absolutely no changes once the resume is mailed to the golf professional.
7. **Students with a GPA that falls below a 2.0 after they have committed to an internship must complete the internship, but will receive no credit and the internship will not be counted toward graduation.**
8. The final decision on the internship placement is that of the employer.
9. The golf professional will confirm the internship by calling the PGM Office or the student. The specific duties and responsibilities for the intern student will be set in coordination with the supervisor of the facility. A start and ending time for the internship will be established.
10. Approximately two or three weeks before the end of the semester, the PGM Coordinator has a *required* internship meeting at which time an Internship Agreement (required by the PGA) is signed. This Agreement is sent to the internship facility for each interning student.
11. Contact Residential Life to notify them you will be on internship and when you will be returning.

Compensation for the Internship:

The intern must work full time and receive at least Federal Minimum Wage during the internship.

~Turn Over: Read, Sign, Date, and Return to PGM Office ~

Academic Credit:

Students are **required** to register for University credit for each internship. If questions, check with the PGM Office.

Level 1 – PGMG 192; Level 2 – PGMG 292 & 392; Level 3 – PGMG 492 & 493

Grading:

1. A grade of credit/no credit will be given.
2. A grade of less than satisfactory will result in the student being placed on probation.
3. Students receiving a **failing grade or fired from their internship will be removed from the PGM Program.**

Final Evaluation:

1. An evaluation form will be sent to the interning supervisor at the end of each semester the student is out on internship. The form must be completed and returned to the PGM Office as soon as possible (required by the PGA).
2. When returning to campus from the internship, the student **must** complete an evaluation of the internship and make an appointment with the coordinator of the program to review the internship experience. The PGA work experience assignments will also be reviewed.

General Objectives:

1. Learn and observe as much as possible about the entire golf operations including: teaching, merchandising, club repair, tournaments, and accounting practices. Take the initiative to do this on your own time.
2. Impress your employer with your enthusiasm and willingness to work hard and to learn. Realize that your future in the golf industry depends on your performance while on internship. This is not just a summer job, this is your *future* - treat it as such.
3. Arrive 15 minutes early for everything. *Absolutely no excuse for ever being late to work.*
4. Always look sharp and professional.
 - Clothing - clean, ironed collard shirts and always tucked in.
 - Grooming - clean shaven, hair washed and combed, hands and finger nails are clean and fresh breath.
5. **BE ENTHUSIASTIC.** Look energetic, greet everyone you see with a smile, be outgoing, motivate others around you with your enthusiastic attitude.
6. Quantity of work should exceed expectations. At the end of each day, ask you supervisor if there is anything that needs to be done. Look for opportunities to show good work ethics.
7. Self-evaluation - do a self-evaluation each week and strive for improvement towards your professionalism.

I have read and understand these regulations.

Print Name

Campus ID

Signature

Date



PGA
Golf Management

FERRIS STATE UNIVERSITY

Ferris State University
PGA Golf Management Program
Player Development Program

Ferris State University
PGA Golf Management Program
Player Development Program

Program Description:

This program is designed specifically for and limited to students enrolled in the PGA Golf Management University Program. Participation is required for PGA/PGM students who have not successfully completed and passed the PGA administered Playing Ability Test. It will focus on individual areas of the game that may be preventing a student's success when taking the Playing Ability Test. All areas of game improvement will be considered with each student. Skills testing in tee shots, approach shots, chipping and putting will be utilized to measure and reference improvement. Course management will be emphasized to assist the player with "mental" aspects of the game. Course rounds played and Playing Ability Tests completed will provide scoring data to determine improvement and provide realistic assessments of a student's ability to ultimately pass the Playing Ability Test. Passing this test is a prerequisite for graduation with a PGA Golf Management University Program designation and is a requirement for membership in the PGA of America.

Program Learning Objectives:

- ** Understand how a Playing Ability Test Target Score is determined and the relationship between the Target Score, the Course Rating and Par.
- ** Describe the three basic methods of gripping a club: the overlap or Vardon grip, the interlock and the ten-finger grip. Be able to identify the advantages and disadvantages of each.
- ** Explain the basic physics required for a golf ball to become airborne
- ** Explain the importance of proper posture in the golf swing and of maintaining proper knee flex and spine angle throughout the swing. Describe some of the shot results that occur when a player's posture changes during the swing.
- ** Discuss concepts regarding proper alignment and the meaning of the phrase "align your body parallel left."

** Understand the importance of the left side (for a right handed player) leading the swing, the left arm controlling the swing and creating the pulling action necessary for both power and directional accuracy.

** Identify fundamentals required to play proper chips, putts and bunker strokes.

** Apply the proper “course management” to generally improve scoring, and understand specifically how proper “course management” relates to the Playing Ability Test and to achieving a successful Target Score.

Program Attendance and Student Evaluation:

The PGA of America in its document entitled: *PGA Golf Management University Programs Criteria and Standards* states the following regarding a Player Development Program:

“Students unsuccessful at the PGA Playing Ability Test (PAT) must be enrolled in a Player Development Program beginning the first semester of enrollment and continuing until the PAT requirement has been completed.”

“Documentation of player ability sufficient to make appropriate diagnosis of areas of weakness in a student’s game, a detailed prescription of actions to be taken to improve and regular and systematic instruction, observation and monitoring of progress must be included.”

Although the Player Development Program is not a for-credit class at the University, it is a programmatic requirement of the PGA of America. Attendance is mandatory for students who have not passed the Playing Ability Test. More than one unexcused absence in a semester may result in a student being denied an opportunity to go on Internships. Repeated unexcused absences could result in suspension or even expulsion from the PGA Golf Management University Program.

A student has successfully completed the Player Development Program as soon as they have passed the Playing Ability Test.

First Year Fall Semester Outline:

Playing Ability Test and Follow-Up:

All incoming students, whether freshmen or transfer students, who have not passed the Playing Ability Test should be required to take this test which is administered at Katke Golf Course early in September of each year. Since successful completion of this test is so critical, careful attention should be given to the golf course set-up, as it relates to the test target score. Figures 1, 2 and 3 (at the end of this document) are examples of various

course set-up charts for men and women which achieve different target scores depending upon course yardage, and are designed so that students play to yardages that are exactly what each target score requires, and no more. If possible, a second Playing Ability Test should be offered in October. This would allow students who were unsuccessful in September an opportunity to re-take the Playing Ability test, if desired, within approximately one month of the first test and provides two testing opportunities before winter weather closes Katke Golf Course for the season. The PGA of America requires all first year students to participate in one Playing Ability Test during their first year of enrollment in the PGA Golf Management University Program. In the second year of enrollment and beyond, the PGA requires participation in a minimum of two Playing Ability Tests per year and encourages students to participate in a third Playing Ability Test until the test is passed.

Students Who Are Unsuccessful at the September P.A.T.:

Students who do not pass the September Playing Ability Test will meet individually with the Player Development Coordinator in the two-week period following the test. All meetings should be complete by the end of September. At this meeting, which will last approximately 45 minutes to one hour, students will review details of their rounds played during the test. This review can be helpful in revealing weaknesses that the student perceives in his/her own game. In addition, each student will be given a skills test, which is designed to measure various aspects of their game. This skills test could be administered in the Katke Golf Course practice area and on the three-hole practice course. It would be conducted as follows:

**** Tee Shots:** Each student hits six tee shots with a driver. A ball in the fairway is worth 3 points, a ball in the first six feet (first cut) of the rough is worth 2 points and a ball beyond that area is worth one point. A ball out of bounds is scored as no points. Total possible points equals eighteen.

**** Approach Shots:** Each student hits six approach shots from 150 yards into the green. A ball within 20 feet of the hole is worth 3 points, a ball anywhere else on the green is worth 2 points and a ball within ten yards of the green is worth one point. A ball beyond ten yards from the green is scored as no points. Total possible points equals eighteen.

**** Chipping:** Each student hits six chip shots from 50 feet from the hole. A ball within three feet of the hole is worth 3 points, a ball within six feet of the hole is worth 2 points and a ball within 12 feet of the hole is worth one point. A ball beyond twelve feet from the hole is scored as no points. Total possible points equals eighteen.

**** Approach Putting:** Each student hits six putts from 30 feet from the hole. A ball within two feet of the hole is worth 3 points, a ball within 3 feet of the hole is worth 2 points and a ball within five feet of the hole is worth one point. A ball beyond five feet from the hole is scored as no points. Total possible points equals eighteen.

**** Short Putting:** Each student hits six putts from three feet from the hole. Each ball holed is worth 3 points. Any ball not holed is scored as no points. Total possible points equals eighteen.

**** Total possible points for this skills test equals 90.**

These point totals will then be tabulated and player strengths and weaknesses can be more readily identified. Point totals can also be used to measure player improvement since this test can be re-administered as necessary. It could also be administered by students working in pairs with other students, once the Player Development Coordinator administers the initial test.

Analyzing the Results of Playing Ability Test Scores:

Students who do not pass the Playing Ability Test are unsuccessful for a number of reasons. Interviews with the students will help to determine the reason(s). However, scores from the Playing Ability Test are also indicative of areas of the game that need to be improved. Generally, the higher the score, the more areas of improvement are required. This can be analyzed as follows:

Over Target Score 1-5 Strokes: Student has great potential to pass in the future and may only need minor game/swing changes to accomplish this. Bad weather or a nervous student could also explain scores so close to the Target Score.

Over Target Score 6-10 Strokes: Student has potential to pass in the future, but may have one or more areas that need improvement.

Over Target Score 11-15 Strokes: Student may pass in the future, but areas that need improvement require immediate attention.

Over Target Score 16 Strokes or Higher: Student might pass in the future with a serious commitment to game improvement.

Organizing the Class:

Ideally, students would be grouped for Player Development sessions in groups which would need concentration on similar aspects of the game. Student schedules, however, will also be a factor in determining groupings. Based on the current size of the Program and the number of students who have not passed the Playing Ability Test, students could be divided into groups of eight students each. These groups of eight would meet weekly in 90-minute sessions. With current numbers, there would be eleven 90-minute sessions

each week. Within each group, individual students would work on areas of their game that need improvement and instruction would focus on those areas. Students would also work on other aspects of their game that may not need as much improvement, but would, nevertheless, help them to develop a “well rounded” game.

The groups comprised of eight students each could be sub-divided into groups of four. This number is ideal when using the indoor practice facility at the PGM Center. Four students can practice in the hitting net area and four students can practice chipping and putting. When practice is scheduled outdoors, groups can be divided differently because the space constraints that exist indoors do not exist at the outdoor facility at Katke Golf Course. Students in the groups of eight will also be paired with a partner and these groups of two will be encouraged to practice together at times other than the scheduled weekly sessions to reinforce swing concepts that are being practiced and to offer swing critiques as well. These group sessions will be scheduled outdoors, whenever possible, but will meet at the indoor facility when necessary.

First Year Spring Semester Outline:

Organizing the Class:

Spring Semester instruction will take place primarily indoors at the PGM Center practice facility. Weather conditions are obviously unpredictable, but some outdoor instruction could take place from mid-April until the end of the semester. Repeat of the skills testing that took place the previous semester could be done, weather permitting. A Playing Ability Test should be offered in early May, before the start of the Summer Semester and this would allow students an opportunity to pass this test before starting a Summer Semester Internship.

Ideally, students would be grouped for Player Development sessions in groups which would need concentration on similar aspects of the game. Student schedules, however, will also be a factor in determining groupings. Based on the current size of the Program and the number of students who have not passed the Playing Ability Test, students could be divided into groups of eight students each. These groups of eight would meet weekly in 90-minute sessions. With current numbers, there would be eleven 90-minute sessions each week. Within each group, individual students would work on areas of their game that need improvement and instruction would focus on those areas. Students would also work on other aspects of their game that may not need as much improvement, but would, nevertheless, help them to develop a “well rounded” game.

The groups comprised of eight students each could be sub-divided into groups of four. This number is ideal when using the indoor practice facility at the PGM Center. Four students can practice in the hitting net area and four students can practice chipping and

putting. When practice is scheduled outdoors, groups can be divided differently because the space constraints that exist indoors do not exist at the outdoor facility. Students in the groups of eight will also be paired with a partner and these groups of two will be encouraged to practice together at times other than the scheduled weekly sessions to reinforce swing concepts that are being practiced and to offer swing critiques as well. These group sessions will be scheduled outdoors, whenever possible, but will meet at the indoor facility when necessary.

A Playing Ability Test should be scheduled for the end of final examination week in May, and students should be encouraged to participate. This would allow for an opportunity to pass, or an opportunity to measure score improvement in a competitive setting prior to the end of the Semester.

Spring Semester Reading:

Since much of the Player Development Program activity during Spring Semester will take place indoors, it is recommended that students be required to read one book on golf instruction during the semester and write a brief report. Titles could include the following:

How to Become a Complete Golfer : Bob Toski and Jim Flick with Larry Dennis; Copyright 1978 by Golf Digest, Inc. Published by Golf Digest, Inc. Distributed by Simon & Schuster, New York, NY.

Play Golf to Learn Golf : Michael Hebron; Copyright 2009 by Michael Hebron, Learning Golf, Inc. Published by Learning Golf, Inc. Smithtown, NY.

Golf My Way: Jack Nicklaus with Ken Bowden; Copyright 1974 by Jack Nicklaus. Published by Simon & Schuster, New York, NY

Positive Practice: David Leadbetter; Copyright 1997 by David Leadbetter. Published by Harper Collins Publishers, Inc. New York, NY

The Player Development Coordinator, as appropriate, could approve other reading that might be of interest to students.

First Year Summer Semester Outline:

Students are enrolled in **PGMG 192- Internship 1**. During this time students are encouraged to maintain a regular practice schedule. Golf instruction might also be available in the form of private or group instruction during the period of the Internship. Such instruction could even be more informal and offered to the student during the

Internship by a member of the staff at the club or course where the Internship takes place. Students are also required to take a Playing Ability Test during the period of their Internship. Although students will have limited opportunity for face-to-face instruction with the Player Development Coordinator, they should be encouraged to contact the Coordinator with questions and to report results of their Playing Ability Tests.

Second Year Fall Semester Outline:

Analyzing the Results of Playing Ability Test Scores:

Second year students return to campus from Summer Semester Internships, and have also taken a Playing Ability Test during the period of their Internship. Since the PGA of America requires second year students to take a minimum of two Playing Ability Tests in the year, students who did not pass the test during their Internship period should be encouraged to participate in the September Playing Ability Test at Katke Golf Course. In any case, those students who are still unsuccessful following the September Playing Ability Test will remain in the Player Development Program.

Students who do not pass the Playing Ability Test are unsuccessful for a number of reasons. Interviews with the students will help to determine the reason(s). However, scores from the Playing Ability Test are also indicative of areas of the game that need to be improved. Generally, the higher the score, the more areas of improvement are required. The analysis of Playing Ability Test Scores during a student's second year would not differ significantly from an analysis in the first year, and this analysis is repeated below. However, the second year is also a time for the Player Development Coordinator to start to consider whether a student ultimately has the ability or, in some cases, the commitment to make the improvements required to pass the Playing Ability Test.

Over Target Score 1-5 Strokes: Student has great potential to pass in the future and may only need minor game/swing changes to accomplish this. Bad weather or a nervous student could also explain scores so close to the Target Score.

Over Target Score 6-10 Strokes: Student has potential to pass in the future, but may have one or more areas that need improvement.

Over Target Score 11-15 Strokes: Student may pass in the future, but areas that need improvement require immediate attention.

Over Target Score 16 Strokes or Higher: Student might pass in the future with a serious commitment to game improvement.

Organizing the Class:

Ideally, students would be grouped for Player Development sessions in groups which would need concentration on similar aspects of the game. Student schedules, however, will also be a factor in determining groupings. Based on the current size of the Program and the number of students who have not passed the Playing Ability Test, students could be divided into groups of eight students each. These groups of eight would meet weekly in 90-minute sessions. With current numbers, there would be eleven 90-minute sessions each week. Within each group, individual students would work on areas of their game that need improvement and instruction would focus on those areas. Students would also work on other aspects of their game that may not need as much improvement, but would, nevertheless, help them to develop a “well rounded” game.

The groups comprised of eight students each could be sub-divided into groups of four. This number is ideal when using the indoor practice facility at the PGM Center. Four students can practice in the hitting net area and four students can practice chipping and putting. When practice is scheduled outdoors, groups can be divided differently because the space constraints that exist indoors do not exist at the outdoor facility. Students in the groups of eight will also be paired with a partner and these groups of two will be encouraged to practice together at times other than the scheduled weekly sessions to reinforce swing concepts that are being practiced and to offer swing critiques as well. These group sessions will be scheduled outdoors, whenever possible, but will meet at the indoor facility when necessary.

Second Year Spring Semester Outline:

This Semester could be the most critical of all for students who have not yet passed their Playing Ability Test. Following this Semester, students have two consecutive Semesters of Internships. Therefore, they will have little, if any, opportunity for face-to-face instruction with the Player Development Coordinator from early May until the following January. Winter weather will determine how much outdoor instruction can take place. Most of the Semester’s instruction will take place indoors at the PGM Center practice facility. Groups and instruction times would follow the outline of the first year Spring Semester. Students would be required to read and report on another golf instruction book from the list of suggested reading (listed above), or could select a book that would be approved by the Player Development Coordinator.

A Playing Ability Test should be scheduled for the end of final examination week in May, and students should be encouraged to participate. This would allow for an opportunity to pass, or an opportunity to measure score improvement in a competitive setting prior to the end of the Semester.

Second Year Summer Semester Outline:

Students are enrolled in **PGMG 292- Internship 2**. During this time students are encouraged to maintain a regular practice schedule. Golf instruction might also be available in the form of private or group instruction during the period of the Internship. Such instruction could even be more informal and offered to the student during the internship by a member of the staff at the club or course where the Internship takes place. Students are also required to take a Playing Ability Test during the period of their Internship. In this case, the Internship includes a period of two consecutive semesters both Summer Semester and Fall Semester. Although students will have limited opportunity for face-to-face instruction with the Player Development Coordinator, they should be encouraged to contact the Coordinator with questions and to report results of their Playing Ability Tests.

Third Year Fall Semester Outline:

Students are enrolled in **PGMG 392- Internship 3**. During this time students are encouraged to maintain a regular practice schedule. Golf instruction might also be available in the form of private or group instruction during the period of the Internship. Such instruction could even be more informal and offered to the student during the internship by a member of the staff at the club or course where the Internship takes place. Students are also required to take a Playing Ability Test during the period of their Internship. In this case, the Internship includes a period of two consecutive semesters both Summer Semester (of the second year) and Fall Semester (of the third year). Although students will have limited opportunity for face-to-face instruction with the Player Development Coordinator, they should be encouraged to contact the Coordinator with questions and to report results of their Playing Ability Tests.

Third Year Spring Semester Outline:

This Semester is critical in the Player Development Program timing. Students return to campus after two Semesters of Internships and have been required to take a Playing Ability Test while on Internship. For those students who have not passed the test by this time in their university career, it is important to examine the possible reasons for this repeated inability to pass. By the start of the third year Spring Semester, most students will have had the opportunity to participate in a Playing Ability Test at least six times. The analysis of the one or two most recent attempts in relation to the Target Score would be different for third year students than it would be for first or second year students and is listed below as follows:

Over Target Score 1-5 Strokes: Student still has potential to pass in the future and may only need minor game/swing changes to accomplish this. Bad weather or a nervous student could also explain scores so close to the Target Score. For this student, a repeat of the skills testing listed on pages 3 & 4 above is important and could provide a realistic measurement of both improvement and of areas that still need improvement. These areas can be worked on intensively during the Semester with a goal of a successful Playing Ability Test being completed at the end of the Semester in May.

Over Target Score 6-10 Strokes: Student has some potential to pass in the future. A repeat of the skills testing would also be important for this student with intensive work during the Semester on those areas identified as needing improvement. In addition, a student who is missing the Target Score by 6-10 strokes over the course of two 18 hole rounds could benefit from additional course management work. For example, the student who is six strokes over the Target Score is only missing the target by $1\frac{1}{2}$ strokes per nine holes. The elimination of a double bogey on each nine hole segment through more careful shot selection, especially in trouble situations, could make a significant difference in the case of a student in this Target Score category.

Over Target Score 11-15 Strokes: An analysis of this scoring considered in nine hole segments indicates that a student in this category is missing the target by roughly $2\frac{1}{2}$ to $3\frac{3}{4}$ strokes per nine holes played. This student, at this point in the PGA Golf Management Program, may benefit from intensive work during the Semester and from serious course management work. Additionally, it is also important to consider whether this student has the commitment to make significant improvements in their game or even if they have the ability to do so and within the timeframe available prior to graduation.

Over Target Score 16 Strokes or Higher: A serious discussion with this student is necessary to determine, realistically, the possibility of success in a Playing Ability Test during the time remaining prior to graduation. Academic counseling could also take place to evaluate coursework completed and the possibility of moving to another academic program within the University. For students with an interest in golf, but who lack the ability to successfully complete the Playing Ability Test, careers in marketing or sales of golf related products could be explored as well as careers in club management.

Winter weather will determine how much outdoor instruction can take place during this Semester. Most of the Semester's instruction will take place indoors at the PGM Center practice facility. Groups and instruction times would follow the outline of the first and second year Spring Semester. Students would be required to read and report on another golf instruction book from the list of suggested reading (listed above), or could select a book that would be approved by the Player Development Coordinator.

A Playing Ability Test should be scheduled for the end of final examination week in May, and students should be encouraged to participate. This would allow for an opportunity to pass, or an opportunity to measure score improvement in a competitive setting prior to the end of the Semester.

Third Year Summer Semester Outline:

Organizing the Class:

The third year Summer Semester is significant in two ways. First, it can serve as a continuation of the areas of instruction that took place during the Spring Semester, where students participated in instruction after two consecutive semesters away from the campus on Internships. Secondly, because of the relatively small number of students on campus during this semester, the instruction can take place in smaller groups and more individual attention can be given to each student's swing/game needs. Ideally the Summer Semester sessions would meet once each week, and for two hours each meeting. The additional daylight available during this period should allow scheduling flexibility that is not available at other times of the year. Instead of groups of eight students as in other semesters, the Summer Semester groups could be as small as two students in each group. The two hour sessions combined with small group sizes could be ideal in that this would allow the Player Development Coordinator to conduct sessions in three ways as the Player Development Coordinator deems necessary. The two hour period could be divided into four 30 minutes periods and would allow for work on a student's (1) tee shots, (2) approach shots, (3) short game (including chipping and bunker play) and (4) putting. The two hour sessions would also allow for ample time for individual skills testing with follow-up instruction as necessary. In addition, this time would also allow for the Player Development Coordinator to accompany the students for a nine-hole round of golf. Observations from the golf course are especially important at this point in the student's game improvement efforts. The actual situations that occur during a round of golf and a student's ability to avoid trouble on the course or to efficiently get out of trouble can have a major impact on scoring and could make the difference between a passing score on a Playing Ability Test.

The third year Summer Semester also provides the students with another opportunity to take and pass a Playing Ability Test conducted at Katke Golf Course. This test is normally offered in late July and all students in the Player Development Program should be encouraged to take this test. With the extra instruction time offered in the Summer Semester, this might be an ideal opportunity for students to pass this test. For those who are unsuccessful in passing the July Playing Ability Test, approximately two weeks would be remaining in the semester for additional instruction with the Player Development Coordinator. This two week period should also be used to reinforce concepts that students need to work on during the up-coming semesters while they are away from campus on Internships.

Fourth Year Fall Semester Outline:

Students are enrolled in **PGMG 492- Internship 4**. During this time students are encouraged to maintain a regular practice schedule. It is especially important for students to concentrate on those areas of game improvement that were emphasized during the

previous semester. Golf instruction might also be available in the form of private or group instruction during the period of the Internship. Such instruction could even be more informal and offered to the student during the internship by a member of the staff at the club or course where the Internship takes place. Students are also required to take a Playing Ability Test during the period of their Internship. In this case, the Internship includes a period of two consecutive semesters both Fall Semester (of the fourth year) and Spring Semester (of the fourth year). Although students will have limited opportunity for face-to-face instruction with the Player Development Coordinator, they should be encouraged to contact the Coordinator with questions and to report results of their Playing Ability Tests.

Fourth Year Spring Semester Outline:

Students are enrolled in **PGMG 493- Internship 5**. During this time students are encouraged to maintain a regular practice schedule. It is especially important for students to concentrate on those areas of game improvement that were emphasized during the Summer Semester's more individualized instructional sessions. Golf instruction might also be available in the form of private or group instruction during the period of the Internship. Such instruction could even be more informal and offered to the student during the Internship by a member of the staff at the club or course where the Internship takes place. Students are also required to take a Playing Ability Test during the period of their Internship. In this case, the Internship includes a period of two consecutive semesters both Fall Semester (of the fourth year) and Spring Semester (of the fourth year). Although students will have limited opportunity for face-to-face instruction with the Player Development Coordinator, they should be encouraged to contact the Coordinator with questions and to report results of their Playing Ability Tests.

Final Analysis of Target Scores:

Fourth Year Summer Semester:

By the start of the fourth year Summer Semester, students who have still not successfully completed a Playing Ability Test could be divided into two groups as follows:

Over Target Score 1-5 Strokes: These students still have an opportunity to pass in the late July Playing Ability Test. The chances are somewhat limited in that a student in this category has probably already attempted and been unsuccessful at the test approximately nine to twelve times since the start of the first year Fall Semester. It is possible, however, that some students have slowly progressed to the point where the combination of swing improvements and mental preparation will finally allow the student to be successful. This development could take place in a student who was relatively new to the game upon entering the University or for a student who had been playing for a more extended period,

but had played little competitive golf in high school or on one of the junior golf tours prior to enrollment at the University.

Over Target Score 6 Strokes or Higher: These students are unlikely to pass a Playing Ability Test prior to graduation. Just as in the above example, these students have already attempted and been unsuccessful at the test approximately nine to twelve times since the start of the first year Fall Semester. These students may wish to attempt to take the late July Playing Ability test or to be counseled into a different course of study in the two semesters prior to graduation.

Fourth Year Summer Semester Outline:

Organizing the Class:

The fourth year Summer Semester is similar to the third year Spring Semester in that students are returning to campus following two consecutive Semesters away from campus on Internships. There are two significant differences, however, from the third year Spring Semester. First, these students are now in the penultimate semester of their undergraduate experience and any improvement necessary to pass the Playing Ability Test must take place fairly rapidly. The second difference is that, unlike Spring Semester, this group of students will be able to take part in the Player Development Program that can be conducted almost exclusively outdoors. This Semester is also similar to the third year Summer Semester because of the relatively small number of students on campus. Just as in the previous Summer Semester, the instruction can take place in smaller groups and more individual attention can be given to each student's swing/game needs. Ideally the Summer Semester sessions would meet once each week, and for two hours each meeting. The additional daylight available during this period should allow scheduling flexibility that is not available at other times of the year. Instead of groups of eight students as in other semesters, the Summer Semester groups could be as small as two students in each group. The two-hour sessions combined with small group sizes could be ideal in that this would allow the Player Development Coordinator to conduct sessions in three ways as the Player Development Coordinator deems necessary. The two hour period could be divided into four 30 minutes periods and would allow for work on a student's (1) tee shots, (2) approach shots, (3) short game (including chipping and bunker play) and (4) putting. The two-hour sessions would also allow for ample time for individual skills testing with follow-up instruction as necessary. In addition, this time would also allow for the Player Development Coordinator to accompany the students for a nine-hole round of golf. Observations from the golf course are especially important at this point in the student's game improvement efforts. The actual situations that occur during a round of golf and a student's ability to avoid trouble on the course or to efficiently get out of trouble can have a major impact on scoring and could make the difference between a passing score on a Playing Ability Test.

The fourth year Summer Semester also provides the students with another opportunity to take and pass a Playing Ability Test conducted at Katke Golf Course. This test is normally offered in late July and all students in the Player Development Program should be encouraged to take this test. With the extra instruction time offered in the Summer Semester, this might be an ideal opportunity for students to pass this test. For those who are unsuccessful in passing the July Playing Ability Test, approximately two weeks would be remaining in the semester for additional instruction with the Player Development Coordinator. This instruction time is essential because students who are unsuccessful in the July Playing Ability Test would only have two more opportunities to pass this test in the up-coming Fall Semester, if they chose to do so. The Fall Semester is the final Semester before graduation.

Fifth Year Fall Semester Outline:

Students who have not successfully completed and passed the Playing Ability Test prior to the conclusion of the fourth year Summer Semester will be counseled/transferred into a program which will allow them to graduate at the conclusion of the fifth year Fall Semester with a degree in Marketing. Instead of being enrolled in **MGMT 373 – Human Resource Management**, these students will take **MKTG 378 – Marketing Data Analysis**. In addition, these students will take **MKTG 472 – Supply Chain Management** rather than **RFIM 204 – Food and Beverage Operations in Clubs**.

Michigan PGA Playing Ability Test

Ferris State University

Date TBD

Men's Tees: Rating 71.5

HOLE	YARDS	PAR	COMMENTS
1	353	4	
2	360	4	
3	370	4	
4	170	3	
5	336	4	
6	547	5	
7	382	4	
8	176	3	
9	559	5	
OUT	3253	36	
10	430	4	
11	167	3	
12	466	4	
13	368	4	
14	380	4	
15	165	3	
16	489	5	
17	160	3	
18	532	5	
IN	3157	35	
TOTAL	6410	71	Total yardage of 6410 gets rating to 71.5

Figure #1 Men's Tees Playing Ability Test

Michigan PGA Playing Ability Test

Ferris State University

Date TBD

Men's Tees: Rating 70.0

HOLE	YARDS	PAR	COMMENTS
1	353	4	
2	350	4	
3	354	4	
4	148	3	
5	321	4	
6	517	5	
7	367	4	
8	176	3	
9	529	5	
OUT	3115	36	
10	389	4	
11	167	3	
12	433	4	
13	344	4	
14	363	4	
15	146	3	
16	489	5	
17	153	3	
18	536	5	
IN	3020	35	
TOTAL	6135	71	6135 makes the rating 70.0

Figure #2 Men's Tees Playing Ability Test

Michigan PGA Playing Ability Test

Ferris State University

Date TBD

Women's Tees: Rating 72.0

HOLE	YARDS	PAR	COMMENTS
1	318	4	
2	349	4	
3	333	4	
4	148	3	
5	305	4	
6	438	5	
7	347	4	
8	113	3	
9	477	5	
OUT	2828	36	
10	337	4	
11	120	3	
12	406	4	
13	354	4	
14	363	4	
15	146	3	
16	439	5	
17	91	3	
18	492	5	
IN	2748	35	
TOTAL	5576	71	5576 makes the rating 72.0

Figure #3 Women's Tees Playing Ability Test

REQUEST FOR NONSTANDARD TESTING ACCOMMODATIONS FORM

Please complete this application form and submit to The PGA of America, PGA Member Services, 100 Avenue of Champions, Palm Beach Gardens, FL 33418. After review from our legal counsel, you will be advised whether your request has been granted. This form must be submitted with all Sections completed and all additional information requested attached **prior to scheduling a testing session.**

PART I - APPLICANT INFORMATION

Name: _____ Apprentice/Membership # _____

Telephone: (____) _____ Email Address: _____

Nature of your disability: _____

When was your disability first diagnosed? _____

Date of professional's most recent evaluation: _____

I have attached medical documentation based on the criteria described in **PART IV** and verify that all information provided is accurate.

Signed _____

PART II – TESTING ACCOMMODATIONS REQUESTED

Type of Testing Accommodations Requested

1. Extended testing time
 - a. 50% (time and one half)
 - b. 100% (double time)
 - c. Other: _____
2. Test format
 - a. Large Print
3. Assistance
 - a. Reader
 - b. Recorder/writer of answers
 - c. Sign language interpreter for instructions to the knowledge test or the video or audio based simulation tests
4. Additional rest breaks
 - a. 1 additional break
 - b. 2 additional breaks
 - c. Breaks as needed (specify): _____
5. Other Accommodations: _____

PART III – VERIFICATION OF DISABILITY

The supporting documentation that is submitted must meet the following criteria:

1. Clearly state the diagnosed disability
2. Describe the functional limitation resulting from the disability
3. Be current, within the last five years of Learning Disability, last six months for psychiatric disorders, or the last three years for all other disabilities
4. Include a complete educational, developmental, and medical history relevant to the disability for which testing accommodations are being requested
5. Include a list of all test instruments used in the evaluation report and relevant subtest scores used to document the stated disability (does not apply to physical or sensory disabilities of a permanent or unchanging nature;
6. State why the disability qualifies the applicant for the specific testing accommodation requested, taking into consideration the distinct nature of the following tests:
 - *The PGM 1.0 knowledge tests are timed, paper and pencil written tests consisting of four to six 30 minutes tests that are designed to be completed in one testing session
 - *The PGM simulation tests are 30-60 minutes exercises that require the apprentice to provide evidence of subject matter knowledge based on video or written practice-related scenarios or problems.
 - *The PGM2.0 knowledge tests are timed and computer delivered at an authorized test center.
7. Documentation should be typed or printed on official letterhead and signed by an evaluator qualified to make the diagnosis (information about license or certification and area of specialization needs to be included)

STUDENT INTERN REQUEST FORM

DATE COMPLETED: _____ CHOICE: 1st 2nd 3rd

STUDENT NAME: _____

FERRIS E-MAIL : _____

TELEPHONE/CELL #: _____

SEMESTERS OF INTERNSHIP: Summer Summer-Fall Fall-Spring

Is Employer on Current Actively Seeking List?

Yes (Send cover letter & resume, and copy Internship Coordinator)

NO (Wait for approval from Internship Coordinator before sending cover letter & resume)

FACILITY NAME: _____

PGA PROFESSIONAL: _____

CITY/STATE _____

TELEPHONE: _____

E-Mail: _____

Datasheet sent on: _____ Received on: _____

Date Resume sent: _____

Notes: _____

DATE OF JOB OFFER: _____

DURATION: May 15 – Aug 21 May 15 – Oct. 31 Oct. 1 - April 30

PAY: \$ _____

Tips/Gratuities _____ week Lessons/Clinics _____

Meals _____ Clothing _____

Lodging Provided _____ Equipment _____

Lodging Not Provided, But Will Assist in Locating

11/3/2013



*Facility Internship
Profile and Data Sheet*

Golf Course Name.....

Street Address.....

City, State, Zip Code.....

E-mail Address.....

Phone.....

Fax.....

Alternative Phone (during winter months)

Name of Golf Professional.....

Name of Intern's Immediate Supervisor

Number of Assistant Pros (other than intern) do you employ?.....

List Ferris State Alumni at your facility

Golf Course is hole course. It is Public , Private , Resort , Other

Number of members:

Do you have a pro shop? It has approximately square feet of selling space.

Cost of inventory in season is approximately

Does your facility include the following? Please check all that apply.

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Driving Range |
| <input type="checkbox"/> Bar | <input type="checkbox"/> Bag Storage |
| <input type="checkbox"/> Club Manager | <input type="checkbox"/> Club Repair Area |
| <input type="checkbox"/> Swimming | <input type="checkbox"/> Lesson Tee |
| <input type="checkbox"/> Tennis | <input type="checkbox"/> Locker Room |

Number and type of golf carts:

Club Name & City/State: _____

Name of Supervisor: _____

Intern Name: _____

Semester: _____

Intern will begin work on _____ and end on _____ unless otherwise indicated by employer.

List all forms of Compensation: Wage \$

- | | |
|--|--|
| <input type="checkbox"/> Tips/Gratuities Yes | <input type="checkbox"/> Clothing |
| <input type="checkbox"/> Lessons/Clinics Yes | <input type="checkbox"/> Equipment _____ |
| <input type="checkbox"/> Meals _____ | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Housing _____ | |

INTERN SUPERVISOR INSTRUCTIONS:

It is the intent of this agreement that PGA Golf Management students will fulfill assigned responsibilities and be provided the opportunity to acquire knowledge of the operations and organization of the golf facility. Students cannot intern at the same location more than 2 times, per PGA guidelines.

Students shall conduct themselves as employees of the training facility working a minimum of 35 hours a week. Absence or alterations in working arrangements shall be cleared with the supervisor. Requirements for appearance and conduct shall be adhered to.

If for any reason the progress or conduct of the student becomes unsatisfactory or if difficulty in the training program arises, notify the coordinator of the Professional Golf Management program at Ferris State University as soon as possible for corrective action. Students terminated from their internship “for cause” will result in dismissal from the PGA Golf Management program. Please note that unsatisfactory evaluation(s) may also result in termination of the program upon review of the circumstances with the internship supervisor.

As a student in the PGA Golf Management program at Ferris State University, the student intern participates in the PGA seminars and tests on campus, but they are required to gather information and complete their work experience activities under the guidance and direction of a Class A PGA Golf Professional just as other apprentices. **The PGA Golf Management activities to be completed during this internship are checked below.**

If you see any reason the student cannot complete this work or feel this work assignment will not expose the intern to those areas, please contact the PGM office (231) 591-2380. If you need additional information regarding the PGA Golf Management program, or the supervisor’s responsibility please contact the PGM office (231) 591-2380.

PGA PGM 1.0 LEVEL 1 – All activities must be completed & submitted upon returning to campus:

- | | |
|---|--|
| <input type="checkbox"/> Constitution | <input type="checkbox"/> Career Enhancement |
| <input type="checkbox"/> Rules of Golf | <input type="checkbox"/> Intro to Teaching |
| <input type="checkbox"/> Tournament Ops | <input type="checkbox"/> Bus Plan & Operations Pre-Seminar |
| <input type="checkbox"/> Golf Car Fleet Mgmt | <input type="checkbox"/> Customer Relations Pre-Seminar |
| <input type="checkbox"/> Golfer Develop Program | <input type="checkbox"/> Analysis of Swing Pre-Seminar |
| <input type="checkbox"/> Golf Club Design & Rep | <input type="checkbox"/> PLAYING ABILITY TEST (PAT) – must attempt each semester while interning. |

Diane Maguire, Internship Coordinator

Date

Student Intern Signature

Date

Internship Station Supervisor

Date

Dear Internship Supervisor:

Thank you for your assistance in providing work experience for student(s) of the PGA Golf Management Program at Ferris State University. I am confident that each student will benefit by the opportunity to work with PGA Professionals such as you, who are concerned with improving the skills of those coming into the profession.

In preparing student(s) for internship, we stress that their first responsibility is to fulfill the job requirements. While they understand that they are to conduct themselves as employees of the training station, we also expect the internship to be a worthwhile learning experience.

We require students, regardless of their specific duties, to observe, investigate, and learn as much as possible about the aspects of the golf operation. Students *must* be working on their PGA Golf Management material including the PAT as indicated on the agreement and you are required to be directly involved with this PGA training program. Your help to them in this project is essential for a satisfactory internship experience.

I will send an evaluation for every student near the end of **each** semester. To be most effective, we also suggest you review the evaluation with the student(s) and provide feedback for improvement. Also, the student will be required to complete an evaluation of the internship site when returning to campus. This evaluation process is required by the PGA of America and I must emphasize how important it is.

Enclosed are two copies of the Internship Agreement for your signature. Keep the copy for your records and return the signed original to me as soon as possible, the PGA requires this agreement to be placed in the student's file prior to working. Please note the beginning and ending dates and compensation to be sure you agree. If the information is not filled in, please do so and advise the intern.

Once again, we appreciate your involvement with our program.

Sincerely,

Diane Maguire, M.S.
Internship Coordinator

Club Name & City/State:

Name of Supervisor:

Intern Name:

Semester: Summer and Fall 2013

Intern will begin work on _____ and end on _____ unless otherwise indicated by employer.



List all forms of Compensation: Wage

- Tips/Gratuities
- Lessons/Clinics
- Meals
- Housing
- Clothing
- Equipment
- Other (specify) _____

INTERN SUPERVISOR INSTRUCTIONS:

It is the intent of this agreement that PGA Golf Management students will fulfill assigned responsibilities and be provided the opportunity to acquire knowledge of the operations and organization of the golf facility. Students cannot intern at the same location more than 2 times, per PGA guidelines.

Students shall conduct themselves as employees of the training facility working a minimum of 35 hours a week. Absence or alterations in working arrangements shall be cleared with the supervisor. Requirements for appearance and conduct shall be adhered to.

If for any reason the progress or conduct of the student becomes unsatisfactory or if difficulty in the training program arises, notify the coordinator of the Professional Golf Management program at Ferris State University as soon as possible for corrective action. Students terminated from their internship "for cause" will result in dismissal from the PGA Golf Management program. Please note that unsatisfactory evaluation(s) may also result in termination of the program upon review of the circumstances with the internship supervisor.

As a student in the PGA Golf Management program at Ferris State University, the student intern participates in the PGA seminars and tests on campus, but they are required to gather information and complete their work experience activities under the guidance and direction of a Class A PGA Golf Professional just as other apprentices. **The PGA Golf Management activities to be completed during this internship are checked below.**

Please return this form prior to the student's start date. If you see any reason the student cannot complete this work or feel this work assignment will not expose the intern to those areas, please contact the PGM office (231) 591-2380. If you need additional information regarding the PGA Golf Management program, or the supervisor's responsibility please contact the PGM office (231) 591-2380.

PGA PGM 2.0 LEVEL 2– All activities must be submitted by the due dates indicated below:

- Intermediate Teaching/GC Alteration – **July 15th**
- Merchandising & Inventory Mgmt. – **Aug. 15th**
- Golf Operations - **Sept. 15th**
- Turfgrass Management - **Oct. 15th**
- PLAYING ABILITY TEST (PAT)** – must attempt each semester while interning.

Diane Maguire, Internship Coordinator

Date

Student Intern Signature

Date

Internship Station Supervisor

Date

Using the criteria below, please indicate the number of interns you need for each type based on duties & the duration.

Golf Duties: Outside - Majority of the Time (golf cars, golf range, etc.): Typically Freshmen
Combination Outside/Inside - (50% Outside/50% Inside Pro-Shop): Typically Sophomores and juniors
Inside – Majority of the Time (At least 75% Inside Pro-Shop): Typically Juniors and Seniors
(responsibilities to include merchandising, tournaments, teaching, etc.)

Duration: Summer – 3 Mo. (mid-May to mid-August) Typically Level 1
 Summer/Fall – 6 Mo. (mid-May to Nov. or Dec.) Typically 50/50
 Fall/Winter - 6 Mo. (late August or early Sept. to May) Needs to be 50/50 or Inside Operations, if possible
 Winter – at least 15 weeks (January to May) Needs to be 50/50 or Inside Operations, if possible
 Full-time Permanent for December or May graduates

<u># of Interns</u>	<u>Golf Duties</u>	<u>Duration</u>	<u>Hourly Rate</u>
_____	Outside Operations - Level 1	_____	_____
_____	Combination (50% Outside/50% Inside) – Level 2	_____	_____
_____	Inside Operations (75% Inside) – Level 3	_____	_____

Additional description of duties, lesson opportunities or special tournaments being hosted:

Hours per week? Golf Privileges? Playing Playing with Guests Practice Range

Explanation:

Will intern receive any of the following? Please check all that apply & explain.

<input type="checkbox"/> Tips/Gratuities _____	<input type="checkbox"/> Equipment _____
<input type="checkbox"/> Lessons/Clinics _____	<input type="checkbox"/> Lodging Provided _____
<input type="checkbox"/> Meals _____	<input type="checkbox"/> Lodging Not Provided, But Will Assist in Locating
<input type="checkbox"/> Clothing _____	

If lodging is *NOT* provided, please comment briefly:

Average Cost:

Availability of lodging:

Distance from Golf Course:

Is Public Transportation Available?

The immediate supervisor of the intern will be:

Name & Title

PGM Student Internship Evaluation Form

Intern: _____

Semester of Internship: _____

Supervisor _____ Title _____

Golf Facility Name: _____

Please provide an objective evaluation of the student intern utilizing both pages, according to the expected standard within the golf profession. Please rate the student using the number scale below, circle the one that best describes the student's performance and ability in each category.

1=Unacceptable 2=Poor 3=Average 4=Good 5=Outstanding

Personal Qualities

1. Dependability	1	2	3	4	5
2. Attendance	1	2	3	4	5
3. Punctuality	1	2	3	4	5
4. Appearance	1	2	3	4	5
5. Association with others	1	2	3	4	5
6. Attitude during work	1	2	3	4	5
7. Ability to Learn	1	2	3	4	5
8. Initiative	1	2	3	4	5
9. Quality of Work	1	2	3	4	5
10. Ability to Communicate	1	2	3	4	5
11. Organizational Skills	1	2	3	4	5
12. Response to Challenging situations/customers	1	2	3	4	5
13. Judgment	1	2	3	4	5
14. Problem Solving	1	2	3	4	5

Professional Skills/Knowledge/Abilities

Complete only applicable areas you have covered with the student

15. Golf Rules	1	2	3	4	5
16. Teaching	1	2	3	4	5
17. Playing	1	2	3	4	5
18. Club Repair	1	2	3	4	5
19. USGA Handicap System	1	2	3	4	5
20. Merchandising	1	2	3	4	5
21. Basic Accounting	1	2	3	4	5
22. Golf Car Operation	1	2	3	4	5
23. Personnel Management	1	2	3	4	5
24. Customer Service	1	2	3	4	5

~Continue on Back~

Please provide a written comment regarding any area in which the student can improve and how, especially if they were rated *Poor or Unacceptable* in an area.

Summary of student's progress

Supervisor's Signature: _____ Date: _____

Title: _____

* Intern Signature: _____ Date: _____

* Your signature indicates that you have had the opportunity to review and discuss your performance evaluation with your supervisor. It does not necessarily indicate that you agree with the evaluation.



PGA
Golf Management

INTERNSHIP QUESTIONNAIRE

The purpose of this questionnaire is to describe the duties and job situation to help interns who are reviewing a position for future placement. It should be realized, however, that a particular job can change from one period to the next, and for different individuals depending upon experience.

Name: _____ Email: _____

Semester(s) & Year of Internship _____ Cell: _____

This was your 1st 2nd 3rd 4th 5th 6th internship (please circle)

Internship Location

Facility Name: _____

City, State: _____

Supervisor's Name: _____ Title: _____

Start date: _____ End date: _____

Number of Days Worked per Week: _____ Total Hours: _____

Vacation Time? _____

Compensation & Privileges

You were paid \$ _____ per hour; Ave. Total per week _____; or a Salary of \$ _____ per week

Indicate any of the following that you also received:

Tips/Gratuities \$ _____ per week Meals _____ Clothing _____

Lessons/Clinics \$ _____ per week Equipment _____ Other _____

Golf Privileges? _____ Playing _____ Playing w/Guests _____ Practice Range _____

Any restrictions? _____

Responsibilities on Internship

Please indicate amount of time spent on each responsibility. Use either percent of total hours worked or number of hours per day or week (specify day/week) spent on each duty.

_____ Pro Shop/Sales
_____ Teaching
_____ Tournaments
_____ Club Repair
_____ Starting

_____ Bag Room
_____ Cart Room
_____ Ground Maintenance
_____ Clubhouse Maintenance
_____ Other _____

(continued on back of page)

Communication with Head Professional or Designated Supervisor

Please comment on the following questions:

Was the Head Professional/Designated Supervisor receptive to your questions regarding other aspects of the operation such as club policies, merchandising, retailing, etc...? _____

Did you receive help with PGA Golf Management work experience activities (Level 1, 2, and/or 3)?

Were you able to talk over problems with him/her? _____

Did he/she offer constructive criticism? _____

How do you rate the overall experience you received at your internship location?

_____ Excellent _____ Good _____ Fair _____ Poor

Comments: _____

Would you return to the same location if you had the opportunity? _____ Yes _____ No If no, why?

Housing

How did you find housing (through the pro, want ads, relatives, etc...)

What type of housing? _____ Room _____ Apartment _____ Mobile Home _____ House

Distance from course? _____ Public Transportation? _____

Was housing *provided* as part of your job? _____

Rent: Amount \$ _____ Weekly? _____ Monthly? _____ Deposit Required? _____

Did you share housing & rent with anyone? _____

If you shared, amount you paid: _____

Address where you stayed: _____

Landlord's Name & Phone Number: _____

College Classes or Topics That Were Helpful to You on Your Internship

College Classes or Topics That Would Have Been Helpful to You on Your Internship



PGA
Golf Management

**FERRIS STATE UNIVERSITY
POST INTERNSHIP REVIEW**

Date: _____

Name of Student: _____

Facility Name: _____ Internship Duration: _____

Supervisor: _____ Title: _____

Type of Facility: Public Resort Private Other (*Please specify*) _____

Internship Review

1. Did you interview for this internship? Yes (*In Person* *By Phone* *By Skype*) No

2. Were the job duties consistent with the job description indicated on the datasheet or in the interview?

Yes No If no, how did it vary? _____

3. Was the rate of pay consistent with the datasheet or what you were told? Yes No

If no, how did it vary? _____

4. Was internet access available at the internship facility? _____

5. Were you able to submit your work experience activities on time?

6. Did you have problems completing your activities? Yes No

If yes, explain _____

7. Positives: _____

8. Negatives: _____

9. Response to supervisor's evaluations: _____

PAT Attempted: Date _____ **Score:** _____ **Passed** _____

If not, Player Development Plan: _____

Career Development

1. Do you plan to become a PGA Member? ____ Yes ____ No
2. Has this internship been useful in identifying your career goals? ____ Yes ____ No
3. What area of the golf industry do you plan to pursue? _____

4. What are your thoughts for your next internship experience? _____

Plan for Remaining Semesters

Semester	Year	Academics or Internship
FALL		
WINTER		
SUMMER		
FALL		
WINTER		
SUMMER		
FALL		
WINTER		
SUMMER		
FALL		
WINTER		
SUMMER		

General Comments:

Signatures _____
PGA Golf Management Student

PGM Assistant Director or Director

PGA Golf Management Fees & Progression (subject to change at anytime)



Academics, Internships & the PGA Golf Management program

FERRIS STATE UNIVERSITY

Students are required to follow the schedule below to insure all requirements are met for graduation.

Freshman	Sophomore	Junior	Senior
Fall (Academics)	Fall (Academics)	Fall (Internship)	Fall (Internship)
PGA Tests & Fees \$320.00	PGA Tests & Fees \$50.00	PGA Tests & Fees \$50.00	PGA Tests & Fees \$50.00
Golf Course \$75.00	Golf Course \$75.00		
*PAT+ \$175.00			*PAT
<u>\$570.00</u>	<u>\$125.00</u>		
↓	↓	↓	↓
Spring (Academics)	Spring (Academics)	Spring (Academics)	Spring (Internship)
PGA Tests & Fees \$770.00	PGA Tests & Fees \$790.00	PGA Tests & Fees \$140.00	*PAT
Golf Course \$75.00	Golf Course \$75.00	Golf Course \$75.00	
<u>\$845.00</u>	<u>\$865.00</u>	<u>\$215.00</u>	
↓	↓	↓	↓
Summer (Internship)	Summer (Internship)	Summer (Academics)	Summer (Academics)
	PGA Tests & Fees \$360.00	PGA Tests & Fees \$1,050.00	PGA Tests & Fees \$130.00
*PAT	*PAT	Golf Course \$75.00	Golf Course \$75.00
		<u>\$1,125.00</u>	<u>\$205.00</u>
<u>Freshman Total \$1,415.00</u>	<u>Sophomore Total \$1,350.00</u>	<u>Junior Total \$1,390.00</u>	↓
			Fall (Academics)
			PGA Tests & Fees \$840.00
			Golf Course \$75.00
			<u>\$915.00</u>
			<u>Senior Total \$1,170.00</u>

Total PGA Costs & Fees	\$4,725.00
Total Katke Golf Course Fees	\$600.00
*PAT+ mandatory unless PAT already passed	
*PAT must be attempted at least 1-2 times a year until passed	
The cost of the PAT varies from \$120-\$250, depending on the course	

as of June 2012

PGM 2.0 PROGRAM AT A GLANCE

QUALIFYING LEVEL	LEVEL 1	LEVEL 2	LEVEL 3
Requirements	Pre-Seminars: Accessed through the PGA Knowledge Center		
<ul style="list-style-type: none"> • Register for Qualifying Level • Complete Qualifying Level Courses: <ul style="list-style-type: none"> - Introduction to the PGA PGM - PGA History and Constitution - The Rules of Golf • Pass Qualifying Test • Document qualifying Playing Ability Test score • Document eligible employment or PGA Golf Management University enrollment • Register as a PGA Apprentice and purchase Level 1 materials and online access 	<i>Golf Car Fleet Management</i>	<i>Turfgrass Management</i>	<i>Food and Beverage Control</i>
	Business Planning	Golf Operations	Player Development Programs & Teaching Business
	Customer Relations	Merchandising & Inventory Management	Supervising & Delegating & Human Resources – Career Enhancement
	Tournament Operations	Intermediate Teaching & Golf Club Alteration	Advanced Teaching & Golf Club Fitting
	Introduction to Teaching & Golf Club Performance		Final Experience
	Pre-Seminar Activities: PGA Apprentices and PGA Golf Management University students are required to complete and document pre-seminar activities prior to attending seminars. These activities are designed to facilitate discussions during seminar learning exercises.		
	Seminars: Held at the PGA Education Center for PGA Apprentices and on campus for PGA Golf Management University students		
	Business Planning	Golf Operations	Player Development Programs & Teaching Business
	Customer Relations	Merchandising & Inventory Management	Supervising & Delegating & Human Resources – Career Enhancement
	Tournament Operations	Intermediate Teaching & Golf Club Alteration	Advanced Teaching & Golf Club Fitting
Introduction to Teaching & Golf Club Performance		Final Experience	
Work Experience Portfolio: The work experience portfolio emphasizes activities linked to on-the-job application and performance. There is a combination of subject specific tasks as well as integrated projects that the PGA Apprentice and the PGA Golf Management University student must accomplish.			
Knowledge Tests: PGM participants must pass Knowledge Tests at each level before moving on to the next level. The tests will be comprised of multiple-choice and true/false items linked to each of the content domains listed above. Test registration is available on the PGA Knowledge Center and tests are taken at one of many sites available through a national network of testing centers.			
Register and purchase Level 2 materials and online access	Register and purchase Level 3 materials and online access	Receive notification of PGM completion and PGA membership.	

September, 2013

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2010-2011 Advisory Committee Members**

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APPENDIX B

Katke Golf Course Policy and Procedures Manual



**Katke Golf Course
Policies and Procedures
2012**

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Katke Golf Course

Katke Golf Course is a full service golf course and first class practice facility located approximately ½ mile west of Ferris State University's main campus next to the Holiday Inn Hotel & Conference Center. Its intended use is for the education of FSU Professional Golf Management students and also as a recreational facility for FSU students Faculty & Staff, local residents, as well as individuals and groups visiting Big Rapids and Mecosta County. The clubhouse facility includes a total of 6000 square feet. The golf shop has 1000 square feet of retail selling space, a multi-purpose room for small meetings, receptions or seminars, a full service food and beverage operation with seating for 32 indoors and 16 outdoors on the patio and men's and women's locker rooms. The facility also includes an 18-hole championship golf course, a 3 Hole Practice Golf Course, and a Practice Range with nearly 100,000 square feet of teeing area, six target greens, and a practice putting, chipping, pitching and bunker area. We have 45 riding golf carts, pull carts and rental clubs.

Mission Statement

Katke is dedicated to providing excellent customer service along with a well-maintained golf course. Most importantly, Katke strives to be a leader in public golf while operating with the highest standards of integrity and professionalism. Having a top quality learning laboratory at Katke Golf Course, we are able to provide our students with a variety of different educational opportunities. From Professional Golf Management students, Physical Education Golf classes, Ferris State University Men's and Women's golf teams, to the general public, we are able to provide a recreational experience to everyone. It is also expected that we provide a model environment for practical training for PGM students to supplement their required internship experiences.

Vision Statement

The FSU Katke Golf Course will become known as a place in Michigan for its quality at a value price. Our facility will be well manicured from every fairway, green, tee, rough and bunker across its' more than 200 acres. Our guest will leave feeling they have received the highest quality of service and golf at the price they paid.

II. POLICIES

1.Rates

Katke GC Fee List
2011 Golf Season

StartDate	EndDate	Fee Name	SKU	Fee	M	T	W	T	Sa	Su
1/1/1900		Student Univ Special 18-Cart	kit1001	\$20.00	x	x	x	x	x	x
3/1/2011		Fac / Staff WD 18-Cart	Kit1002	\$27.00	x	x	x	x		x
3/1/2011		Fac / Staff WD 18-Walk	6	\$15.00	x	x	x	x		
3/1/2011		Fac / Staff WD 9-Cart	kit1003	\$17.00	x	x	x	x		
3/1/2011		Fac / Staff WD 9-Walk	5	\$10.00	x	x	x	x		
3/1/2011		Fac / Staff WE 18-Cart	kit1004	\$30.00					x	
3/1/2011		Fac / Staff WE 18-Walk	8	\$18.00					x	x
3/1/2011		Fac / Staff WE 9-Cart	kit1005	\$19.00					x	x
3/1/2011		Fac / Staff WE 9-Walk	7	\$12.00					x	x
3/1/2011		Senior Special WD 18-Cart	kit1016	\$20.00	x	x	x	x		x
3/1/2011		Senior WD 18-Walk	23	\$15.00	x	x	x	x		
3/1/2011		Senior WE 9-Walk	61	\$14.00					x	
3/1/2011		Student WE 18-Walk	32	\$18.00					x	x
3/1/2011		Student WE 9-Walk	30	\$12.00					x	x
		Off Season WD 18-Cart	kit1024	\$27.00	x	x	x	x		x
		Off Season WD 9-Cart	kit1023	\$17.00	x	x	x	x		
		Off Season WE 18-Cart	kit1026	\$30.00	x	x	x	x		
		Off Season WE 9-Cart	kit1025	\$19.00					x	
		Public WD 18-Walk	10	\$15.00	x	x	x	x		x
		Public WD 9-Walk	9	\$10.00	x	x	x	x		
		Public WE 18-Walk	12	\$18.00					x	
		Public WE 9-Walk	11	\$12.00					x	x
3/1/2011		Senior WD 9-Walk	22	\$10.00	x	x	x	x		x
		Senior WE 18-Walk	62	\$18.00					x	
3/1/2011		Student WD 18-Walk	33	\$15.00	x	x	x	x		x
3/1/2011		Student WD 9-Walk	31	\$10.00	x	x	x	x		
5/1/2011		Public WD 18-Cart	kit1012	\$30.00	x	x	x	x		x
5/1/2011		Public WD 18-Walk	10	\$18.00	x	x	x	x		
5/1/2011		Public WD 9-Cart	Kit1011	\$19.00	x	x	x	x		
5/1/2011		Public WD 9-Walk	9	\$12.00	x	x	x	x		
5/1/2011		Public WE 18-Cart	KIT1014	\$34.00					x	
5/1/2011		Public WE 18-Walk	12	\$28.00					x	x
5/1/2011		Public WE 9-Cart	kit1013	\$22.00					x	x
5/1/2011		Public WE 9-Walk	11	\$15.00					x	x
5/1/2011		Senior WE 18-Walk	62	\$20.00					x	x
5/1/2011		Senior WE 9-Cart	kit1015	\$21.00					x	x
5/1/2011		Senior WE 9-Cart	kit1017	\$21.00					x	x
3/1/2011	4/30/2011	Off Season WD 18-Cart	kit1024	\$27.00	x	x	x	x		x
3/1/2011	4/30/2011	Off Season WD 9-Cart	kit1023	\$17.00	x	x	x	x		
3/1/2011	4/30/2011	Off Season WE 18-Cart	kit1026	\$30.00					x	
3/1/2011	4/30/2011	Off Season WE 9-Cart	kit1025	\$19.00					x	x
3/1/2011	4/30/2011	Public WD 18-Walk	10	\$15.00	x	x	x	x		x
3/1/2011	4/30/2011	Public WD 9-Walk	9	\$10.00	x	x	x	x		

	PUBLIC
	STUDENT
	SENIOR
	FACULTY
	OFF SEASON

3/1/2011	4/30/2011	Public WE 18-Walk	12	\$18.00					x	
3/1/2011	4/30/2011	Public WE 9-Walk	11	\$12.00					x	x
3/1/2011	4/30/2011	Senior WE 18-Walk	62	\$18.00					x	x

Only discounted rates pre-approved by the Head Golf Professional or Assistant Golf Professional will be accepted.

a. Complimentary Golf

Complimentary golf is allowed if the guest or member hands you a complimentary pass, a letter with an approved signature by the Head Golf Professional, Assistant Golf Professional, or is marked on the daily starting sheet with their initials next to the names.

2. Dress Code

The dress code as listed below pertains to anyone wishing to use our facilities. The two facilities are either the golf course or the practice facility.

Men must wear a shirt with sleeves, (no tank tops) slacks, nice jeans or bermuda/walking length shorts at all times. Women must wear shorts, a skirt, slacks or jeans and a presentable top (no tank tops). Cut off pants, bathing attire, tank tops, gym shorts, short shorts, or any other clothing of this type are not acceptable.

3. Hours of Operation

- Golf Shop opens 30 minutes before the first tee time. The shop closing hours will vary depending on the time of the year. For example: If the first tee time is at 7:00 am, employees must arrive at 6:30 am to open the facility.
- The Golf Course hours will vary depending on the start of the business week:
 - March 1st – April 15th: 8:30am – 5:00pm.
 - April 15th – May 1st: 8:00am – 7:00pm.
 - May 2nd – September 30th: 7:00am – 8:00pm.
 - October 1st – November 1st: 8:00am – 7:00pm.
 - November 2nd – December 22: 8:30am – 5:00pm.
- The **Practice Facility** opens when the golf shop opens and will close at 8:00pm.

Rates: Professional Golf Management students and Practice Facility Season pass members are only allowed to take one token at a time.

General Public rates are \$6.00 for one large basket. One token is equal to one basket. One basket is approximately equal to 60 golf balls.

4. Lessons

- Lessons may be given by any PGA golf Professional that is University Employed. These include but are not limited to:
 - PGM Director
 - PGM Assistant Director
 - Head Golf Professional
 - Assistant Golf Professional
 - Golf Course Superintendent
 - Ferris State University Golf Coaches
- Exceptions:
 - Professional Golf Management Interns may be granted the right by one of the Professional staff members to give private lessons.
 - Professional Golf Management students are also granted the right to assist with golf clinics and camps throughout the season.
- Lessons are to be scheduled by the individual Golf Professional. If the Golf Professional is not available, take a message and explain to the customer that the Professional will get back to them when they become available.
 - Head Golf Professional/Golf Coach Price is \$60.00/ Hour
 - Assistant Golf Professional Price is \$45.00/ Hour

5. Advance Tee Time Reservation Policy

- Reservations may be made one month in advance unless the individual or group is staying at the Holiday Inn Hotel. If they are staying at the Holiday Inn then they are permitted to book their tee times upon making their hotel reservations. (please ask for their confirmation number to verify they are staying at the Holiday Inn). If a group of more than 8 makes a tee time they need to supply a credit card number to hold the reservation. Please get a contact name and phone number and write it on the tee sheet next to their tee times.
- Special situations may be arranged either by the Head Golf Professional or the Assistant Golf Professional.
- Groups of any size between 12 and 144 may book tee times or tournaments with either the Head Golf Professional or Assistant Golf Professional. If neither person is available, please take a detailed message including the individuals name, group name, date they are interested in and include the phone number, date and time they are calling and inform them that one of us will get back to them as soon as possible.
- Members can make tee time reservations up to 30 days in advance.

6. Rainchecks

- If the group has played 5 holes or less an 18-hole rain check will be issued, and if 6-15 holes have been played a 9-hole rain check will be issued and if more than 15-holes were played

the customer receives no rain check.

- Rain checks must be issued through the P.O.S. system.
- If a rain check is approved then the customer's name will be placed on a rain check receipt with the date and the employee's initials. Rain checks are valid one year after issue date.
- There may be times to adjust our policies, use your best judgement in sensitive situations.

7. Telephone Usage

- The telephone behind the counter is for business use only. Personal calls must be kept under 2 minutes and should never happen in the presence of a customer.

8. Golf Car Usage

- Cars are to be used for golf by our customers and co-workers only.
- Cars are not to be used by anyone for joy riding or sightseeing.

9. General Information

- A. Parking - All co-workers are required to park in the designated area near the cart storage area.
- B. Name Tags – All employees on the clock must wear their name tag. This gives our guest an idea of who can help them. If employee loses name tag there will be a \$7.00 charge to replace the name tag.
- C. Time Clock - Each co-worker is responsible for punching in & out. This is how we get paid, so please don't forget.
- D. Lunch or Dinner Breaks - Each co-worker is entitled to a meal break when a six-hour shift is worked. Co-workers must use designated eating areas (Founders Grille and the back office) in the clubhouse and if you smoke you must do so outside the clubhouse, but never in the presence of our members or guests.
- E. Tardiness - Will not be tolerated. Anyone who is late, more than 7 minutes, will be given a written warning; two written warnings are grounds for termination.
- F. Sick Days - A co-worker is required to call a manager no less than 1 hour prior to or if possible the day before the scheduled shift. Please attempt to find a replacement before calling.
- G. Absenteeism - Any co-worker who does not show up for a scheduled shift may be terminated unless a valid excuse is given.
- H. Scheduling - The schedule will be made and posted by 12:00 PM Friday of the week prior to the beginning of the schedule and will be made for two consecutive weeks. Everyone

needs to follow the scheduled hours, any necessary adjustments to the schedule must be approved by a manager.(Aaron)

- I. Request for Day Off - You must secure a day off request form from a manager. Fill it out and submit it at least one week prior to the next schedule that is affected. Keep in mind the more advance notice you give, the better the chance that your request will be granted.
- J. Appearance: - Everyone working will be cleanly shaved, shirt ironed and tucked in, pressed slacks, hair combed and shoes in good shape. Outside staff may wear shorts, but must be khaki shorts (pressed) with white tennis shoes.

10. Staff Meetings

Once a month we will have a staff meeting to review what needs to be done for the up-coming month and what areas we need to polish. These meetings give the co-workers a chance to share ideas and to discuss what is needed to better the operation.

III. PROCEDURES

1. Opening the Golf Shop (Daily procedures)

a. Pro Shop Staff:

- 1) Unlock Cart Barn Door (New cart barn key is on key ring in the range token bin)
- 2) Unlock all doors to Katke Clubhouse
- 3) Turn on lights (hallway, bathroom, display shelves)
- 4) Place cash drawer in register and open EZ Links
- 5) Check tee sheet and let outside staff know about any events or leagues
- 6) Make Coffee
- 7) Check all merchandise displays and golf shop for cleanliness

2. Golf Shop Service Policy

Our golf operation is building a reputation of offering excellent service. The cornerstone of this reputation is something called "aggressive hospitality". It is critical that every member of our staff understand what this expression means.

Simply put, aggressive hospitality is treating our members and guests in the same manner in

which you would want to be treated. A friendly smile, a genuine concern for the member and guest's satisfaction and professional dedication to insure that this satisfaction is met and hopefully exceeded, with this as a premise, the following guide is designed to assist your golf shop service experience.

a. The Golfing Customer - Each of our golfing members should be greeted with a "Good morning/afternoon, how may I help you?" Inquire as to the names of the remaining golfers in the group and record their names in EZ Links. After the customer has checked in, give them directions as to where they should proceed to and that the workers in our Outside Service Area (when staffed) will take care of them. Finally, after the golfer has completed their round, be sure to inquire if they enjoyed themselves and if there is anything else we can do for them.

b. The Shopping Customer - Each of our members and guests should be greeted in a friendly manner and offered assistance. When showing items, be sure to show variety and color. This will bring us success in service and multiple sales will result. The use of our displays can be used to show coordinated looks as well as enable you to create some new looks. Be familiar with all merchandise in the golf shop, if we do not have an item in stock we can order what they are looking to buy.

The following suggestions are to help in selling our merchandise:

c. Shoes - When a shopper inquires about shoes find out their size and show them our selection. Again, these could be special ordered if we do not have their size. When having the customer try on shoes, always lace up the shoe and offer them a shoehorn.

d. Apparel - Offer assistance in locating size and selection. Try and match other items such as sweater vests with shirts or slacks/shorts and shirts to increase multiple sales. Also let them know about our fitting room.

e. Service Tips - Again, the basics of selling and giving service is to treat the person in the same manner you would want to be treated. Always wear a friendly smile, offer a warm greeting and make yourself available. Eye contact is also important. Product knowledge shows the member that you are aware of how a garment is made or supposed to fit.

Wearing what we sell is also an important selling tool. We are Golf Professionals and people respect our tastes and trust us for advice. Always dress and look sharp and neat.

f. Special Orders - Be sure to let the guest know that we can special order just about anything. See "Special Order Procedures" under the merchandise subheading.

g. Stock Shop - During quiet periods always stock the shop. Especially fast moving items, socks, caps, visors, gloves, shirts, balls, etc.

3. Closing the Golf Shop

- 1) Close register
- 2) Straighten shop to include all merchandise, put all hangers in proper place. Remove everything from counter.
- 3) Stock shop, especially fast moving items i.e. balls, caps, gloves, towels, visors etc.
- 4) Stock all supplies needed for next day's business.
- 5) Vacuum entire shop and behind counter.
- 6) Clean bathrooms thoroughly.
- 7) Check the multi-purpose room and clean if needed.
- 8) Turn off all lights.
- 9) Move the discount tables in and lock the gate.
- 10) Lock all doors and set alarm.

4. Starting Sheet Procedures

The starting sheet is a valuable part of the daily operation. It is the schedule of play for the day as well as being a wealth of information. It is essential that accurate recording of names and numbers be kept. Each day the Professional Staff will be responsible for the starting sheet. Each ranger should have a starting sheet to ensure the proper pace of play.

5. Coding of the Starting Sheet

- Katke members = M in the appropriate box.
 - Professional Golf Management = P in the appropriate box.
 - General Public = G in the appropriate box.
 - Employee Play = E in the appropriate box.
 - Student Play = S in the appropriate box
 - Faculty/Staff = F in the appropriate box
 - Outside Tournament Play = T in the appropriate box.
 - Complimentary guests = C in the appropriate box.
 - PGA or LPGA, indicated as shown.
-
- Total rounds of play, this is calculated by counting the number of appropriate letters as designated above.

- Signal how many players are riding for each tee time.

6. Telephone Procedures

Everyone will answer the telephone before it rings a fourth time and in the following manner. "Good Morning", "Good Afternoon", "Good Evening" "Katke Golf Shop this is ___ how may I help you"? Always be polite, cordial, and professional on the telephone.

7. Messages - All messages should be taken in the following manner:

- Transfer messages to the Head Professional's voicemail. Ext: 2213.
- Keep in mind that all messages are important.
- Be sure to get the correct spelling of the first and last name of the person who is calling.
- Be sure to get the full telephone number to include area code, repeat it back to them.
- Put date and time of day message was received.
- Initial message.
- Use message books when possible

8. Emergencies and Accidents for employees and guest

- Notify Head Golf Professional and/or Assistant Golf Professional.
- If necessary seek medical attention for the injured party.(Dial 911)
- If the Head Golf Professional and/or Assistant Golf Professional isn't around fill out form in Appendix III and place on Head Golf Professional's desk.
- Call Ferris Public Safety at x-5000 to notify them of the situation.
 1. If someone was to collapse on the course first notify Public Safety at x-5000. Then see if there is anything you can do to help the situation. **Do not** perform any medical treatment unless you are certified. This will protect you and Katke from any lawsuits.
- In the event of lighting in the area.
 1. First go to the 1st and 10th tee and sound three five second blast with air horns, which are located behind the counter.
 2. During lighting no golfers will be allowed on the course until the Katke staff allows them.
 3. Contact DPS to see what they have heard to see if anything else could be headed our way.
 4. Employees are not to go out on the course and tell people they must leave.

9. Purchases Made by Other Campus Departments (Interdepartmental Transfers) –

- Completely fill in all information on the interdepartmental transfer (located behind the counter) including the account number that will be billed. Then put the transfer sheet on the head golf professional desk.

10. Lost and Found Articles - The Golf Shop and Outside service staff is responsible for all items lost and found and turned into the golf shop. If you find anything during your work hours please immediately turn the item(s) in to the golf shop and whenever possible try to seek out the rightful owner.

a. Possible Theft

Any case that may involve a possible theft must be turned over to the Head Golf Professional or if he is unavailable then to Ferris Public Safety (x-5000).

Note: All cases involving missing/stolen clubs will be handled by the Head Golf Professional or the Assistant Golf Professional. If neither are available call FSU Public Safety.

b. Lost And Found Golf Clubs

Any Lost and Found golf clubs turned in to the golf shop will be put in the lost and found bag in the stock room and kept until the end of the season. Any unclaimed clubs will be used for our junior golf programs and all sports camps and the remaining clubs will be turned over to the P.G.A. Section Office for the clubs for kids program.

11. Register Operations

a. Opening Procedures

- Click on green EZ Links Icon.
- Type in Login and Password in appropriate box: Login: Katke Password: Beard
- Click Point of Sale button
- Type in clerk name: jh and password: 1234
- The calendar will pop up and click on the current day.
- Count your bank to be certain there is \$100.00 when you begin your day.
- You are now ready for the days' business

b. Closing Procedures (EOD and Deposit Procedures)

Katke EOD and Deposit Procedures

Collect the following:

- Envelopes from the safe
- Chemical Bank Deposit Ticket
- FSU Misc. Receipt
- Deposit Bag

- Close Day Report (directions to follow on how to obtain)

Close Day Report

Using EZ Links Computer

- Double Click on *EZLinks teeTimes & POS Icon*. Login name: Katke Password: beard
- At top of page, click on *Point of Sale tab*, Clerk: jh Password: 1234
- Calendar will show and click on OPEN day(s) that need to be CLOSED.
- Enter 0 and start new instance
- At top of page, click on blue CLERK button and close out
- NEXT 1st and 2nd screens, close instance on 3rd screen then OK.
- Click on Close Out Day

*ONLY three (3) pages should be printed out

Katke EOD

- From desktop screen double click on Shortcut to Golf Shop documents
- Double click on Katke EOD, and then click on current month sheet
- Right click on MASTER tab located at the bottom of screen, then click on Move or Copy
- Check create a copy then highlight Master and click OK. Right click on Master (2) and rename to date of deposit

Inputting of information

USE CLOSE DAY REPORT to enter information into Katke EOD summary

- Input date and add the various types of rounds of that day to be entered into # of rounds played
- Enter all information from the print out to the EOD summary on the computer (you will know if everything is correct if the REVENUE TOTAL on the 1st page of the Close Day Report is the same as the DAILY TOTAL from the computer.
- Open envelopes and separate cash, credit card print out(s), and checks. Enter these totals into the computer worksheet.
- On the 2nd page of the Close Day Report (the 3-page print out) look on the 2nd page for: RAIN CHK and GIFTCREDIT and input them into the computer if applicable.

The OVER/SHORT (located above Daily Total) should never be more or less than \$5.00.

- SAVE and PRINT

Chemical Bank Deposit Slip

- Once the totals are finalized place cash and checks (if there are any) in an envelope and enter totals into Chemical Bank Deposit Slip; sign and have an employee verify totals and sign.
- WHITE copy goes in cash envelope, sealed, and locked in deposit bag.
- Start two separate piles with PINK copy and YELLOW copy

FSU Misc. Receipt

- With 2nd page of the EOD computer printout; tear in half and input all information

identically onto FSU Misc. Receipt.

*NOTE- Place a copy of the torn identical printed receipts on both PINK and YELLOW Chemical Bank piles

**NOTE- For CC's Total, you must add Golf Shop and Grill Credit Card Totals before entering on FSU misc receipt

- Have the number verified and approved by and employee.
- Tear off LAST page (DARK YELLOW copy) ONLY and place in pile with YELLOW Chemical Bank deposit slip; Place all other pages of the FSU Misc. Receipt with PINK Chemical Bank slip.

Wrap-up

- Chemical Bank PINK slip pile should include: FSU Misc. Report (WHITE, YELLOW, and PINK pages), print out copy of the FSU Misc. Report from computer, PINK Chemical Bank deposit slip, and credit card receipts. All should be stapled together with the largest documents on the bottom and smallest on top.
- Once stapled this should be rubber banded to the outside of the cash bag with the envelope of cash and checks in it and delivered to the Timme Center.
- The YELLOW pile should include: the Daily Worksheet (1st page of the computer printout), the 1st page of the Day Close Report (the 3-page print out from the EZlinks computer), the dark YELLOW copy of the FSU Misc. Receipt, a print out copy that was torn in half of the FSU Misc. Receipt, and the YELLOW Chemical Bank slip.
- Once stapled should be filed in the EOD binder.

c. Ringing a Sale In The Register

- Determine the way the customer will pay for their sale by asking them.
- Then enter in the SKU number.
- Once you have figured out which method they are going to be using to pay, click the appropriate tab at the top of the page.
- Be certain to count the change back to the customer.
- If it is a credit card sale you will need to ring the sale through the register and through the credit card machine. Give the customer the bottom copy of the credit card machine and the top copy of the register.

d. Voided Transactions

- Click the clerk button.
- Click the void button.
- Use your login and password again. Jh and 1234.
- The enter transaction number to void.

12. Discounts

To create a discount on a sale on the register, you proceed with the following steps.

- Type in the SKU number like a regular transaction.
- Highlight the product information by clicking on it.
- Click the Red discount button.
- Enter desired amount.

a. PGM Discounts all PGMer's receive a 20% discount off of Katke price on clothing and 10% on caps, accessories and golf balls.

b. Co-Worker Discounts - A co-worker is entitled to purchase merchandise from the golf shop at cost + 5%. Merchandise must be on the floor for a minimum of 30 days. You must attain a signature from the Head Professional or Assistant Professional before putting receipt away.

c. Katke Members – Katke Members are entitled to a 20% discount off of our price on all merchandise.

d. Faculty/Staff – Katke offers a 10% discount off of our price to all Faculty/Staff here at Ferris.

e. Holiday Inn Guest – All Holiday Inn guest will receive a 10% discount off of our price on anything in the golf shop. They also will receive FREE rental clubs if needed.

13. Item Numbers & Bar Code Scan

Most of the resale merchandise in the Golf Shop will have an Item number. The tag should be removed from the merchandise and the Item number rung into the register. It is important to always use the Item number, as it is our way of tracking merchandise for inventory purposes. If you come across an Item number that is invalid or priced incorrect, write a note to a manager immediately. An updated list of cost prices will be provided behind the golf shop counter.

14. Hole-In-One Procedures - When a customer makes a hole-in-one, proceed as follows:

- Congratulate the individual immediately.
- Make sure you get all of their pertinent information to include, name, address, what hole, the distance, what club they used and any witnesses.
- Call the sports department of the local Pioneer newspaper Bob Allen 592-8356 or fax 796-1152 and also give the information to the Head Golf Professional.

15. Merchandising

a. Customer Service

- The customer is the most important person in any business.
- The customer is not dependent on us - we are dependent on them.
- The customer is not interruption of our work- they are the purpose of it.
- The customer does us a favor when they call - we are not doing them a favoring by serving them.

- The customer is part of our business - not an outsider.
- The customer is not someone to argue or match wits with.
- The customer is a person who brings us their wants it is our job to fill those wants.
- The customer is deserving of the most courteous and attentive treatment we can give them.
- The customer is the lifeblood of this and every other business.

b. The Professional - Merchandising Notes

- Three good rules to successful merchandising:
 - Know your product
 - Be honest
 - Provide exceptional customer service
- Handle first-class merchandise
- Create a look or image in your shop
- Utilize displays in shop and change frequently.
- Be sure items look fresh on display.
- Be a walking mannequin; wear what you sell.
- Price tags should be neat and complete and easy to read.
- Become well acquainted with your members/guests needs.
- Always greet the member, make them feel welcome, be helpful, show courtesy and appreciation.
- When taking a special order, follow up and see it through to the end.
- Be friendly at all times, and do not try to oversell.
- Remember golfers want to buy from a Professional.

A final note:

The reason people pass one door to patronize another store is not because the busier place has better merchandise, or building, or course, or special prices, but it lies in pleasant words and smiling faces: the difference is in the treatment members receive.

c. Special Order Procedures - All orders made for individual members or reasons other than for stock are classified as special orders. On all special orders, the following information should be included on the special order purchase log which is located behind the golf shop counter:

- Name and phone number of the person placing the order.
- Payment terms, how they would like to be billed.
- Do not bill them for the product until we receive the invoice.
- Place the order for the product.
- Write down the date and whom you speak to when you place the order.
- Ask if the product is in stock and ask for an approximate delivery date.
- Always write down the name of the person you spoke to when you placed the order.

d. Merchandise Receiving Procedures - When receiving merchandise from UPS or other deliveries the following procedure will be followed. Open the package and check merchandise received against the packing slip and also against the original order to be certain substitutions

have not been shipped. Circle the quantity numbers on the packing slip after making sure what is listed on the packing slip is accounted for and then initial the packing slip and place it on the Assistant Golf Professionals desk. If everything was not correctly received, make note of this on the packing slip and the purchase order.

e. Pricing - Pricing is the final step of receiving the new merchandise.

Katke Pricing procedures: We start with our wholesale price plus logo and shipping. We then keystone the sum of our wholesale plus logo and shipping price to get to our retail price. Finally we take 20 percent off that retail price which equals the Katke retail price available to customers.

f. Inventory Procedures - At the end of month, a physical inventory count will be taken. This is a physical count of every sellable item in the Golf Shop. This is used for inventory control, also we can obtain the cost of sales. There will be a caller and a writer.

g. Returning Merchandise for Credit - If merchandise is to be returned for credit, please adhere to the following procedures:

- Telephone the company and inform them of the return. Many companies require a "Return Authorization" before merchandise can be accepted for return.
- List items being returned and to what company the return is going on the returns log.
- Completely fill out the returns log answering all questions.
- Always request that the company issue us a credit memo for our accounting purposes.
- When shipping the item back, please clearly write the return authorization on the outside of the shipping box.

16. Outside Service Staff

a. Introduction

The basic fundamental on which the concept of Outside Service is based on Service Excellence. While the methods may change, the goal of Service Excellence remains the same.

Service Excellence here at Katke is not only doing the job that is expected of you, but providing +1% service and rising above normal circumstances to perform at your highest level.

Service Excellence is treating each and every member and guest as though he or she is the most important person in the world. Ferris State University insists that a member or guest is indeed the most important person to us and that our co-workers have made us what we are today.

Set forth in the following guide to Outside Service Operations is the detailed description of our present path to our goal. Punctuate it with a smile and Service Excellence is within our grasp. The Outside Service Professional is one of the most important aspects of our operation. You should make the first and last impression on the member or guest.

b. Morning Preparation - Prior to course openings, the Outside Service Staff shall prepare for

the play of the day. It is necessary for each person to arrive at his/her scheduled time with enthusiasm and willingness to perform.

Preparation duties include but not limited to:

Outside Services Staff:

- 1) Check in with pro shop about tee times (events, leagues, and amount of carts needed)
- 2) Pull Carts out from the cart barn. (make sure each cart has a scorecard and pencil)
- 3) Set Range after mowing (M, W, F)
- 4) Fill club cleaners with water
- 5) Check in with pro shop staff
- 6) Check and Empty Garbage cans
- 7) Pick up garbage in parking lot: (Around the entrance)
- 8) Pick the Range

c. Closing Procedures - The day is drawing to a close. There is less play going out than is coming in. The staff shifts to a closing mode, while maintaining its Service Excellence mentality. At this period of the day, self-management is largely called upon. Though we all may be a bit tired, we will maintain our keen awareness of detail, and will function smoothly.

Closing duties include but not limited to:

- Continued greeting and servicing of customers.
- Pick the driving range clear of all practice balls.
- Wash all practice balls for next day's use.
- Take all range equipment inside the golf car building.
- Wash entire golf car and properly plug into the chargers.
- Remain aware of cleanliness in all areas, and empty all trash.
- Accept delegation of duties.
- Supervise and participate in golf car building closing.
- Help out where needed.
- It is important that no one leaves for the day until all areas are neat and clean and all responsibilities are completed.

Since everyone will participate in cleaning and charging of golf carts at one time or another, it is desirable that consistency be established by providing a guideline for all to follow.

d. Golf Car Cleaning, Charging and Service

- All articles of trash shall be removed from car; attention to front tray, drink holders, basket, and rear bag wells.
- Entire car shall be sprayed with water, attention to floorboards fenders and wheel wells.
- Wipe off entire cart including compartments.
- Charger shall be plugged making sure cord is run through the steering wheel and not resting on the car seat.
- Once a month golf cart batteries will be filled with distilled water. (Assistant Golf Professional

will schedule these dates)

- Once a month all golf carts should be detailed with wheel cleaner and tire foam. Floorboards, cup holders, tires, seat and front tray should be cleaned. (Assistant Golf Professional will schedule these dates)

e. Practice Facility Set-up

- The Practice Facility will be set up with a minimum of 60 yards each day. They should be in a straight line with ropes. Then rope off the area to insure our guest know where the designated hitting area is for that particular day.
- Set out all three club washers with water in them.
- Set out four white chairs for our guests.
- Do not drive golf cars on the tee box unless you are setting up the range.
- Make sure all flags are standing up.
- Pick up any trash that is on the tee box.
- Set up mirrors

f. Practice Facility Break-down

- Pick up all baskets and set them inside the car building
- Roll up the rope and put it in the golf car storage facility on the night of clean picking.
- Put away all chairs, boards, stands, and mirrors.
- Pick all balls off the range and wash them with the ball washer.
- Make sure all balls are off the practice green.

g. Closing Procedures Continued

- Cars washed, counted making sure there are 43 golf cars in the building.
- Make sure wash area is clean and free from any trash.
- Service area cleared of all debris and trash.
- Trash taken out. This includes the service area, car building, golf shop and bathrooms.
- Spike cleaners need to be swept and cleaned up nightly.

h. Summary Statement

Service Excellence is owed not only to our customers, but also to ourselves. In exceeding expectations, we expand limitations. We broaden our horizons as we surpass the norm, and we build on the firmest of foundations.

APPENDIX I

Co-Worker Play Policy

Co-worker Guest Policy

A family member may not play without the co-worker present unless there is prior approval by the Head Golf Professional and/or Assistant Golf Professional.

Employee Playing Privilege & Policies

1. Employee playing privileges are for employees who work more than 10 hours per week and are in good standing with their privileges. All employees who are in good standing will be on the employee playing list located behind the counter in the golf shop.
2. All co-workers must register personally in the Golf Shop before playing. All names of co-workers and or guest must be presented to the golf shop before playing. Co-workers include the grounds maintenance and golf staff.
3. Proper dress is required at all times. Proper attire is addressed earlier in this manual. Proper footwear consists of spikeless golf shoes, tennis shoes or sneakers.
4. Golf cars can be used and are complimentary to Katke co-workers when available. Walking and carrying your clubs is permitted if you so choose.
5. Players are required to have their own set of Golf Clubs.
6. A co-worker may bring 1 guest who may also ride on the cart if available.(Additional guests MUST be approved by the Head Professional ONLY.

APPENDIX II

Job Descriptions

Ranger Duties

- First, the ranger is responsible for filling all water coolers on the golf course on a daily basis.
- Second, he/she should rake green side bunkers whenever possible.
- Thirdly, the ranger will be responsible for any trash throughout the course.
- Finally, the ranger will assist in starting during busy times.
- The ranger will not be allowed to hang out in the shop during their shift unless he/she is having lunch.

Golf Shop Assistants

- Main responsibility is to check in our guests and sell merchandise.
- Assist outside service staff whenever needed.
- Assist in receiving and pricing merchandise.
- Clean golf shop on a daily basis.
- Stock golf shop.
- Must always have a radio to keep communications with the outside service staff and the range.
- Assist Founders Grill whenever possible.

APPENDIX III

FOR INFORMATION CALL: _____ **NO.** _____

**HRD – EXTENSION 2153
WHITE – HRD PRK/150**

R _____ N _____

**YELLOW-EMPLOYEE
PINK-DEPARTMENT
GOLDENROD-SAFETY SPECIALIST, PHYSICAL PLANT**

NO. _____
R _____ N _____

FERRIS STATE UNIVERSITY

EMPLOYEE INCIDENT REPORT

(See Instructions on Reverse Side)

(1) _____ (2) _____
 Name: (Last) (First) (Initial) (Social Security Number)

(3) _____
 (Address) (City, State, ZIP Code) (Home Phone)

(4) Tax Filing Status: Single _____ Single, Head of Household _____ Married, Filing Joint _____ Married, Filing Separate _____

(5) _____ Male _____ Female _____ (Date of Birth) _____ (Date of Hire) _____ Total Number of Dependents _____ Number of Dependents Under Age 16 _____

(6) _____ (7) _____ (8) Time Lost From Work (Not Including Day of Injury)
 (Department) (Employee's Position Title) Hours _____ Dates _____

(9) _____ AM _____ PM (10) _____
 (Date and Time of Accident or Onset of Illness) (Location of Accident/Incident)

(11) Detailed Description of Accident/Incident (What were you doing when injured? Name the object or substance which directly caused injury. **Indicate what CORRECTIVE ACTION was/will be taken.**) Attach additional sheet if necessary.

Was protective personal equipment necessary? YES _____ NO _____ Was it worn? YES _____ NO _____

If general non-life threatening medical services are necessary during the first 10 days from injury, the employee is required to first report to the FSU Health Center when open, for such treatment. If the FSU Health Center is not open and medical care is needed immediately, or is life threatening, then the employee may go to the nearest open medical facility.

(12) Indicate body part and which side of body that was injured: _____

(13) (√) Nature of Injury/Illness:							
Abrasion		Concussion		Electric Shock		Poisoning	
Allergic Reaction		Contusion (bruise)		Fracture/break		Respiratory	
Amputation		Crush		Heart Trauma		Repeat Trauma	
Asphyxiation		Cut/Puncture		Hernia		Skin Disease	
Bites		Dislocation		Internal Injury		Sprain/Strain	

Burn		Dust Disease		Multiple Injury	
------	--	--------------	--	-----------------	--

(14) (✓) Medical Treatment: _____ None _____ Diagnostic Only
 _____ First Aid _____ Emergency Room Treatment
 _____ FSU Health Center _____ Personal Physician (write in name below)
 _____ FSU Optometry Clinic _____

(15) _____ (Date) (16) _____ (Date)
 (Employee's Signature) (Supervisor's Signature)

EMPLOYEE INCIDENT REPORT
INSTRUCTIONS

An Employee Incident Report must be completed for all job related injuries or illnesses. The report is to be completed by the employee's supervisor, in consultation with the employee. The completed report should be submitted to the Human Resource Development office (Prakken 150), within 24 hours after the injury or onset of illness. Please print (in black ink) or type all responses. Each item on the report is to be completed as follows:

- (1-5) Employee's current personal information.
- (6-7) Employee's department and job title.
- (8) Amount of time lost from work due to the injury, not including the day of the injury. (Leave blank, if unable to complete.)
- (9) Date and time of accident/incident causing injury, or the date of onset of job-related illness.
- (10) Location of accident/incident – indicate building, room number, street, or other identifying information.
- (11) Detailed description of accident/incident – include what the employee was doing; the object or substance that directly caused the injury; the condition(s) and/or action(s) contributing to the accident, and indicate the corrective action(s) that was/will be taken. Attach additional sheet(s), if necessary.
- (12) Name the part(s) of body injured or involved in illness, indicating whether right or left side was affected, where appropriate.
- (13) Place a (✓) to indicate the appropriate type(s) of injury or illness. If none of the choices apply, describe the type of injury in the "OTHER" section.
- (14) Place a (✓) on the line that describes the type of medical treatment given.
- (15) Employee is required to sign and date the report.
- (16) Supervisor is required to sign and date the report.

If there are any existing conditions which have contributed to the injury or illness, please notify the Safety Specialist at General Services, extension 3631, as soon as possible. This would include faulty equipment as well as unsafe working conditions. Any violations of OSHA regulations must be reported. (This is in addition to completing this report.)

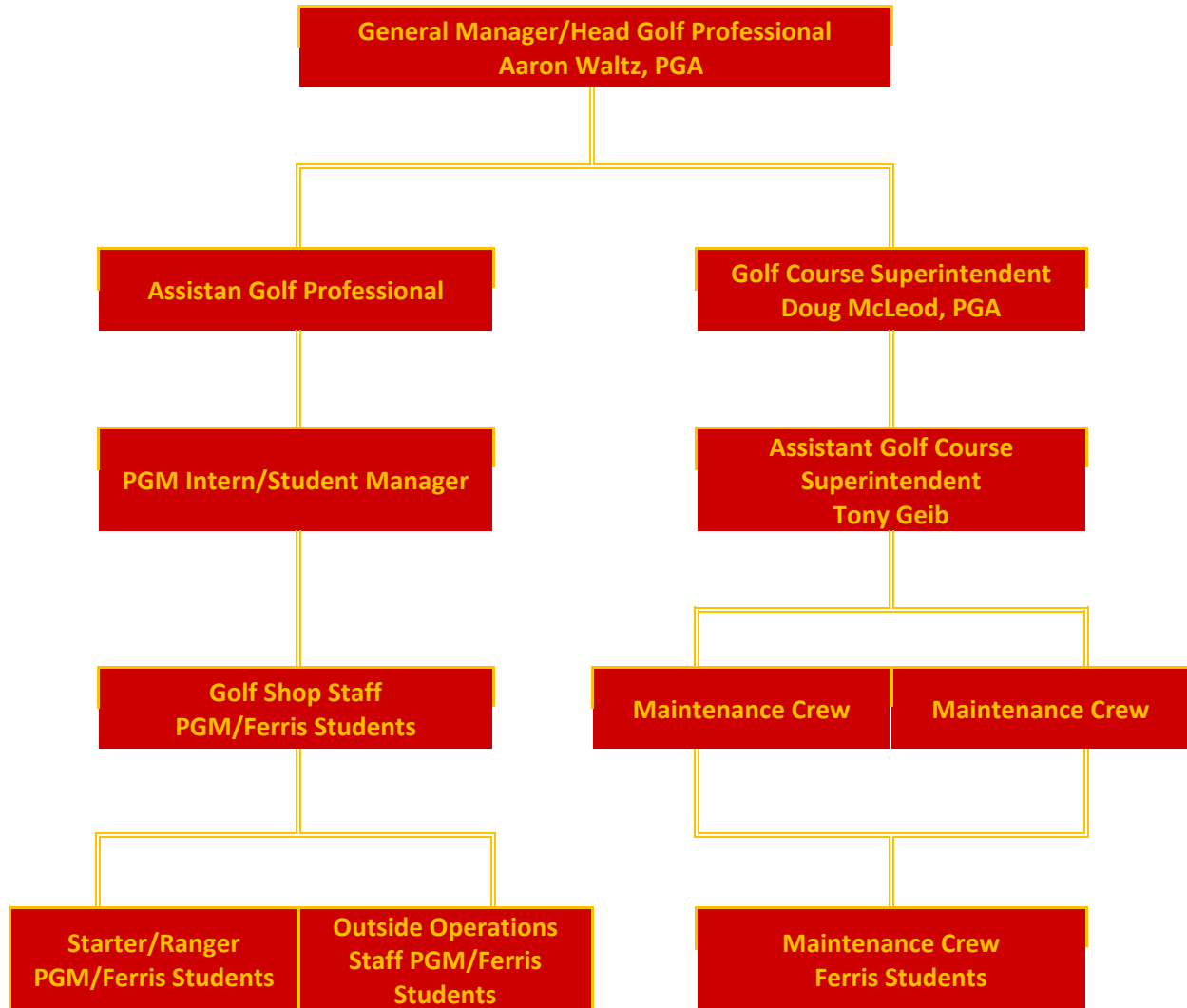
If the injury or illness resulted from an improper action by the employee, the supervisor should instruct the employee in proper work procedures in order to prevent any further injuries. In any case, it should be remembered that the purpose of the Employee Incident Report is to identify and correct the problem . . . not to blame or embarrass anyone.

APPENDIX IV

IMPORTANT KATKE PROCEDURES

- Any Professional Golf Management student that wants to play or hit balls, has to be dressed in golf attire and look like a golf professional. If they are not dressed in the proper attire they must pay the normal Katke greens fees for that particular day.
- When reserving a tee time, make sure we get all the information saved in EZLinks including, phone number, name, e-mail, etc.
- Every Professional Golf Management student should be in the EZLinks system.
- Professional Golf Management student tee times must have a minimum of three players to reserve a tee time. Most likely a group of three will be paired due to walk on golfers.
- Paying customers with tee times have full priority. Any PGM walk on student without a tee time will have to wait until there is an open tee time slot to play.
- Professional Golf Management students or golf team members (ferris, big rapids) will only receive one range token at a time. Range members may receive 2 range tokens at a time.
- Outside Services:
 - The garage door has to remain shut at all times when not in use to prevent people from entering the cart barn.
 - On Sunday, Tuesday, and Thursday nights, the ropes on the range have to be picked up for mowing the following morning.
- Range closes at 6:00PM on Wednesday nights due to clean picking. No tokens will be sold after 6:00PM.
- All play is to go off the first tee. There are no guest playing privileges other than cart fees.
- If you are an employee playing golf with a cart, you are not to be the last players on the golf course.

Katke Golf Course Organizational Chart



APPENDIX C

Katke Maintenance Policy and Procedures Manual

Katke Golf Course

Grounds Department

Employee Manual

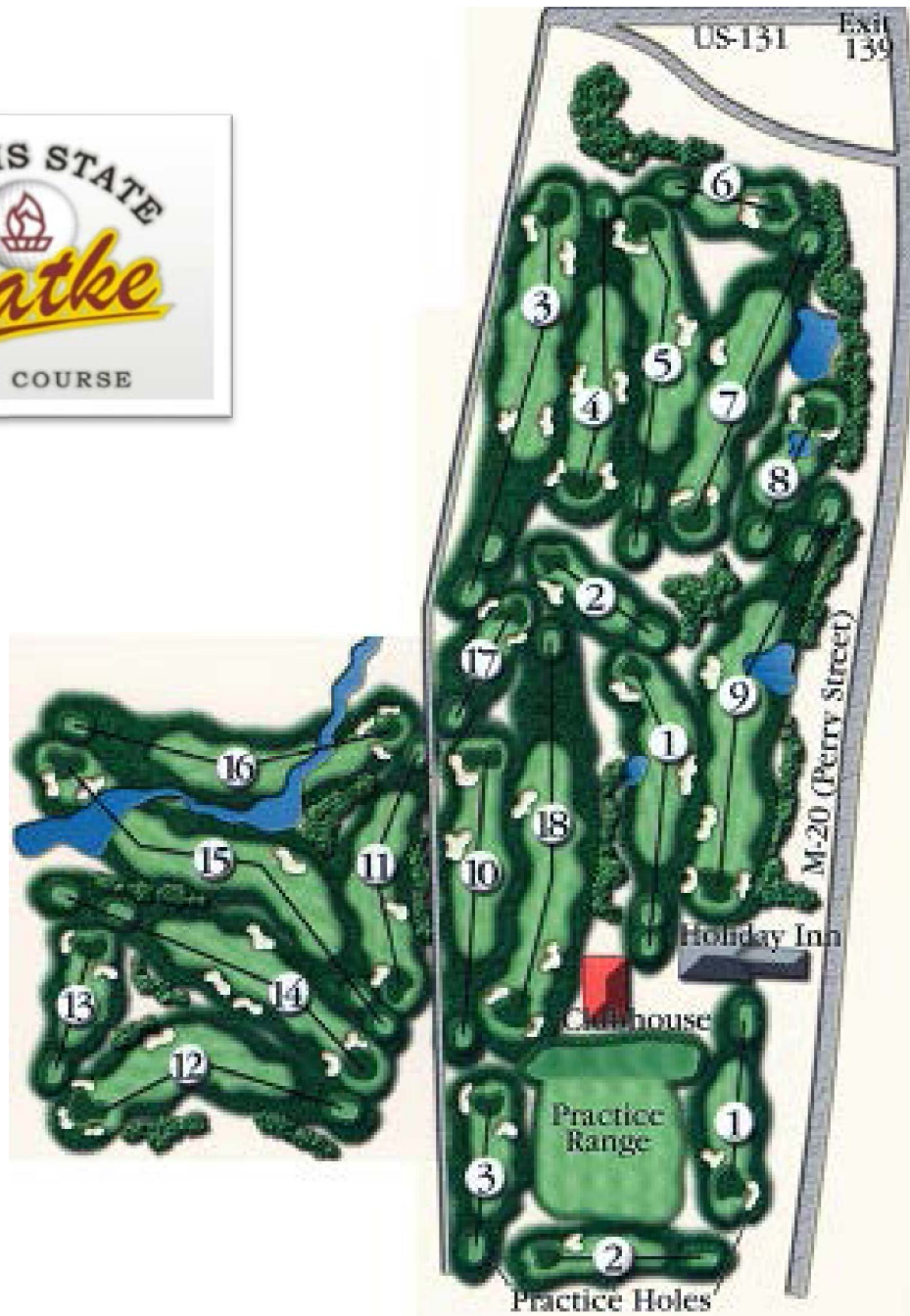


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1.1 Welcome:

Welcome to Katke maintenance staff. We are glad to have you aboard our team! The following requirements are what past and present team members have determined to be important for you to know as an employee. We feel that it is very important as a team member to understand and respect these responsibilities. Our goal here at Katke is to maintain the golf course in the best possible playing conditions, as well as giving our team members a safe and enjoyable workplace. If you have any questions or comments about anything, please feel free to talk to your supervisor or with any team member.

The following is a list of important responsibilities and guidelines as a team member.

1.2 Attitude:

We, as team members, feel that you must have and present a positive attitude toward other team members and more importantly, our customers. We value our customers as the lifeblood of our organization. We all have agreed to give our customers the right-of-way in all situations, including going out of our way to help in the enjoyment of our course. So let's stick together and promote our course in the best possible manner.

1.3 Schedule:

As a team member, your schedule is important for our success. Due to the nature of our work, we start the workday early in the morning. This allows us to get a majority of the workload completed prior to our customers arrival. The course is open seven days a week rain or shine with weekends and holidays being our busiest times. So, for weekends we have set up a rotating schedule to give each member an opportunity for some R&R. However; if you cannot make your scheduled day of work for any reason, we feel it is your responsibility to find another team member to fill your spot. Please let your supervisor know who has switched with you and the specific shift affected.

If you would like to request a day off for any reason, you must fill out an appropriate days off request form and have it approved by your immediate supervisor. If at any time for whatever reason you cannot meet your daily schedule, it is important that you contact your supervisor as soon as possible (231)796-6235. This will allow the supervisor adequate time to make the necessary changes. Each team member is responsible for being to work on time. When a team member is late or doesn't show up for work, the daily tasks take additional time for the remaining team members.

Reminder: For your safety and liability during employment, it is important that you only work when the superintendent or assistant superintendent has scheduled you to work.

1.4 Time Cards:

Please sign your time card as soon as you get it. You must use the time clock and punch in and out for lunch, and when beginning or leaving work. Written times will be accepted without the superintendent's approval. We are allowed two 13-minute breaks and a half hour lunch for every eight hours worked. You are not required to punch in and out for your 15 minute breaks. If you work at least six hours during one shift you are entitled a 30 minute off the clock lunch break.

1.5 Daily Jobs and Tasks

Each workday, there will be a list of job assignments written on the chalkboard. You will be give one or several of these assignments to work on. After each job is completed, look at it from a golfer's perspective. If you feel our customers would approve, then please mark off that job from the chalkboard. This gives the team a basic idea of where we stand each day. If you finish your daily activities before the workday is over, help clean up the bathrooms; break room, and maintenance shop. In order to keep the course in the best conditions, we ask that anytime you see any trash or litter, that you place in its appropriate place. Thank You!

1.6 Operating Machinery

Please do not use any machinery that you have not been properly trained to use. Ask your supervisor to properly train you before attempting to use any piece of equipment. When filling your machine up with fuel, smoking is prohibited and it is mandatory that you turn the engine off! This is for your safety. Check your machinery frequently for oil leaks, proper cut, etc. Take your time and concentrate on each job. There is no need for you to rush through a task. You will enjoy your work more if you do it right the first time. If you make a mistake, don't worry, everyone here has made one sometime or another. However; it is very important that you tell the superintendent or supervisor what happened as soon as possible or if they are not available to speak to then leave a note on their desk.

IMPORTANT: If you come across wet conditions or a heavily traveled area, please keep clear with your machinery. There areas are very fragile and require special care.

1.7 Benefits:

You will receive free golf as a staff member. Always call in advance to make sure there is space for you to play. Check-in at the golf shop and identify yourself as a member of the maintenance team. You may play anytime Monday through Friday and after 2:00p.m. on the weekends and holidays based on the availability of space. You are encouraged to play so that you too can appreciate a well groomed golf course.

1.8 Shop Maintenance:

The maintenance shop is our home on the golf course. We need to pay special attention to this area. This means that if you are using anything, be it in the break room, bathroom, or any other areas, we need you to leave it CLEAN. We ask that you clean these areas whenever you have a doubt about what to do. Regarding tools, you may use them only after you have cleared them with our mechanic. Once you use them, you are asked to return them to their appropriate place. The inventory room is to be entered only if you are asked by the superintendent, supervisor, or mechanic to do so. All of the items mentioned above are essential for our success. If you follow these directions, we can provide you with a safe, clean and beneficial working environment.

1.9 Mowing procedures:

1. Greens:

Greens mowing is very critical to our success. The greens are to be mowed first thing in the morning before our customers arrive. This is for your safety. The necessary steps to proper mowing are listed below:

- The first step happens even before you get on the machine. It is to check the oil, gas, and give the machine a quick visual check for safety reasons. During this time, you must also determine which greens you are to mow and in what direction. If you find a problem or have a question please feel free to talk with another team member or your supervisor.
- The second step, once you have arrived to the green is to get off the machine and walk to the flag. When walking to the flag, please give the green a quick visual check for any ball markers, coins, or other miscellaneous items that may interfere with mowing. Once at the flag, remove it carefully, not damaging the hole. Carefully place the flag away from the green and proceed with step three.
- The third step is to approach the green in the appropriate direction for that day, and make sure the mower is in first gear. This gives the machine the proper ground speed needed to establish a clean, true cut.
- The fourth step is to pass over the collar and lower the cutting units. After you lower the units, you must then try to maintain a straight line towards the other side. This may take a few greens to get used to, try to keep your eyes focused on your cut. Once you reach the other side of the green, you must then raise the cutting units before coming in contact with the collar. This allows the cutting units the appropriate time for needed in raising.
- Once you have left the green and collar, you may then start to make your turn. The grass in the morning may be very slippery because of the dew. When turning, be careful not to turn too sharp. Make a gradual, but steady turn of 180 degrees. A

sharp turn will cause the grass to roll over causing tire tracks. **CAUTION- Turn slowly to avoid spinning or loss of control.**

- After you have completed your passes over the green, you must then make a final pass around the outside of the green. This is known as the clean-up pass, you want to make sure that you stay on the putting green itself and not mow into the collar. (During your training, you will be allowed to practice this until you feel comfortable.)
- The last step is to stop your machine off the green making sure it is in neutral. Once in neutral, you may then exit your machine carefully. Walk the flagstick back to the hole and carefully replace it. At this time, you need to check your baskets on the cutting units for grass clippings. When your baskets become half, to three-quarters full, it is time to empty. We, as a team, have determined the best place for the clippings is in the out of bounds area. Please ask another team member, if you aren't familiar with these areas.

REMINDER: Please do not empty clippings in the same area each time. This will cut back on unfavorable odors and unsightly areas.

2. Tees:

- The first step in mowing tees is identical to that of greens. This involves checking the oil and gas levels. Also, determining which tees you are to mow, and in what direction.
- The second step, once you have arrived to the tee, is to get off the machine and remove the tee markers from the mowing area. You are encouraged to use this time to conduct a visual analysis as well.

IMPORTANT: Please do not attempt to mow over sprinkler heads that appear to be above the surface level. Stop and lift the cutting units and lower them AFTER they have passed over the questionable sprinkler.

- The third step involves approaching the tee in the desired direction for that day. As with the greens mower, you must be aware of the area to be mowed. Please use extra caution when mowing the shape to avoid scalping the surrounding grass.
- The fourth step, actually mowing, is the same as mowing greens. You must lower the cutting units after clearing the surrounding grass, and lift them about 18-20 inches before you reach the other side. This allows the cutting units the necessary time to clear the taller surrounding grass. Be sure to overlap your passes to create a true, clean surface.
- Once you have completed your passes, you must also include a clean-up pass. This is the pass that outlines the tee itself. This is a very important step. You must pay special attention to these areas and proceed with caution. We need our lines to be as straight as possible and relatively equal in width. Customer and employee satisfaction comes from good-looking tees and greens.

- After you have completed the tee, you must then get off the mower and replace the tee markers in the tee area. When replacing the markers, try to find a nice level "green" area, which will provide customers with the best opportunity for playing. When you do find this area, please keep the markers about one foot from the edge of the tee. The final step with the markers is to make sure that they are straight across from one another, but more importantly, making sure that they align our customers up with the fairway. If they align you off to the right or left, correct one of the markers to establish a straight line to the middle of the fairway.
- Last, you must check your baskets to determine when you need to empty them. If they need to be emptied, please use the out of bounds areas. Try not to use the same areas over and over to prevent unfavorable odors and an unsightly appearance.

2.0 Bunkers

- Check machine (sand-pro) for oil and gas.
- After approaching the bunker, get off the machine and remove the rakes from inside the bunker if necessary.
- Once the rakes are removed, drive slowly to establish a smooth surface. The faster you drive the more irregular the sand becomes creating ripples. The way we see it is, the customer has already been punished by being in the bunker, so we don't want to create a situation where the customer is also being punished by something beyond his or her control. You have this control, so please look at it from the golfer's perspective.
- When leaving the bunker, lift the rake unit of the machine before exiting. Please hand rake the pike left behind from this process, smooth, and uniform. Please notify the superintendent or supervisor of any missing or broken rakes.

2.1 Changing Cups

- You first must determine where you want the new hole to be located. This must be placed away from the previous setting. This allows the previous area to recover.
- Try to keep the cup setting on a fairly level surface away from the slopes and mounds. This should be no closer than 10 feet from the edge of the green.
- Remove the flagstick and cup from the previous setting.
- Pound the sleeves of the cutter into the green to the appropriate depth making sure to keep the cutter level with the surrounding surface. Spin the cutter around to establish a clean cut. Lift the cutter out making sure that the "plug" doesn't fall out onto the green. Also, when pulling the cutter out, be sure not to let the surface around the hole form a ridge or mound; you want this area to be level for accurate ball roll. Place the "plug" into the old hole and lift sleeves upward. This keeps the plugs in the hole.

- You must fix the plug to match the surrounding surface. This will cause compaction and may be scalped by the green mower.
- Place the cup into the hole and push down with the cup setter. This sets each cup to the same depth, which is 1 inch below the surface. This will cause compaction, and may be scalped by the greens mower.

2.2 Equipment Operation

- Only properly trained employees are allowed to operate equipment.
- Operators must always yield to pedestrians, golfers and obey all posted signs.
- Operators must not let anyone stand or walk around equipment that is running.
- Never leave a machine unattended when it is running.
- Operators must always keep a clear view of where they are going, driving in Reverse only when necessary.
- Only the operator is allowed on the equipment, no passengers.
- Drivers must be aware of all their surroundings.
- Do not smoke on or near a piece of equipment. Do not drive a piece of equipment that is not operating properly. Report it immediately to the mechanic or golf course superintendent.
- Operators must be aware of the related local capacity of equipment being used.

2.3 General Safety:

- Read and abide by all signs and labels.
- Smoke in designated areas only.
- Utilize required personal protective equipment.
- Do not remove or alter any safety guard, unless proper procedures are followed.
- Do not wear loose, baggy clothing, or dangling jewelry around reciprocating equipment.
- Maintain good housekeeping skills.
- All work areas should be cleaned at the end of each workday and should be free of clutter, and tools should be returned to their appropriate place etc.
- Any floor spills should be cleaned immediately. (i.e. an oil spill should be cleaned with "oil soak" and then wiped up after allowing it to absorb the oil.)
- Store flammables in flammable storage cabinets and containers.
- Be aware of the location of emergency and life safety equipment.
- Only use items for their intended purposes.
- Avoid any un-appropriate behavior or horseplay during work hours.

2.4 Chemical Safety:

- Always read and follow the Material Safety Data Sheet (MSDS) prior to handling a chemical.
- Only trained and licensed employees may apply pesticides and herbicides.

- Never smell or taste a chemical as a means of identification.
- Store chemicals in accordance with the MSDS and ensure that the container is properly sealed.
- Never combine chemicals unless you have been properly trained to do so.
- Notify the EHSO if a chemical spill occurs.
- Notify the EHSO for proper disposal of chemicals.
- Chemicals should be used only in well-ventilated areas.
- Primary routes of entry into the body:
 1. Inhalation
 2. Injection
 3. Absorption
 4. Ingestion
- Wear appropriate Personal Protective Equipment (PPE).
- Practice good personal hygiene (i.e. frequent hand washing).
- If you are exposed to a dangerous chemical proceed immediately to the wash off station located in the maintenance building.

2.5 Fire Extinguishers

- Fire extinguishers are labeled as to the kind of fire they will be effective against.
 - Class A: Wood, paper, cloth
 - Class B: Grease, oil, paints, flammable liquids
 - Class C: Electrical wiring
- Fire extinguishers are meant for use in small fires (i.e. trash can size)
- If larger fire breaks out, immediately notify the fire department by dialing 911.

2.6 Equipment Care and Tool Usage:

- Inspect all tools and equipment prior to using them.
- Do not use equipment that is in need of repair. Report it to your supervisor.
- Never adjust or repair equipment without conducting a proper lock out/tag out procedure (LOTO).
- All pinch points must be properly guarded. Never bypass safety devices unless proper LOTO procedures are implemented. Always replace guards before restarting the equipment.
- Power take-off (PTO) shafts on equipment must be guarded. The equipment must be shut off prior to any repairs or adjustments.
- Only use equipment for its intended purposes. Select the right tool for the job and use it appropriately.
- Do not use tools with mushroom heads. Keep all tools sharp and lubricated.
- Always pull knives away from the body.
- Sharp edged tools shall be stored in such a manner to prevent injuries.
- Tools shall be cleaned and stored away properly.

- Use Ground Fault Circuit Interrupters (GCFI) when appropriate for worker/protection.

2.7 First Aid and Injuries

- A first aid kit is available for use in the golf course maintenance building.
- If you get injured as a result of work, contact your supervisor immediately.
- Fill out an incident/accident report with your supervisor, no matter how minor or severe the injury might seem.
- Seek assistance immediately and notify a supervisor if you are struck by a golf ball or other flying object.
- Employees with non-emergency, work related injuries will be sent to Birkam Health Center.
- For a severe medical emergency call 911 for an ambulance.
- If you are exposed to a dangerous chemical proceed immediately to the wash off area located inside the golf course maintenance building and clean yourself appropriately.

2.8 Proper Lifting Safety

- Plan your path of travel.
- If a load is too heavy or large for one person to safely lift, obtain help.
- Use mechanical help if possible.
- Have a good grip on the object being lifted.
- Get as close to the object as possible while maintaining balance.
- Lift with your legs and arm muscles, not your back.
- Always keep your back straight.
- Always lift gradually and smoothly without twisting and jerking.
- Always have a clear view over the load you are carrying.
- Put the object down using the same concepts.

2.9 Housekeeping:

- Good housekeeping helps prevent accidents and injuries.
- Housekeeping is an essential part of everyone's job.
- Always clean (spray and wipe down) the piece of equipment you have been using outside.
- Do not obstruct stairways, aisles, entrances or exits.
- Dispose of flammable and combustible materials in approved containers.
- Keep your work area, including our equipment clean and orderly. Report conditions beyond your control to the respective supervisor.
- If you spill something, clean it up immediately and/or report it to your immediate supervisor.
- Use "Caution, Wet Floor" signs where appropriate.

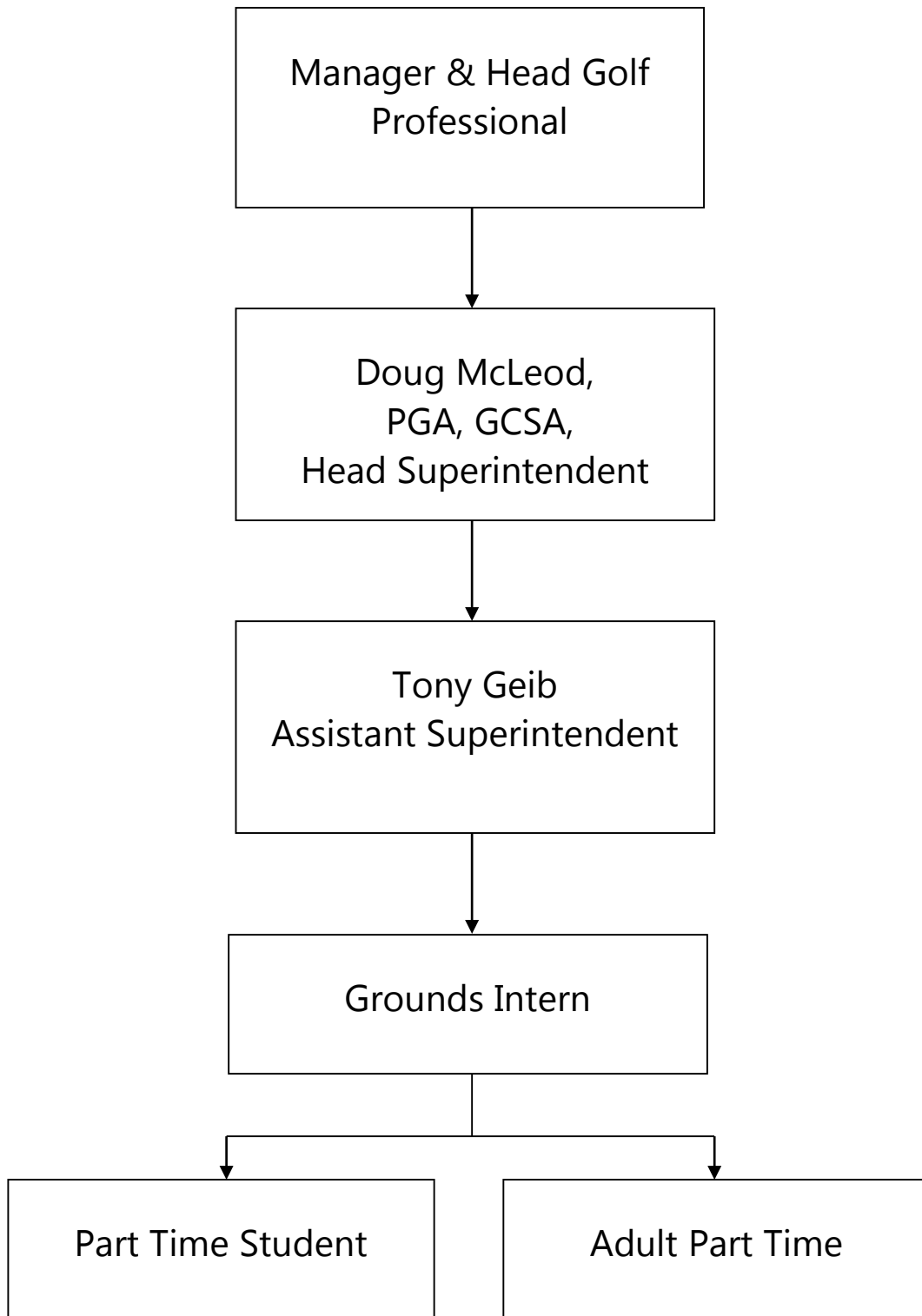
- Store tools, material and equipment in an orderly and secure manner.
- Dispose of materials properly. Do not leave trash or unnecessary materials in building.

2.10 Severe Weather:

- If lightning is spotted in the area or if there is danger of lightning in the area, take shelter immediately; avoid standing near trees.
- A tornado warning indicates that a tornado has been sighted in the area.
- A tornado warning is indicated through sirens within the community. When the siren sounds seek shelter immediately.
- There are generally 3 minutes after the warning is issued before a tornado hits.
- If you are unaware of the designated shelter area within a building, take shelter in low-level floors and interior hallways. If time does not permit, take shelter under objects such as desks and tables. Avoid large rooms with high ceilings and glass.

2.11 On Course Driving and Equipment Operation

- Always follow Michigan laws when operating any vehicle; use caution crossing 15 mile road.
- Avoid driving too near trees with low hanging branches.
- Do not drive or mow over tree roots.
- Maintain good housekeeping within the vehicle.
- Notify the mechanic for any maintenance issues.
- Do not park in unauthorized areas such as handicapped spaces or fire lanes.
- Yield to all golfers on the golf course.
- Secure your load. Do not allow employees to sit or stand on a load as a means of securing the load.



Employee/Employer Agreement:

I have read, understood and will abide by all of the rules and guidelines presented to me in the policies procedures and safety manual for the FSU Katke Golf Course Maintenance Operation. If I fail to follow any of these guidelines, I will receive a written warning or may be removed from my position.

Signature

Date

Supervisor

Date

Return this page to your supervisor.

APPENDIX D

PGM Check Sheet and Course Syllabi

Name _____

CWID _____

PGA ID _____

Katke # _____

Starting Date _____

SEQUENCE SHEET FOR B.S. BUSINESS - PROFESSIONAL GOLF MANAGEMENT - FERRIS STATE UNIVERSITY
--

FIRST YEAR

Fall Semester

* **PGMG 101 - Orientation to PGM** [Qualifying Test] 2 _____

ENGL 150 - English 1 3 _____

PSYC 150 - Introduction to Psychology 3 _____

COMM 121 - Fund. of Public Speaking 3 _____

MATH 115 (see note 3) 3 _____

14

Spring Semester

* **PGMG 201 - PGA Level 1 Study I** [PGMG 101] 2 _____

BIOL 109 - Basic Human Anatomy & Phys. 4 _____

Cultural Enrichment (see note 4) 3 _____

ECON 221 - Economics 1 [MATH 110 or proficiency] 3 _____

MKTG 231 - Professional Selling [COMM 121] 3 _____

15

Summer Semester

PGMG 192 - Internship 1 [PGMG 201/C or better, see note 5] 2 _____

SECOND YEAR

Fall Semester

ENGL 211/250 - (choose one) [ENGL 150/C- or better] 3 _____

Cultural Enrichment (see note 4) 3 _____

ECON 222 - Economics 2 [ECON 221] 3 _____

ACCT 201 - Accounting 1 [MATH 110/C- or better] 3 _____

MKTG 321 - Principles of Marketing [sophomore status] 3 _____

15

Spring Semester

ACCT 202 - Accounting 2 [ACCT 201/C- or better] 3 _____

AIMC 222 - Principles of Advertising 3 _____

MGMT 301 - Applied Management 3 _____

* **PGMG 202 - PGA Level 1 Study II** [PGMG 201] 2 _____

RETG 337 - Principles of Retailing [MKTG 321] 3 _____

14

Summer Semester

PGMG 292 - Internship 2 [PGMG 202/C or better, see note 5] 2 _____

NOTES

*** Must take in semester designated**

1. Check if Playing Ability Test (PAT) is passed
2. Prerequisites shown in brackets []
3. Use as General Education Elective if you have 24 or higher ACT score.
4. You must take **three (3)** cultural enrichment courses. Select three (3) courses from the cultural enrichment subject areas, including **one at the 200 level or above**. Consult: <http://www.ferris.edu/htmls/academics/gened/cultcourses.html>
5. You **must** register for internships (PGMG 192, 292, 392, 492, and 493) in the semester they are taken. You **must** have a Cum. GPA of 2.00 or better.

Effective 08/2011

B.S. BUSINESS - PROFESSIONAL GOLF MANAGEMENT - FERRIS STATE UNIVERSITY

THIRD YEAR

Fall Semester

PGMG 392 - Internship 3 (see note 5) 2 _____

Spring Semester

BLAW 321 - Contracts and Sales 3 _____

FINC 322 - Financial Management 3 _____
[ACCT 202, MATH 115]

STQM 260 - Intro to Statistics [MATH 115/C- or better] 3 _____

* **MGMT 310 - Small Business Management** 3 _____

* **RETG 339 - Retail Merchandising** [RETG 337] 3 _____

15

Summer Semester

* **BIOL 114 - Biology & Maintenance of Turfgrass** 4 _____

ISYS 321 - Business Information Systems 3 _____
[ACCT 202, MKTG 321, MGMT 301]

ENGL 325 - Adv Bus Writing [ENGL 211 or 250/C or better] 3 _____

* **PGMG 340 - Fundamentals of Golf Instruction** 2 _____
[BIOL 109, MKTG 321]

MKTG 322 - Consumer Behavior 3 _____
[MKTG 321, PSYC 150]

15

* **Must take in semester designated**

128 CREDIT HOURS ARE REQUIRED FOR GRADUATION

GRADUATION REQUIREMENTS: A cumulative grade point average of 2.00 or better in **each** of the following categories: (1) All course work taken; (2) All course work taken in the major; (3) All course work taken in the business core.

PLEASE NOTE: STUDENTS WHO RETURN TO THE UNIVERSITY AFTER AN INTERRUPTED ENROLLMENT (NOT INCLUDING SUMMER SEMESTER) MUST MEET THE REQUIREMENTS OF THE CURRICULUM WHICH ARE IN FORCE AT THE TIME OF THEIR RETURN, NOT THE REQUIREMENTS IN EFFECT WHEN THEY WERE ORIGINALLY ADMITTED.

FOURTH YEAR

Fall Semester

PGMG 492 - Internship 4 (see note 5) 2 _____

Spring Semester

PGMG 493 - Internship 5 (see note 5) 2 _____

Summer Semester

General Education Elective 4 _____

MKTG 425 - Marketing Research [MKTG 321, STQM 260] 3 _____

MGMT 370 - Quality/Operations Management [sophomore status] 3 _____

MKTG 476 - Marketing Strategy [MKTG 322, ECON 221] 3 _____

* **PGMG 341 - Advanced Teaching** 2 _____

15

Teaching Seminar & Tests

FIFTH YEAR

Fall Semester

* **MGMT 373 - Human Resource Management** [sophomore status] 3 _____

* **RFIM 207 - Beverage Management** 3 _____

MKTG 441 - International Marketing [MKTG 321, senior status] 3 _____

BUSN 499 - Interdisciplinary Integrating Experience 3 _____
[FINC 322, MGMT 370, MKTG 321, & senior status]

Cultural Enrichment (see note 4) 3 _____

15

Senior Seminar/Career Enhancement

APPENDIX D.1

Freshman Year Syllabi



PGA
Golf Management

FERRIS STATE UNIVERSITY

PGMG 101

ORIENTATION TO PROFESSIONAL GOLF MANAGEMENT

Time:	8-8:50 a.m., T, TR	Office:	Knollcrest (PGM Center)
Credit:	2	Office Hours:	Daily – By Appointment
Place:	BUS 211	Phone:	231-591-2380
Instructor:	Aaron Waltz	Email:	walt3@ferris.edu

Course Description

The course is designed specifically for and limited to students enrolled in the PGA Golf Management program. Introduction to the PGA Golf Management education program will cover the Qualifying Level (Introduction to the PGA Golf Management Program, PGA history and Constitution, and The rules of Golf) and Business Planning.

This course information will explore career opportunities, the relationship between the business world and Professional Golf Management and the role of the golf professional in the industry are some of the areas explored, as well as a general orientation to Ferris State University and the college experience. Also, orientation to the internship experience and membership requirements of the Professional Golfers' Association of America (PGA) will be discussed. A credit/no credit grading system will be used.

PGA Learning Objectives

Qualifying Level

- Introduction to the PGA Professional Golf Management Program
 - Investigate the career opportunities, challenges, and potential benefits of PGA membership
 - Distinguish between the two pathways to PGA membership
 - Describe the structure and requirements of the PGA PGM Program, and how to maintain acceptable progress
 - Recognize the content covered in each level of the PGA PGM Program
 - Estimate the number of hours it will take to complete the PGA PGM Program and understand strategies for managing time and progress
 - Access resources to facilitate progress through the PGA PGM Program

- PGA History & Constitution
 - Discuss how The PGA of America began and evolved and be familiar with key milestones in PGA History
 - State the mission of The PGA of America and the structure of *The PGA Constitution, Bylaws and Regulations*
 - Describe how The PGA of America is organized, including its Officers, Board of Directors, The Chief Executive Officer and headquarters staff
 - Recognize the requirements for PGA Recognized Golf Facilities and employment definitions ethical practices, what constitutes a Code of Ethics violation, and the procedures for processing Code of Ethics violations
 - Identify eligibility requirements for apprentices and members, the rights of membership, the different membership classifications, how to maintain active status, and the process for appealing to the Board of Control on membership issues
- The Rules of Golf
 - Describe the organization of *The Rules of Golf*
 - Apply proper etiquette to the game of golf
 - Identify ways to promote the Rules and etiquette to the golfing public
 - Define key terms used in *The Rules of Golf*
 - Locate and apply Rules for frequently encountered stations
 - Describe the history and development of the Rules
 - Explain how the Rules are maintained and changes

Business Planning

- Describe the business planning process and the PGA Business Planning Model
- Understand the difference between long-term and short-term planning
- Use case studies to learn how to apply business planning concepts to real-world scenarios
- Define “the business” at the facility level in terms of vision, core values, facility characteristics, and mission
- Assess the current state of the business
- Identify internal and external factors that will impact business success
- Conduct a SWOT analysis
- Develop strategies to achieve long-term business goals and short-term business objectives
- Analyze financial history and create financial forecasts
- Prepare an operating budget
- Monitor performance and modify the plan or operations, if required, at regular intervals

Course Objectives

- To successfully pass the PGA Golf Management Qualifying Level Test
 - To successfully pass the PGA Golf Management Business Planning Test
- To give the student an understanding of Ferris State University and the college experience.
- To introduce students to key student services that assist in success.
- To give the student an accurate picture of the golf profession.
- To establish a background of what a student will be covering in the program and why.
- For students to understand the importance of both physical and mental wellness and the role they play in a holistic approach to golf.
- To relate the worlds of business and golf on a global level.
- To investigate the questions and issues involved in the golf profession.
- To increase the student's understanding and appreciation of the Professional Golfers' Association of America.
- For students to learn about and understand academic integrity and classroom etiquette skills that foster appropriate conduct in the post secondary institutional setting.
- For students to know about and understand the mission of Woodbridge N. Ferris and his mission as the educator, statesman and humanitarian thereby promoting an appreciation for and understanding of the uniqueness of Ferris State University.

Course Assessment

Upon successful completion of this class students will:

- have successfully completed the PGA Golf Management Qualifying Test
- have successfully completed the PGA Golf Management Business Planning Course
- have completed a professional resume suitable for intern job applications
- have an understanding of history and mission of FSU
- have a complete understanding of the PGA of America and requirements for membership

Course Outline

- Orientation to Ferris State University.
- The individual's challenges and available assistance for a successful college experience.
- PGA PGM Q-Level
 - The introduction of the PGA Golf Management Program
 - PGA History & Constitution
 - The Rules of Golf
- PGA PGM Business Planning Course
- History of the PGM Program.
- PGM Program Outcomes
- Golf on a Global Scale
- The variety of career opportunities in golf and resume preparation.
- The golf profession: service, merchandising, teaching and playing golf.
- Retailing and the golf professional.
- Personal and Professional financial management.

- The golf professional as a manager.
- How the professional serves.
- The Professional Golfers' Association of America and other organizations in the profession.

Evaluation

Participation in class discussions, class projects, professional development, attendance at PGMSA weekly meeting, and special presentations and events.

Attendance: Because most of the course responsibilities will take place in class, attendance is absolutely necessary. **More than ONE unexcused absence will result in a grade of NC (no credit).**

The grade will be credit or no credit.

*Please note: the use of any electronic devices in class will not be allowed

I reserve the right to make adjustments in this syllabus whenever I judge that the adjusted syllabus will better serve the overall learning needs of the class



PGA
Golf Management

FERRIS STATE UNIVERSITY

PGMG 201

201-001 class time: 8-8:50 a.m. Tuesday & Thursday
201-001 class time: 9:30-10:20 a.m. Tuesday & Thursday

Credits: 2
Place: BUS 210 & 316
Instructor: Aaron Waltz, PGA
Office: Knollcrest (PGM Center)

Office Hours: Daily – By Appointment
Phone: 231-591-2380
Email: walt3@ferris.edu

Course Description

The course is designed specifically for and limited to students enrolled in the PGA Golf Management 2.0, Level 1. PGA courses include Customer Relations, Tournament Operations, and Golf Car Fleet Management.

Course Objectives & Assessment

- To successfully pass the PGA Golf Management Customer Relations test
- To successfully pass the PGA Golf Management Tournament Operations test
- To successfully pass the PGA Golf Management Golf Car Fleet Management test
- Prepare each student for their internship following successful completion of this course
- Detail the work experience portion of each required work portfolio.

PGA Learning Objectives

Customer Relations

- Discuss the business value of effective customer relations
- Describe the essential components of the PGA Customer Relations Model
- Identify and define Moments of Truth
- Recognize the four Interaction Strategies and how to apply them in a variety of routine and challenging customer situations
- Initiate the PGA Experience using a systematic greeting and engagement process

Tournament Operations

- Analyze the role of tournament business at a golf facility
- Identify tournament business objectives and the strategies used to achieve them
- Define a tournament's purpose and develop an event that meets that purpose for the customer
- Plan, organize, and promote events
- Organize staff to meet tournament implementation schedules and budget requirements
- Prepare the course and facility for an event
- Communicate effectively with players, staff, and officials during an event
- Describe all critical tasks required for tournament execution
- Manage rules situations and make rulings during events
- Review a tournament and suggest improvements for future events

Golf Car Fleet Management

- Describe the importance of the golf car to the golfer, the golf facility, and the golf professional
- Identify the characteristics of a well-managed, profitable golf car fleet
- Describe the responsibilities of the fleet manager
- Identify essential policies and procedures that are the foundation of a safe and efficient golf car rental program
- Describe the fleet staffing requirements of a typical golf facility
- Identify the benefits and components of an effective maintenance program and proper storage facility
- Examine golf car needs in light of the facility's mission, customers, and physical characteristics
- Describe how to acquire a fleet
- Estimate fleet revenue, costs, and profit, and identify the benefits of each
- Determine rental fees and promote ridership

Attendance

Your classroom attendance is required. You are expected to arrive to the classroom on time and ready to begin at the designated time. Arriving late will be counting as a tardy. Arriving later than 5 minutes after the designated time will be counted as an absence. Points will be given for attendance and participation.

No Show=No Points. NOTE: Simply showing up does not guarantee attendance points. Students are expected to actively participate in classroom discussions and exercises. We will cover topics specific to PGM and topics related to golf. Classroom discussion material can and will be used on quizzes. Therefore, being actively involved in class improves your chances of knowing the material.

Participation

Student discussion and participation is required. I reserve the right to determine who is participating and who is not. It is expected that you are active and engaged during the time spent in the classroom. An “I don’t know” answer grants you a ZERO for that class period. Bottom line, be prepared for class.

Aligned with participation is the issue of class environment. I expect all students to be respectful of others’ thoughts, reactions, and opinions. Disagreement is healthy, but antagonism is unacceptable in the classroom.

Electronic Devices

Electronic devices (cell phones, MP3 players, iPods, etc.) are not allowed in class and must be silenced during class time.

Evaluation

Performance will be evaluated on a number of assignments, projects, quizzes and exams.

1. **Assignments:** PGM specific assignments in addition to outside assignments
2. **Projects:** Class presentations and outside projects
3. **Quizzes:** Daily quizzes over PGM material and class discussions
4. **Examinations:** Matching, multiple choice, and essays

Outcomes will be measured by the following means:

- Objective testing
- Case Studies
- PGA of America Standardized Testing for each course

All assignments, projects, and papers that can be completed on a computer are expected to be completed on a computer. Such assignments are to be typed on a word processor using Times New Roman 12 Font, 1” margins. **Hand-written assignments are unacceptable and will result in a Zero credit assignment.**

Evaluative Metrics

A	94-100%	B-	80-83.9%	D	64-69.9%
A-	90-93.9%	C	74-79.9%	D-	60-63.9%
B	84-89.9%	C-	70-73.9%	F	Below 60%

Schedule

I reserve the right to adjust the schedule as necessary. Assignments, projects, quizzes and exams may be changed due to unforeseen circumstances.

Student Validation:

Class: PGMG 201-01 or 201-02

Spring: 2012

Instructor: Aaron Waltz, PGA

By signing below, the student has read and understands the content of this syllabus. The student agrees to abide by the outline and allow the instructor to administer the class as he sees fit.

Student Signature: _____ Date: _____

Student Name (Please Print): _____

*Please note: the use of any electronic devices in class will not be allowed

I reserve the right to make adjustments in this syllabus whenever I judge that the adjusted syllabus will better serve the overall learning needs of the class

APPENDIX D.2

Sophomore Year Syllabi

PGM 202 – 001

PGA/PGM Level One Study II

Course Prefix/Number: PGMG 202 Sections 001 & 002

Credit: 2

Time: Spring Semester, Tuesday & Thursday 10:00-10:50 am and 1:00-1:50 pm

Location: BUS 219

Instructor: Aaron Waltz, PGA Professional

Office: Katke

Phone: 231-591-3765 (Office)

E-mail: aaronwaltz@ferris.edu

Office Hours: Tuesday/Thursday 2:00 - 5:00pm – By Appointment

Course Description:

PGM program specific course to introduce students to the PGA/PGM Level 1 courses. Courses covered include the following: Golfer Development Programs, Golf Club Design and Repair, Tournament Operations, and Level 2 Seminar Preparation.

Required Textbooks:

PGA/PGM Level 1 Work Experience Activities

-Includes the following:

- ***Golfer Development Programs****
 - *Manual*
 - *Junior Golf Guide*
 - *PGA 1st Swing Guide*
 - *PGA Medalist Manual*
- ***Golf Club Design & Repair****
 - *Manual*
 - *Alteration and Repair Book*
 - *Design and Repair Video*
- ***Tournament Operations****
 - *Manual*
 - *Video*
 - *PGA Tournament Operations Manual*
 - *Pamphlets(How to Conduct a Competition, Guide to Defining and Marking GC)*
 - *Scorecast Software*
- ***Level 2 Seminar Preparation****

**Denotes Work Experience Activities utilized in PGM 201*

**Additional Text: TBD*

Course Outline/Time Allocation: (30 Hours)

- Golf Club Design and Repair 10 hours
- Player Development 4 hours
- Tournament Operations 10 hours
- Analysis of the Swing 2 hours
- Business Planning and Operations 2 hours
- Customer Relations 2 hours

Course Outcomes:

Students will be able to do the following:

1. Be able to perform common golf club repairs and identify factors associated with a successful club repair operation.
 2. Describe golf club design and how it relates to club performance and ball flight.
 3. Describe reasons for player development program and identify, design, and evaluate player development programs for juniors, women, and seniors.
 4. Be able to organize, prepare, and facilitate all aspects of tournament planning and operations using computer software.
 5. Understand and review material required for PGA of America Seminars including the following: Analysis of the Swing, Business Planning and Operations, and Customer Relations.
-

Relationship to Program Outcomes:

The performance address the following programmatic outcomes: 3, 4, and 5

Graduates of the **Professional Golf Management Program** are expected to demonstrate the following program-level outcomes:

1. Play the game of golf at a high skill level and have passed the PGA playability test
2. Apply professional teaching methods and approaches to teach golf clients representing a wide range of personal abilities and goals
3. **Organize and conduct golf competitions and related special events**
4. **Promote and market the game of golf and ancillary services to the general public using proven research and marketing methods**
5. **Operate a retail store by implementing current and emergent best practices**
6. Construct and manage an effective team
7. Manage all aspects of a golf facility, learning center, and serve in other professional capacities within the golf industry
8. Successfully make seamless transitions to other career opportunities in business
9. Enjoy industry wide recognition for their expertise and be vigorously recruited by the golf industry

Methodology:

To achieve the course outcomes, this course utilizes the following:

- PGA/PGM Activities
- “Big picture” perspective in PGA career paths
- Online research relevant to class material
- 1st hand knowledge in industry

Attendance:

Your classroom attendance is required. You are expected to arrive to the classroom on time and ready to begin at the designated time. Arriving late will be counting as a tardy. Arriving later than 5 minutes after the designated time will be counted as an absence. Points will be given for attendance and participation.

No Show=No Points. NOTE: Simply showing up does not guarantee attendance points. Students are expected to actively participate in classroom discussions and exercises. We will cover topics specific to PGM and topics related to golf. Classroom discussion material can and will be used on quizzes. Therefore, being actively involved in class improves your chances of knowing the material.

Participation:

Student discussion and participation is required. I reserve the right to determine who is participating and who is not. It is expected that you are active and engaged during the time spent in the classroom. An "I don't know" answer grants you a ZERO for that class period. Bottom line, be prepared for class.

Aligned with participation is the issue of class environment. I expect all students to be respectful of others' thoughts, reactions, and opinions. Disagreement is healthy, but antagonism is unacceptable in the classroom.

Electronic Devices:

Electronic devices (cell phones, MP3 players, iPods, etc. are to be silenced during class time. Vibrations are unacceptable, silence the device or turn it OFF.

Evaluation:

Performance will be evaluated on a number of assignments, projects, quizzes and exams.

1. **Assignments:** PGM specific assignments in addition to outside assignments
2. **Projects:** Class presentations and outside projects
3. **Quizzes:** Daily quizzes over PGM material and class discussions
4. **Examinations:** Matching, multiple choice, and essays

Outcomes will be measured by the following means:

- Objective testing
- Role Playing Analysis
- Case Studies
- PGA of America Checkpoint Testing

All assignments, projects, and papers that can be completed on a computer are expected to be completed on a computer. Such assignments are to be typed on a word processor using Times New Roman 12 Font, 1" margins. **Hand-written assignments are unacceptable.**

Evaluative Metrics:

A	94-100%	C-	70-73.9%
A-	90-93.9%	D	64-69.9%
B	84-89.9%	D-	60-63.9%
B-	80-83.9%	F	Below 60%
C	74-79.9%		

Schedule:

I reserve the right to adjust the schedule as necessary. Assignments, projects, quizzes and exams may be changed due to unforeseen circumstances.

(Cut here and returned signed validation below)

Student Validation:

By signing below, the student has read and understands the content of this syllabus. The student agrees to abide by the outline and allow the instructor to administer the class as he sees fit.

Student Signature: _____ Date: _____

Student Name (Please Print): _____

PGM 202 – 001&002

PGA/PGM Level One Study II

Course Prefix/Number: PGMG 202 Sections 001 & 002

Credits: 2

Time: Spring Semester, 2012 Tuesday & Thursday 12:00noon-12:50pm and 1:30pm-2:20pm

Location: BUS 219

Instructor: Mark Wilson, PGA Master Professional

Office: PGM Center/Knollcrest

Phone: 231-591-2380 (Office)

E-mail: wilsom27@ferris.edu

Office Hours: Tuesday/Thursday 9:30am-11:30am and by appointment

Course Description:

PGM program specific course to introduce students to the PGA/PGM Level 1 courses. Courses covered include the following: Golfer Development Programs, Golf Club Design and Repair, Tournament Operations, Golf Car Fleet Management and Level 2 Seminar Preparation.

Required Textbooks:

PGA/PGM Level 1 Work Experience Activities

-Includes the following:

- ***Golfer Development Programs****
 - *Manual*
 - *Junior Golf Guide*
 - *PGA 1st Swing Guide*
 - *PGA Medalist Manual*
- ***Golf Club Design & Repair****
 - *Manual*
 - *Alteration and Repair Book*
 - *Design and Repair Video*
- ***Golf Car Fleet Management***
- ***Tournament Operations****
 - *Manual*
 - *Video*
 - *PGA Tournament Operations Manual*
 - *Pamphlets(How to Conduct a Competition, Guide to Defining and Marking GC)*
 - *Scorecast Software*
- ***Level 2 Seminar Preparation****

**Denotes Work Experience Activities utilized in PGM 201*

**Additional Text: TBD*

Course Outcomes:

Students will be able to do the following:

1. Be able to perform common golf club repairs and identify factors associated with a successful club repair operation.
 2. Describe golf club design and how it relates to club performance and ball flight.
 3. Describe reasons for player development programs and identify, design, and evaluate player development programs for juniors, women, and seniors.
 4. Be able to organize, prepare, and facilitate all aspects of tournament planning and operations using computer software.
 5. Understand and review material required for PGA of America Seminars including the following: Analysis of the Swing, Business Planning and Operations, and Customer Relations.
-

Relationship to Program Outcomes:

The performance address the following programmatic outcomes: 3, 4, and 5

Graduates of the **Professional Golf Management Program** are expected to demonstrate the following program-level outcomes:

1. Play the game of golf at a high skill level and have passed the PGA playing ability test
2. Apply professional teaching methods and approaches to teach golf clients representing a wide range of personal abilities and goals
3. **Organize and conduct golf competitions and related special events**
4. **Promote and market the game of golf and ancillary services to the general public using proven research and marketing methods**
5. **Operate a retail store by implementing current and emergent best practices**
6. Construct and manage an effective team
7. Manage all aspects of a golf facility, learning center, and serve in other professional capacities within the golf industry
8. Successfully make seamless transitions to other career opportunities in business
9. Enjoy industry wide recognition for their expertise and be vigorously recruited by the golf industry

Methodology:

To achieve the course outcomes, this course utilizes the following:

- PGA/PGM Activities
- “Big picture” perspective in PGA career paths
- Online research relevant to class material
- 1st hand knowledge in the industry

Attendance:

Your classroom attendance is required. Please arrive in the classroom on time and ready to begin at the designated time. Arriving late will be counted as a tardy. Arriving later than 5 minutes after the designated time will be counted as an absence. Points will be given for attendance and participation.

No Show=No Points. NOTE: Simply showing up does not guarantee attendance points. Students are expected to actively participate in classroom discussions and exercises. We will cover topics specific to PGM and topics related to golf. Classroom discussion material can and will be used on quizzes. Therefore, being actively involved in class improves your chances of knowing the material.

Participation:

Student discussion and participation is essential. Topics discussed relate directly to your future in the golf business and should help you to successfully complete your requirements for membership in the Professional Golfers' Association of America.

During class discussion please be respectful of other student's thoughts, reactions, and opinions. Disagreement is healthy, but antagonism is unacceptable in the classroom.

Electronic Devices:

Electronic devices including cell phones, MP3 players, iPods, etc. are to be put on silent mode during class time. Laptop computer use is not permitted in class.

Evaluation:

Performance will be evaluated on a number of assignments, projects, quizzes and exams.

1. **Assignments:** PGM specific assignments in addition to outside assignments
2. **Projects:** Class presentations and outside projects
3. **Quizzes:** Weekly quizzes over PGM material and class discussions
4. **Examinations:** Matching, multiple choice, and essays

Outcomes will be measured by the following means:

- Objective testing
- Role Playing Analysis
- Case Studies
- PGA of America Checkpoint Testing

All assignments, projects, and papers that can be completed on a computer are expected to be completed on a computer. Such assignments are to be typed on a word processor using Times New Roman 12 Font, 1" margins. **No hand written assignments, please.**

Grading Scale:

A	94-100%	C-	70-73.9%
A-	90-93.9%	D	64-69.9%
B	84-89.9%	D-	60-63.9%
B-	80-83.9%	F	Below 60%
C	74-79.9%		

Schedule:

Necessary and appropriate changes to this syllabus may need to be made at the instructor's discretion. Assignments, projects, quizzes and exams may be changed due to unforeseen circumstances.

(Cut here and returned signed validation below)

Student Validation:

By signing below, the student has read and understands the content of this syllabus. The student agrees to abide by the outline and allow the instructor to administer the class as he sees fit.

Student Signature: _____ Date: _____

Student Name (Please Print): _____

APPENDIX D.3

Junior Year Syllabi



PGA
Golf Management

FERRIS STATE UNIVERSITY

PGMG 340: Fundamentals of Golf Instruction

340-211 class time: Monday 5:00 – 7:40 & Wednesdays 5:00 – 7:05

340-221 class time: Tuesday 5:00 – 7:05 & Thursday 5:00 – 7:05

Credits: 2

Place: Katke Golf Course

Instructor: Aaron Waltz, PGA

Office: Knollcrest (PGM Center)

Office Hours: Daily – By Appointment

Phone: 231-591-2380

Email: walt3@ferris.edu

Text: PGA Teaching Manual by Dr. Gary Wiren, PGA/PGM Teaching Seminar Manual

Course Objectives & Assessment

Week 1: Motor Learning and Learning Styles

- Physiology of the golf swing
- How people learn

Week 2: Golf Swing Basics

- Laws, principles, and preferences
- Nine ball flights
- Club laws

Week 3: Swing Analysis and Error Corrections

- Video aids
- Teaching aids
- Full swing
- Short game

Week 4: Structure of a Golf Lesson

- Full Swing
- Short Game

Week 5: Club Fitting and Impact on Instruction

Week 6: Business of Golf Instruction

Week 7: Final Examine

Course Outcomes:

At the completion of this course the students will be able to:

1. Understand Ball Flight Laws, Principles and Preferences, and identify the relationship between them.
2. Identify and describe Pre-swing and In-swing fundamentals
3. Describe characteristics of a good instructor and be able to demonstrate proper technique and drills for improvement
4. Be able to conduct both short game, full swing, and group lessons in a professional manner
5. Conduct club fitting session and understand impact on golf game
6. Formulate a business plan for a teaching facility

Relationship to Program Outcomes

The performance outcomes of this class address the following programmatic outcomes:
1, 2, 4, and 7.

Graduates of the **Professional Golf Management Program** are expected to demonstrate the following program-level outcomes:

1. Play the game of golf at a high skill level and have passed the PGA playability test
2. Apply professional teaching methods and approaches to teach golf clients representing a wide range of personal abilities and goals
3. Organize and conduct golf competitions and related special events
4. Promote and market the game of golf and ancillary services to the general public using proven research and marketing methods
5. Operate a retail store by implementing current and emergent best practices
6. Construct and manage an effective team
7. Manage all aspects of a golf facility, learning center, and serve in other professional capacities within the golf industry
8. Successfully make seamless transitions to other career opportunities in business
9. Enjoy industry wide recognition for their expertise and be vigorously recruited by the golf industry

Grading

- Attendance 50 points (5 points per class)
- Appearance 50 points (5 points per class)
- Quiz 100 points (10 per quiz)
- Video Lessons 100 points (25 points each)
- Final Examine 100 points

Attendance & Professional Appearance

Your classroom attendance is required. You are expected to arrive to the classroom on time and ready to begin at the designated time. Arriving late will be counting as a tardy. Arriving later than 5 minutes after the designated time will be counted as an absence and no points will be given.

- **5 Points per class** will be given for attendance and participation.
- **5 Points per class** will be given for professional appearance. Professional golf attire is required and a score of 0 points will be given for any appearance that is unacceptable.

No Show=No Points. NOTE: Simply showing up does not guarantee attendance points. Students are expected to actively participate in classroom discussions and exercises. We will cover topics specific to PGM and topics related to golf. Classroom discussion material can and will be used on quizzes. Therefore, being actively involved in class improves your chances of knowing the material.

Participation

Student discussion and participation is required. I reserve the right to determine who is participating and who is not. It is expected that you are active and engaged during the time spent in the classroom. An “I don’t know” answer grants you a ZERO for that class period. Bottom line, be prepared for class.

Aligned with participation is the issue of class environment. I expect all students to be respectful of others’ thoughts, reactions, and opinions. Disagreement is healthy, but antagonism is unacceptable in the classroom.

Electronic Devices

Electronic devices (cell phones, MP3 players, iPods, etc.) are not allowed in class and must be silenced during class time. Violation of this policy will result in a daily score of 0/10 points

Evaluation

Performance will be evaluated on a number of assignments, projects, quizzes and exams.

1. **Assignments:** PGM specific assignments in addition to outside assignments
2. **Projects:** Class presentations and outside projects
3. **Quizzes:** Daily quizzes over PGM material and class discussions
4. **Examinations:** Matching, multiple choice, and essays

Outcomes will be measured by the following means:

- Objective testing
- Case Studies: Personal Video Golf Lessons
- Written assignments.

All assignments, projects, and papers that can be completed on a computer are expected to be completed on a computer. Such assignments are to be typed on a word processor using Times New Roman 12 Font, 1" margins. **Hand-written assignments are unacceptable and will result in a Zero credit assignment.**

Evaluative Metrics

A	94-100%	B-	80-83.9%	D	64-69.9%
A-	90-93.9%	C	74-79.9%	D-	60-63.9%
B	84-89.9%	C-	70-73.9%	F	Below 60%

Schedule

I reserve the right to adjust the schedule as necessary. Assignments, projects, quizzes and exams may be changed due to unforeseen circumstances.

Class will not physically meet on the following dates:

- **May 17 & 28**
- **June 4 & 5**

Student Validation:

Class: PGMG 340-211 or 340-221

Summer: 2012

Instructor: Aaron Waltz, PGA

By signing below, the student has read and understands the content of this syllabus. The student agrees to abide by the outline and allow the instructor to administer the class as he sees fit.

Student Signature: _____ Date: _____

Student Name (Please Print): _____

*Please note: the use of any electronic devices in class will not be allowed

I reserve the right to make adjustments in this syllabus whenever I judge that the adjusted syllabus will better serve the overall learning needs of the class

APPENDIX D.4

Senior Year Syllabi



PGMG 341: Advance Golf Instruction

PGA PGM 2.0 Level 3:

Advance Teaching and Club Fitting

Player Development Programs & Teaching Business

Tuesday & Thursday

8:30 to 10:20

Credits: 2

Place: Katke Golf Course

Instructor: Aaron Waltz, PGA

Office: Knollcrest (PGM Center)

Text: PGA Teaching Manual by Dr. Gary Wiren, PGA/PGM 2.0 Teaching Seminar Manual

Office Hours: 1:00 to 4:00 by Appt.

Phone: 231-591-2380

Email: walt3@ferris.edu

Learning Outcomes

Advance Teaching and Club Fitting

Part 1: Knowledge of Learning

This course builds on the Level 1 and 2 courses, Introduction to Teaching and Golf Club Performance and Intermediate Teaching and Golf Club Alteration. It provides an even more nuanced discussion of the various components of practice, learning, and teaching. The first two lessons deal with mental practice and learning transfer. Mental practice, which is a crucial component of learning golf skills, is discussed as it relates to physical practice. Effective mental practice has significant role in the acquisition and retention of motor skills, and the related notion of motor imagery is discussed in great detail. The concept of transfer is introduced in Lesson 1-2 and described extensively throughout the remainder of Part 1 due to its role in developing golf playing proficiency. Without proper transfer, it is difficult to take what was learned in a lesson context or on the practice tee out on to the course. Both positive and negative transfer are examined, as well as the various factors (such as teaching and practice conditions) that determine the degree and type of transfer.

Seminar

The Advanced Teaching and Golf Club Fitting seminar presents opportunities to practice and reinforce the concepts and applications presented in the pre-seminar. In the seminar, you will participate in group activities that require you to assess and react to common scenarios associated with teaching golf skills. The seminar is designed to provide a forum in which to apply knowledge of teaching and learning in conjunction with PGA PGM faculty and PGA PGM participants. PGA PGM faculty will also review the requirements for completing the work experience activities and the knowledge test.

Learning Outcomes

After completing the Advanced Teaching and Golf Club Fitting pre-seminar, you will be able to:

- Explain the role of mental practice and imagery in the teaching, learning, and playing performance of golf skills.
- Explain the theories and factors that influence the transfer of learning and playing performance of golf skills.
- Explain how learning occurs when students try to make swing changes in a well-learned swing with implications for teaching and playing performance.
- Explain how to teach students to learn an effective mental game to optimize their playing performance.
- Use a variety of techniques to measure the current performance level of beginning to expert golfers.
- Focus and maintain a consistent lesson pace to maximize student learning.
- Analyze current teaching and develop effective instructional routines, knowledge, and skills.
- Use a variety of teaching methodologies to meet the specific needs of the golfer.
- Conduct a physical evaluation of a golfer and develop a corrective exercise program.
- Demonstrate how to fit clubs to a golfer.
- Conduct an effective club and ball flight performance evaluation and make recommendations to improve performance.
- Explain the rationale for equipment changes, how they will affect the golfer, and the expected results.
- Distinguish between the need to alter the golf club or to provide swing instruction in order to optimize performance.

Player Development Programs & Teaching Business

Introduction

The aim of this course is to help PGA PGM university students and apprentices appreciate the critical importance of player development, and prepare them to contribute to the creation and implementation of successful programs at golf facilities and stand-alone learning centers. The course addresses the rationale and challenges of player development, which involves more than simply showing golfers how to improve their swings. It points out the importance of improving the overall golfing experience for all types of players, a task that requires structured learning and practice, as well as a variety of playing and social opportunities. Teaching is still central to player development. However, in addition to being effective instructors, golf professionals need to know what it takes to put a player development program together and run a successful teaching operation. Therefore, along with program design, this course also addresses fundamentals of the business aspects of player development and a teaching operation in general.

Learning Outcomes

After completing the Player Development Programs and Teaching Business pre-seminar, you will be able to:

- Understand how player development programs benefit a facility and PGA Professional financially.
- Link player development programs to the facility's business goals and objectives.
- Develop a specific business plan for player development programs.

- Develop a comprehensive program of instructional services to promote p[practice, ongoing game improvement, the playing of the game through the creative utilization of facility-wide resources.
- Identify the distinctive needs, interests, desires, and concerns of a targeted population and match specific development programs to these populations.
- Describe how to develop plans to market, promote, implement, and evaluate player development programs.
- Provide ongoing training and educational opportunities for all staff for the purpose of creating an effective environment.
- Communicated the benefits of player development programs to create owner and facility-wide awareness.
- Develop a specific business plan for a teaching business.
- Devise a comprehensive instructional program that provides services to promote the game.
- Market and promote the PGA Professional and instructional services through a variety of methods.

Course Outcomes:

At the completion of this course the students will be able to:

1. Understand Ball Flight Laws, Principles and Preferences, and identify the relationship between them.
2. Identify and describe Pre-swing and In-swing fundamentals
3. Describe characteristics of a good instructor and be able to demonstrate proper technique and drills for improvement
4. Be able to conduct both short game, full swing, and group lessons in a professional manner
5. Conduct club fitting session and understand impact on golf game
6. Formulate a business plan for a teaching facility

Relationship to Program Outcomes

The performance outcomes of this class address the following programmatic outcomes:
1, 2, 4, and 7.

Graduates of the **Professional Golf Management Program** are expected to demonstrate the following program-level outcomes:

1. Play the game of golf at a high skill level and have passed the PGA playability test
2. Apply professional teaching methods and approaches to teach golf clients representing a wide range of personal abilities and goals
3. Organize and conduct golf competitions and related special events
4. Promote and market the game of golf and ancillary services to the general public using proven research and marketing methods
5. Operate a retail store by implementing current and emergent best practices
6. Construct and manage an effective team

7. Manage all aspects of a golf facility, learning center, and serve in other professional capacities within the golf industry
8. Successfully make seamless transitions to other career opportunities in business
9. Enjoy industry wide recognition for their expertise and be vigorously recruited by the golf industry

Grading

- Attendance 55 points (5 points per class)
- Appearance 55 points (5 points per class)
- Quiz 50 points (10 per quiz)
- Activity 100 points (50 points each)
- Tests 100 points (PGA Test: Advance Teaching and Club Fitting)
100 points (PGA Test: Player Development Programs & Teaching Business)

Total Points 460

Attendance & Professional Appearance

Your classroom attendance is required. You are expected to arrive to the classroom on time and ready to begin at the designated time. Arriving late will be counting as a tardy. Arriving later than 5 minutes after the designated time will be counted as an absence and no points will be given.

- **5 Points per class** will be given for attendance and participation.
- **5 Points per class** will be given for professional appearance. Professional golf attire is required and a score of 0 points will be given for any appearance that is unacceptable.

No Show=No Points. NOTE: Simply showing up does not guarantee attendance points. Students are expected to actively participate in classroom discussions and exercises. We will cover topics specific to PGM and topics related to golf. Classroom discussion material can and will be used on quizzes. Therefore, being actively involved in class improves your chances of knowing the material.

Participation

Student discussion and participation is required. I reserve the right to determine who is participating and who is not. It is expected that you are active and engaged during the time spent in the classroom. An “I don’t know” answer grants you a ZERO for that class period. Bottom line, be prepared for class.

Aligned with participation is the issue of class environment. I expect all students to be respectful of others’ thoughts, reactions, and opinions. Disagreement is healthy, but antagonism is unacceptable in the classroom.

Electronic Devices

Electronic devices (cell phones, MP3 players, iPods, etc.) are not allowed in class and must be silenced during class time. Violation of this policy will result in a daily score of 0/10 points

Evaluation

Performance will be evaluated on a number of assignments, projects, quizzes and exams.

1. **Assignments:** PGM specific assignments in addition to outside assignments
2. **Projects:** Class presentations and outside projects
3. **Quizzes:** Daily quizzes over PGM material and class discussions
4. **Examinations:** Matching, multiple choice, and essays

All assignments, projects, and papers that can be completed on a computer are expected to be completed on a computer. Such assignments are to be typed on a word processor using Times New Roman 12 Font, 1" margins. **Hand-written assignments are unacceptable and will result in a Zero credit assignment.**

Evaluative Metrics

A	94-100%	B-	80-83.9%	D	64-69.9%
A-	90-93.9%	C	74-79.9%	D-	60-63.9%
B	84-89.9%	C-	70-73.9%	F	Below 60%

Schedule

I reserve the right to adjust the schedule as necessary. Assignments, projects, quizzes and exams may be changed due to unforeseen circumstances.

Class will not physically meet on the following dates: May 27 & 29

Student Validation:

Class: PGMG 341
Summer: 2014
Instructor: Aaron Waltz, PGA

By signing below, the student has read and understands the content of this syllabus. The student agrees to abide by the outline and allow the instructor to administer the class as he sees fit.

Student Signature: _____ Date: _____

Student Name (Please Print): _____

*Please note: the use of any electronic devices in class will not be allowed

I reserve the right to make adjustments in this syllabus whenever I judge that the adjusted syllabus will better serve the overall learning needs of the class

APPENDIX E

Student Handbook Addendum for PGM Students and PGMSA Constitution

THE PGA GOLF MANAGEMENT PROGRAM AT FERRIS STATE UNIVERSITY



PGA
Golf Management

STUDENT HANDBOOK ADDENDUM FOR PGM STUDENTS

Updated: December 2011

PGA Golf Management Program
Ferris State University
Program Guidelines and Policies

- I. Ferris State University's academic and student conduct policy as published in the Student Handbook will be enforced along with the following PGM Program guidelines. PGM students will be placed on PROBATION for any of the following:
- Any semester GPA below a 2.0 after entering the PGM program.
 - Failure to meet published playing requirements or participation requirements in any semester.
 - A less than average rating on an internship.
 - Conduct detrimental to the PGM program.
- Any two (2) consecutive periods of PROBATION or total of three (3) period PROBATION, will result in DISMISSAL from the PGM program.
- II. Passing the PAT is a requirement for membership in the PGA and for graduation with the PGA Golf Management designation.

PLAYING AND PARTICIPATION GUIDELINES
Fall Semester 2011

1. All PGM students on campus are **REQUIRED** to play a minimum of five (5) 18-hole rounds of golf, with four (4) rounds being tournament competition and have them attested by their playing companions and posted with the PGM Coordinator.
2. All PGM students on campus are **REQUIRED** to attend a minimum of 50% of weekly meetings (Seven meetings = 50%).
3. All PGM Students on campus are **REQUIRED** to attend 67% of evening seminars.
3 seminars = 67%

Any student failing to meet playing and participation requirements 1, 2 or 3 will be placed on PROBATION for the following semester.

**PGA GOLF MANAGEMENT PROGRAM
AT FERRIS STATE UNIVERSITY
POLICY AGREEMENT**

The PGA Golf Management Program

The PGA Golf Management program at Ferris leads to a Bachelor of Science degree in Business and election to membership in the PGA if all of the requirements listed below are met. This is to acknowledge that I have read and understand the following:

1. Completion of the PGA Golf Management program at Ferris State University will not automatically result in membership in the PGA of America for students who are **not** United States citizens. I understand that I must be a United States citizen or a resident alien to become a member of the PGA of America.
2. I understand that I must stay with my PGM cohort (the class I entered with at FSU) for all PGM checkpoints and seminars.
3. I understand I must participate in one (1) Playing Ability Test (PAT) as a freshman (August-August) and a minimum of two (2) PAT's each year thereafter, until passed. The PGA recommends three (3) PAT's per year until I have been successful.
4. I understand the following PGA of America membership requirements:
 - a. I have eight (8) years from my PGM enrollment date as a freshman to complete all PGM requirements, academics, internships, pass all three (3) Levels of Checkpoint, and apply for PGA membership.
 - b. I am required to pass the PGA Playing Ability Test (PAT), within 6 months of completing all academics, internships, and PGM level requirements to remain on the roster as a current PGM student.
 - c. I must successfully complete five (5) semesters of approved internship work experience.
 - d. I am required to pass a criminal background check.
 - e. Graduates must be employed in an acceptable PGA position within the golf industry prior to applying for membership.
5. I understand the Ferris graduation requirements are a minimum 2.0 GPA in the Business core classes, in the major classes, and overall.

Students begin this process with enrollment in the PGM Orientation class and progress through 13 semesters of coursework and internships.

I, _____, have read and understand the above requirements.
Print Name

Student Signature

Student ID

Date

Ferris State University PGA Golf Management Player Development Program

The Ferris State University PGA Golf Management Player Development program is a competitive based program with the goal of preparing Ferris PGM students to pass the PGA of America Playing Ability Test (PAT).

The PGA of America PAT is a 36 hole competition all students must pass to receive the PGM degree. All Ferris PGM students are required to participate in the Player Development program until the PAT is successfully completed.

The Player Development program is based on numerous tournament competitions and professional instruction in all areas of the student's game. The Ferris program also maintains an eight handicap as the maximum handicap allowed for admission into the program. The program is integrated into the PGMG 340 & 341 instructional classes with special after class instructional sessions held in the program.

Freshman Year, Fall Semester

- All freshmen (first year PGM students) are required to attempt a PAT at Katke Golf Course in September of their first semester on campus. First year students who have successfully passed their PAT prior to coming to campus are exempt from this requirement.
- All freshmen (first year PGM students) are required to compete in a specified number of PGM tournaments to establish a baseline tournament score.
- Students will also be required to track their tournament statistics with a provided form. Upon completion of tournament season all freshman students will average their tournament playing statistics and review areas needing improvement.
- Upon finalizing the analysis, improvement plans will be developed and incorporated into the spring semester golf season working with PGA professionals on staff.
- Students will also have the opportunity to develop off season conditioning programs to improve both strength and flexibility using models detailed in the PGA Teaching Manual. Ferris State University PGM Students have, at their access, a state of the art Student Recreation Center to conduct their customized conditioning programs.
- Weekly instructional clinics will also be conducted by PGA professionals in clinic format with use of V-1 video technology.

Freshman Year, Spring Semester

- All students who have not successfully completed the PGA of America PAT must participate in the tournament program and compete in a specified number of PGM tournaments.
- Upon the opening of the golf facility students will be given weekly instruction in areas demonstrating need based on their game analysis of fall semester scores. They will schedule their first PAT to complete on their summer internship and documented scoring strengths and weaknesses will be shared with supervising professionals.

Freshman Year, Summer Internship

- Students complete first PGM internship and participate in the PAT at least once, preferably twice.

Sophomore Year, Fall Semester

- All sophomore students are required to attempt a PAT at Katke Golf Course in September.
- All students who have not successfully completed the PAT must participate in the tournament program and compete in a specified number of PGM tournaments.
- Required weekly sessions conducted for students unsuccessful in the PAT attempt.

Sophomore Year, Spring Semester

- All students who have not successfully completed the PAT must participate in the tournament program and compete in a specified number of PGM tournaments.
- Required weekly sessions conducted for students unsuccessful in the PAT attempt.

Sophomore Year, Summer/Fall Internship

- Students must attempt the PGA of America PAT a minimum of twice, preferably three times until successful.

Junior Year, Spring Semester

- All students who have not successfully completed the PAT are counseled one-on-one with PGM Coordinator, to review their PAT scores and evaluate playing ability.
- All students who have not successfully completed the PAT must participate in the tournament program and compete in a specified number of PGM tournaments.
- Weekly clinics conducted for students.

Junior Year, Summer Semester

- All students unsuccessful in the PAT are required to participate in the PGM tournament program.
- Students unsuccessful are required to participate in twice a week instructional clinics for eight weeks.
- Students must participate in the PGA of America PAT a minimum of twice, preferably three times.
- Students who have not passed or come within six shots of passing the PAT must meet with the PGM Coordinator and discuss their status prior to starting the last internship.

Junior Year, Fall/Spring Internship

- Students are required to attempt the PAT a minimum of twice, preferably three times while on internship until successful.

Senior Year, Summer Semester

- Students meet with PGM Coordinator concerning their PAT status.
- Unsuccessful students must participate in the PGM tournament program and eight week game improvement session.
- Students must attempt the PAT a minimum of twice, preferably three times during the season.

Senior Year, Fall Semester

- Students who have not successfully completed the PAT must meet with PGM Coordinator to discuss program status.

I have read and understand the PGA Golf Management Player Development Program.

Print Name

Student ID

Student Signature

Date

PGA Golf Management

PDP Stat Sheet

Date: _____

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Ferris State University PGM INTERNSHIP

The five semesters (minimum 16 months) of required internship for Ferris State Professional Golf Management students are an integral part of the entire PGM program. The PGM Office is committed to providing students with extensive practical learning experiences under the supervision of Class A PGA members.

Internship Procedures:

1. Students will sign up for internships based on program standing. Standing will be determined by the number of successfully completed internships, not academic hours.
2. First year internships are to be assigned to Level 1 positions. According to PGA Guidelines, a Level 1 Internship may involve all outside work; however, if a student has considerable work experience prior to entering the program, the student will be allowed to work at a higher level internship. (Second and succeeding year students cannot be assigned Level 1 positions.) Second and third year students should be assigned Level 2 positions which includes at least 50% inside responsibilities. Fourth year students (or final internship) should only be assigned Level 3 positions which must include at least 75% inside. The above levels do not apply when interning with a PGA Section or PGA/LPGA Headquarters.
3. The internship list and profile and data sheet for each internship is located in the PGM Office for your review. Dates will be posted to begin signing for internships according to class standing.
4. Students are required to present a current resume *including references* to the PGM Office within 5 days after signing up for internship
5. All correspondence with Class A PGA Professionals, including cover letter and follow-up calls, will be done by the PGM office. If you wish to have internship information sent to a golf facility not on the list, check with the PGM office. Under no circumstances are students allowed to solicit jobs or send resumes on their own.
6. Once a student has signed up for an internship and the resume has been sent, they are committed to that job. Absolutely no changes once the resume is mailed to the golf professional.
7. **Students with a GPA that falls below a 2.0 after they have committed to an internship must complete the internship, but will receive no credit and the internship will not be counted toward graduation.**
8. The final decision on the internship placement is that of the employer.
9. The golf professional will confirm the internship by calling the PGM Office or the student. The specific duties and responsibilities for the intern student will be set in coordination with the supervisor of the facility. A start and ending time for the internship will be established.
10. Approximately two or three weeks before the end of the semester, the PGM Coordinator has a *required* internship meeting at which time an Internship Agreement (required by the PGA) is signed. This Agreement is sent to the internship facility for each interning student.
11. Contact Residential Life to notify them you will be on internship and when you will be returning.

Compensation for the Internship:

The intern must work full time and receive at least Federal Minimum Wage during the internship.

~Turn Over: Read, Sign, Date, and Return to PGM Office ~

Academic Credit:

Students are **required** to register for University credit for each internship. If questions, check with the PGM Office.

Level 1 – PGMG 192;

Level 2 – PGMG 292 & 392;

Level 3 – PGMG 492 & 493

Grading:

1. A grade of credit/no credit will be given.
2. A grade of less than satisfactory will result in the student being placed on probation.
3. Students receiving a **failing grade or fired from their internship will be removed from the PGM Program.**

Final Evaluation:

1. An evaluation form will be sent to the interning supervisor at the end of each semester the student is out on internship. The form must be completed and returned to the PGM Office as soon as possible (required by the PGA).
2. When returning to campus from the internship, the student **must** complete an evaluation of the internship and make an appointment with the coordinator of the program to review the internship experience. The PGA work experience assignments will also be reviewed.

General Objectives:

1. Learn and observe as much as possible about the entire golf operations including: teaching, merchandising, club repair, tournaments, and accounting practices. Take the initiative to do this on your own time.
2. Impress your employer with your enthusiasm and willingness to work hard and to learn. Realize that your future in the golf industry depends on your performance while on internship. This is not just a summer job, this is your *future* - treat it as such.
3. Arrive 15 minutes early for everything. *Absolutely no excuse for ever being late to work.*
4. Always look sharp and professional.
 - Clothing - clean, ironed collard shirts and always tucked in.
 - Grooming - clean shaven, hair washed and combed, hands and finger nails are clean and fresh breath.
5. **BE ENTHUSIASTIC.** Look energetic, greet everyone you see with a smile, be outgoing, motivate others around you with your enthusiastic attitude.
6. Quantity of work should exceed expectations. At the end of each day, ask you supervisor if there is anything that needs to be done. Look for opportunities to show good work ethics.
7. Self-evaluation - do a self-evaluation each week and strive for improvement towards your professionalism.

I have read and understand these regulations.

Print Name

Campus ID

Signature

Date

Updated: July 2011

STUDENT INTERN REQUEST FORM

DATE: _____ **CHOICE:** 1st 2nd 3rd

STUDENT NAME: _____

E-MAIL ADDRESS: _____

TELEPHONE/CELL #: _____

HEAD PROFESSIONAL: _____

FACILITY NAME: _____

ADDRESS: _____

CITY/STATE/ZIP _____

TELEPHONE: _____

FAX: _____

E-Mail: _____

LENGTH OF INTERNSHIP: _____
(e.g.: Summer-Summer/Fall)

NOTES: _____

START: _____ **END:** _____ **PAY:** _____

CONFIRMED: _____



Ferris State University

PGM Progression of

Academics, Internships & the PGA Golf Management program



Students are required to follow the schedule below to insure all requirements are met for graduation

Approx. PGA Costs \$1,720

Freshman

Fall
Academics
Purchase PGA Golf Mgmt
Qualifying Test*

Spring
Academics
PGMG 201
Level 1 Materials,
Seminars & Tests*

Summer
Internship - 192
Playing Ability Test
(\$100-150) depending on
course

Approx. PGA Costs \$530

Sophomore

Fall
Academics

Spring
Academics
PGMG 202
Level 2 Materials,
Seminars, & Test*

Summer
Internship - 292

Approx. PGA Costs \$950

Junior

Fall
Internship – 392

Spring
Academics
Level 2 Tests*

Summer
Academics
BIOL 114
PGMG 340
Level 2 Tests*

Approx. PGA Costs \$1,260

Senior

Fall
Internship – 492

Spring
Internship - 493

Summer
Academics
PGMG 341
Level 2 Test* & Seminars

Fall
Academics
Level 3 Materials, Tests*
& Seminars

PGM Graduation and PGA Membership
Complete PGA Golf Management Levels 1, 2, & 3, pass PAT,
and criminal background check

* Test retakes \$120 each

PGA PGM PROGRAM AT A GLANCE

QUALIFYING LEVEL	LEVEL 1	LEVEL 2	LEVEL 3
Requirements	Pre-Seminars: All participants access course materials through the PGA Knowledge Center.		
<ul style="list-style-type: none"> • Register for Qualifying Level • Complete Qualifying Level Courses: <ul style="list-style-type: none"> - Introduction to the PGA PGM - PGA History and Constitution - The Rules of Golf • Pass Qualifying Test • Document qualifying Playing Ability Test score • Document eligible employment or PGA Golf Management University enrollment • Register as a PGA Apprentice and purchase Level 1 materials and online access 	Golf Car Fleet Management	Turfgrass Management	Food and Beverage Control
	Customer Relations	Golf Operations	Human Resource Management and Supervising and Delegating
	Introduction to Teaching and Golf Club Performance	Intermediate Teaching and Golf Club Alteration	Advanced Teaching and Golf Club Fitting
	Business Planning	Merchandising and Inventory Management	Player-Development Programs and Teaching Business
	Tournament Operations		Career Enhancement
	<p>Pre-Seminar Activities: PGA apprentices and PGA Golf Management University students are required to complete and document pre-seminar activities prior to attending seminars. These activities are designed to facilitate discussions during seminar learning activities.</p> <p>Seminars: Seminars are held at the PGA Education Center for apprentices and on campus for PGA Golf Management University students.</p>		
	Customer Relations	Golf Operations	Human Resources Management and Supervising and Delegating
	Introduction to Teaching and Golf Club Performance	Intermediate Teaching and Golf Club Alteration	Advanced Teaching and Golf Club Fitting
	Business Planning	Merchandising and Inventory Management	Player-Development Programs and Teaching Business
	Tournament Operations		The Final Experience
	<p>Work Experience Portfolio: The work experience portfolio emphasizes activities linked to on-the-job application and performance. These activities include a combination of subject-specific tasks and integrated projects that PGA apprentices and PGA Golf Management University students must complete at each level.</p> <p>Knowledge Tests: PGA PGM Program participants must pass knowledge tests at each level before moving on to the next level. The tests will be comprised of multiple-choice and true/false items linked to each of the content domains listed above. Test registration is available on the PGA Knowledge Center and tests are taken at one of many sites available through a national network of testing centers.</p>		
	Register and purchase Level 2 materials and online access.	Register and purchase Level 3 materials and online access.	Receive notification of PGA PGM Program completion and PGA membership.

PGA GOLF MANAGEMENT PROGRAM AT FERRIS STATE UNIVERSITY



PGA
Golf Management

PGM Student Association Constitution

PROFESSIONAL GOLF MANAGEMENT STUDENT ASSOCIATION CONSTITUTION

ARTICLE I

Name of Organization

Section I.

- This association will be known as the Professional Golf Management Student Association (PGMSA).

ARTICLE II

Object of Organization

Section I.

- To further golf through education, the PGMSA is organized to promote the academic achievement, golfing skills and social welfare of its members.

Section II.

- To encourage and uphold sound, honest practices, and to better public understanding and appreciation of the Golf Professional's Vocation.

ARTICLE III

Membership

Section I.

- Membership in the PGMSA is open to any student enrolled in the Marketing/PGM Option program.

Section II.

- The faculty advisors and the president shall serve as a liaison between the association and the institution.

Section III.

- Code of Ethics- Established to preserve the integrity and honor of the PGMSA. It is each member's duty to act accordance with the PGM Code of Ethics, Program Guidelines and Policies. The Executive Board hereby has the authority to remove member status from any member found guilty of violating said code. The length of the suspension shall be determined by the Executive Board the PGM advisor will break any tie vote. The guilty party will have the right to appeal this decision. The appeal will be heard by the entire paid membership with a two-thirds majority necessary to overturn the Executive Board's decision. If overturned the guilty party will be reinstated immediately.

ARTICLE IV

Officers

Section I.

- Any paid member in good standing of the PGMSA is entitled to run for an office. Elections will be by secret ballot, of all active members in good standing and will elect officers for a fifteen-week semester. Elections will be held two weeks prior to the end of the semester. The officers will take office the first week of classes the following year. The period of voting will start at the PGMSA meeting designated for voting and will run until 5:00 p.m. the following Tuesday in the PGM Center. Paid members will be allowed to vote through a secret ballot process at this time. The ballots will be counted by a person who works in the center and names will be checked off of a list to be sure that each person only votes once. An officer will be elected into office by the highest number of votes. Any ties will be broken by a second secret ballot in the next day (Tuesday) at the weekly meeting. If a tie still exists, a five member committee consisting of current Executive Committee and the Constitution Review Committee Chairman shall conduct a third secret ballot to break the tie.

Section II.

Duties of the Officers:

A. President

1. To prepare for and preside over all business and executive meetings.
2. To act as liaison between the association and any outside agency.
3. To keep up-to-date records in the President's notebook passing on any information that may be needed by the following presidents.
4. To delegate authority in order to involve the most members possible, thus uniting the organization as a whole.
5. To maintain constant communication with the advisor of the PGM Program.
6. To look out for the interests of the PGMSA at all times, with a positive outlook, and maintain the PGM image.
7. The President shall see that the PGMSA is a properly registered campus organization at the start of each fall and winter semester.
8. Shall review all financial transactions within his term.
9. Shall make available to every member a copy of the current constitution.
10. Shall appoint and/or see that the banquet dates are set for the next term.

B. Vice President

1. Act as a liaison between the Executive Committee and any committees.

2. Preside at any meeting at which the President is not present.
3. Succeed the President in the event of his resignation or inability to perform his duties.
4. In the event the Vice President does not choose to succeed the President, an election shall be held to fill the vacancy.
5. Shall appoint the committee chairperson for every committee.

C. Secretary

1. Shall keep accurate minutes of all business and Executive Committee meetings.
2. Shall keep on file all records of the PGMSA except those concerning the budget.
3. Shall present minutes of previous meetings at the beginning of each meeting.
4. Shall present a topic outline from the last Executive Board meeting and/or committee meeting to the organization at the next meeting.

D. Treasurer

1. Shall keep proper records of all monies received and dispersed by the PGMSA. Shall give a report of all payments and deposits made during the week. These transactions will be on file at the advisor's office and/or during the meeting.
2. All PGMSA checks must carry the treasurer's upon presidential approval.
3. In the event the treasurer is unable to sign a check, the PGMSA account will be coordinated with the faculty advisor as an authorized signee.
4. Shall present the number of paid members and the percentage this number of paid members reflects in the association at every meeting.

Section III.

- In the event that a vacancy should occur in the office of Vice President, Secretary or Treasurer, an election shall be held to fill the office. Should a present officer choose to run for a vacant office, he shall resign his present office only upon election to the new office.

Section IV.

- The membership hereby has the authority to remove any officer from office. The vote necessary for removal shall be two-thirds plus one of the active members in good standing present at the meeting. This voting must take place in secret ballot form.

ARTICLE V.

Meetings

Section I.

- Meetings will be held on the day set aside by the institution for organizational meetings.

Section II.

- The Executive Committee has the power to call any special
- Meetings deemed essential to the organization.

Section III.

- The quorum necessary to conduct business will consist of 25 % plus one of the active members in good standing.

Section IV.

- The vote necessary to pass any business matters will consist of 50 % plus one of the active membership present.

ARTICLE VI.

Parliamentary Authority

Section I.

- It is hereby established that Robert's Rules of Order (revised) be made the standard parliamentary authority.

Section II.

- The President, Committee Chairperson, and all others placed in a position of organizational authority have the right to waive the need for this procedure whenever it is deemed necessary or expedient.

Parliamentary Procedure

Order of Business

1. Meeting called to order
2. Roll call
3. Reading of previous minutes
4. Reports of officers
5. Reports of committees
6. Old business
7. New business
8. Announcements- good and welfare
9. Adjournment

Introduction of New Business

1. Put in form of a motion- “I move that we...”
2. Motion will be seconded
3. Discussion
4. Vote

Subsidiary Motions

- Purpose- to help the membership in considering and acting upon the main motion. These motions outrank the main motion (if they are passed by vote).

In order of precedence:

1. Lay on the table- postponing a motion temporarily. Form: “I move that the motion be postponed temporarily.”
Requires: (1) A second, (2) Majority vote, (3) Not debatable.
2. Close Debate- moving the motion to immediate vote. Form: “I move to
previous question.”
Requires: (1) A second, (2) 2/3 Majority vote, (3) Not debatable
3. Refer to a committee- The proposer feels that the matter requires more
detailed study by a smaller group (committee).

Adjournment

Form: “I move that we adjourn the meeting.”

Requires: (1) A second, (2) Majority Vote

ARTICLE VII.

Section I.

- There shall be eleven standing committees formed within the PGMSA.

Section II.

A. Executive Committee

1. The Executive Committee will consist of the President, Vice President, Secretary and Treasurer.
2. The Executive Committee shall be the highest governing body in the PGMSA.
3. In the decision making process, should there be a Stalemate of the Executive Committee, a fifth vote, consisting of 50 % plus one of the active membership in good standing, will serve as a tie-breaker.

B. Education Committee

1. Shall plan and promote trips, speakers, and films.
2. Shall be aware of PGA happenings.
3. Shall prepare handouts and summaries of various golf materials.
4. Shall be responsible for updating the Educational Resource File.

C. Tournament Committee

1. Schedule and organize all golf events, working closely with the golf course professional(s) and superintendent.
2. Develop a system that will determine player of the year and rookie of the year honors. The schedule of events and system of player and rookie of the year shall be presented to the membership by the end of fall semester.
3. Keep tournament records and prepare a summary of the years events to be submitted to the PGMSA for reference.
4. Interpret and enforce tournament rules and regulations.
5. Participation in PGMSA tournaments shall be restricted to active members with the exception of designated events.

PGMSA RULE:

- Any PGMSA member who has signed up for a tournament shall notify the tournament chairperson 24 hours prior to the tournament date if he/she will not be able to compete. The responsibility of this notification is entirely upon the members.
- The penalty for failure to show up for a starting time shall be the amount of the entry fee.
- This must be paid before the member is eligible to play in future PGMSA tournaments.

D. Social Committee

1. Schedule and inform members and the communication committee of any social event.
2. Supervise and obtain workers for events.

E. Fund-Raising Committee

1. Maintain costs at a minimum so as not to exceed the allocation of PGMSA funds for an event.
2. Develop, plan and organize fund-raising events.

F. Recertification Committee

1. This committee shall take attendance at every PGMSA meeting and seminars for all PGMers.
2. There shall be one recertification period per semester to determine the standing of all members.

3. The liaison between the PGM coordinator and the PGMSA to determine the criteria needed to be a member in good standing.
4. Should inform scholarship committee of PGMSA member point totals.

G. Communication Committee

1. Communicate to the members by means of calendar, telephone, posters, signs, and newsletters so as to inform the membership of current and future PGMSA events and happenings of the semester.
2. Keep informed of current and future events by communicating directly with officers and committee chairperson.

H. Constitution Review Committee (E-board)

1. Review present constitution each semester.
2. Communicate to members by means of written proposals any changes recommended.
3. Voting on any proposals shall take place the week following their final presentation to the members.
4. Each resolution/amendment shall be voted on separately.
5. Approval shall be by a 50 % plus one vote of members present in good standing.

I. Job Review and Intern Support Committee (E-board)

1. Chairperson will encourage that all job critiques will be filled out by all interns returning to campus.
2. Chairperson will encourage intern review meeting with the PGM coordinator.
3. A copy of critiques and the original will be on file at the PGM center.
4. Chairperson may be contacted by outgoing interns to review potential jobs.
5. Chairperson will attend and speak at intern meeting to explain what might happen to job, and to stress that the chairperson is there for support.
6. Chairperson will review jobs with PGM coordinator when continued critiques give bad reports. The review will possibly eliminate poor jobs from intern list.
7. The support group is set up to help evaluate internships, as well as helping PGM students in finding the best learning experience.

J. Rules Committee

1. This committee will have a head each semester that will report to the E-Board and the PGMSA.
2. The head is responsible for forming his/her own committee.

3. The committee will help in professional Rules officiating for tournaments (if needed).
- K. Big PGMer, Little PGMer Committee (E-board)
1. Involve the new PGM students in the PGMSA activities.
 2. Pairing an upper classmen with a lower classmen in order to better acquaint the student with PGMSA functions.
- L. Banquet Planning Committee
1. Schedule and organize the graduation banquet for all PGM students.
 2. This banquet occurs at the end of the fall and winter semesters respectively.

Section III.

Committee Chairman Removal

1. In the event a committee chairperson is deemed inappropriate, he/she may be removed by a majority vote of the Executive Committee.
2. Such action shall be taken only in the event that such person refuses to resign their position.
3. Such action shall be reported by the Vice President to the PGMSA membership.

ARTICLE VIII.

Finance

Section I.

- It is hereby established that dues will be \$20.00 per semester. Anyone not paying dues by the 8th week of a semester will be charged an additional \$1.00 for each week thereafter.

Section II.

- Funds may be allocated by a majority vote of the Executive Committee, otherwise allocation of PGMSA funds must be brought before the members for a vote.

ARTICLE IX.

Charter Memberships

Section I.

- As the charter chapter of the Professional Golf Management Student Association at Ferris State University, we encourage the participation of other Professional Golf Management Programs with our association.

ARTICLE X.

Amendments

Section I.

- Amendments shall be enacted and ratified by the active membership as the need shall arise. All amendments will be subject to review and/or deletion by preceding memberships if it so deemed necessary.

ARTICLE XI.

Definitions

Section I.

- Member
 - A. Good Standing: Any student who has reached their certification criteria.
 - B. Institution: Ferris State University- to include the PGMSA faculty advisory.
 - C. Active Member: Any student in the PGM Program whose association dues are paid for the current school semester.
 - D. Inappropriate: Deemed by the Executive Committee as such actions that do not comply with the PGMSA Constitution.
 - E. Action: The manner or method of performing.
 - F. Conduct Business: Any new business may not be conducted.

APPENDIX F

**PGM and Golf Course
Budgets and Accounts**

	2009-10	2010-11	2011-12
	Actual	Actual	Projected
Expenses			
Salaries	\$ 250,018.00	\$ 246,421.00	\$ 186,186.00
Benefits	\$ 111,742.00	\$ 110,110.00	\$ 95,197.00
Total Salaries & Benefits	\$ 361,760.00	\$ 356,531.00	\$ 281,383.00
Travel			
Students		\$ 5,452.00	\$ 6,000.00
Staff		\$ 12,199.00	\$ 13,000.00
Speakers		\$ 1,142.00	\$ 1,000.00
Total Travel	\$ 12,569.00	\$ 18,793.00	\$ 20,000.00
Postage*	\$ 2,150.00	\$ 1,559.00	\$ 2,000.00
Telephone & Fax	\$ 2,843.00	\$ 2,057.00	\$ 2,500.00
Office Supplies	\$ 1,035.00	\$ 1,094.00	\$ 1,100.00
Printing & Copier*	\$ 787.00	\$ 1,257.00	\$ 3,000.00
Advertising	\$ 1,250.00	\$ -	As Approved
Leased Equip. Copy Mach		\$ 3,400.00	\$ 3,400.00
Misc.	\$ 2,300.00		\$ 1,000.00
Dues & Memberships	\$ 500.00	\$ 500.00	\$ 500.00

*Includes mailings to prospective students.

G34602 General Fund - Used for all general expenses for the PGM program including payroll.

D11130 Development Fund - Used for donations and special needs of the program.

D11856 PGA Checkpoint Fund - Used for PGA and student fees, and payment of special projects.

D11518 Presiden's Invitational Fund - Donations & funds from the annual golf tournament used for scholarships

Katke Golf Course - Golf & Grounds Operations Budget | FY13

Account	Account Title	Account Type Title	FY 2011 Actual	FY 2012 Year End Forecast	FY 2013 Budget	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
GOLF REVENUE																		
	5212 Fees Lab	Revenue	\$ 24,025	\$ 24,000	\$ 24,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 24,000
	5217 Fees Registration	Revenue	\$ 1,356	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	5701 Internal Income	Revenue	\$ 32,717	\$ 30,000	\$ 30,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,500	\$ 2,500	\$ 6,000	\$ 30,000
	5704 Camp & Workshop Profits- Internal	Revenue	\$ -	\$ -	\$ 15,000	\$ 5,000	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,000	\$ 15,000
	5709 Cash Over Or Short Dept	Revenue	\$ 89	\$ 100	\$ 150	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 150	\$ 150
	5714 Miscellaneous Income	Revenue	\$ 918	\$ 15	\$ 1,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000	\$ 1,000
	5758 Public Admission Green Fees	Revenue	\$ 149,526	\$ 146,000	\$ 152,000	\$ 25,000	\$ 30,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,000	\$ 15,000	\$ 25,000	\$ 22,000	\$ 152,000
	5760 Public Admission Season Pass	Revenue	\$ 35,590	\$ 30,000	\$ 32,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,000	\$ 15,000	\$ 10,000	\$ -	\$ 32,000
	5762 Public Admission Practice Facility	Revenue	\$ 20,951	\$ 20,000	\$ 23,000	\$ 4,000	\$ 4,000	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 23,000
	5765 Rental Equipment	Revenue	\$ 54,638	\$ 65,000	\$ 60,000	\$ 15,000	\$ 19,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,000	\$ 6,000	\$ 7,000	\$ 10,000	\$ 60,000
	5766 Rental Facilities	Revenue	\$ -	\$ 50	\$ 50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50	\$ 50
	5769 Rental Lockers	Revenue	\$ 625	\$ 800	\$ 900	\$ 600	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 300	\$ -	\$ 900
	5778 Sales Concessions	Revenue	\$ 17,605	\$ 22,000	\$ 23,000	\$ 5,000	\$ 4,000	\$ 3,000	\$ 1,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,000	\$ 3,500	\$ 4,000	\$ 23,000
	5791 Sales Merchandise	Revenue	\$ 73,698	\$ 77,000	\$ 78,000	\$ 10,000	\$ 15,000	\$ 1,000	\$ 4,000	\$ 2,000	\$ 9,000	\$ 2,000	\$ 3,000	\$ 6,000	\$ 7,000	\$ 9,000	\$ 10,000	\$ 78,000
	5925 Cogs Regular Inventory	Revenue	\$ (67,901)	\$ (64,750)	\$ (60,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (60,000)
	5935 Sales Tax	Revenue	\$ (2)	\$ (100)	\$ (100)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (100)	\$ (100)
	TOTAL REVENUE		\$ 343,835	\$ 350,115	\$ 379,000	\$ 66,600	\$ 79,000	\$ 38,000	\$ 7,500	\$ (1,000)	\$ 6,000	\$ (1,000)	\$ -	\$ 19,000	\$ 47,500	\$ 58,300	\$ 59,100	\$ 379,000
GOLF LABOR																		
	6145 Sick Leave Pay Off	Labor	\$ 1,513	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6146 Vacation Leave Payoff	Labor	\$ 14	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6200 Administrative Salaries	Labor	\$ 40,392	\$ 25,000	\$ 43,200	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 43,200
	6710 Part Time	Labor	\$ 2,521	\$ 3,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6750 Stipend	Labor	\$ -	\$ 4,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
67B	Part Time	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6810 Student Non Award	Labor	\$ 64,881	\$ 65,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6811 Summer Taxable	Labor	\$ 1,223	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6857 FSU Fed Work Study Match	Labor	\$ 149	\$ 1,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
68B	Student Wage Budget	Labor	\$ -	\$ -	\$ 60,000	\$ 10,000	\$ 11,000	\$ 9,000	\$ 8,000	\$ -	\$ 2,000	\$ -	\$ -	\$ 2,000	\$ 4,000	\$ 6,000	\$ 8,000	\$ 60,000
	6900 Employee Benefits	Labor	\$ 19,224	\$ 15,000	\$ 20,400	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 1,700	\$ 20,400
			\$ 129,918	\$ 113,500	\$ 123,600	\$ 15,300	\$ 16,300	\$ 14,300	\$ 13,300	\$ 5,300	\$ 7,300	\$ 5,300	\$ 5,300	\$ 7,300	\$ 9,300	\$ 11,300	\$ 13,300	\$ 123,600
GROUNDWORKS LABOR																		
	6120 Overtime	Labor	\$ 165	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6145 Sick Leave Pay Off	Labor	\$ 3,067	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6200 Administrative Salaries	Labor	\$ 84,589	\$ 87,300	\$ 89,500	\$ 7,460	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 7,458	\$ 89,500
	6710 Part Time	Labor	\$ 24,168	\$ 27,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
67B	Part Time	Labor	\$ -	\$ -	\$ 20,000	\$ 4,000	\$ 3,500	\$ 3,000	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,500	\$ 2,500	\$ 3,500	\$ 20,000
	6810 Student Non Award	Labor	\$ 13,172	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6811 Summer Taxable	Labor	\$ 4,056	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6852 Work Study	Labor	\$ 300	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
68B	Student Wage Budget	Labor	\$ -	\$ -	\$ 20,000	\$ 5,000	\$ 3,000	\$ 3,000	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,000	\$ 4,000	\$ 20,000
	6900 Employee Benefits	Labor	\$ 42,646	\$ 43,000	\$ 45,000	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 3,750	\$ 45,000
			\$ 172,164	\$ 172,300	\$ 174,500	\$ 20,210	\$ 17,708	\$ 17,208	\$ 15,208	\$ 11,208	\$ 11,208	\$ 11,208	\$ 11,208	\$ 11,208	\$ 11,208	\$ 12,708	\$ 16,708	\$ 174,500
	TOTAL LABOR		\$ 302,081	\$ 285,800	\$ 298,100	\$ 35,510	\$ 34,008	\$ 31,508	\$ 28,508	\$ 16,508	\$ 18,508	\$ 16,508	\$ 16,508	\$ 18,508	\$ 22,008	\$ 28,008	\$ 32,010	\$ 298,100
GOLF EXPENSE																		
	7112 Copy / Fax Costs	Expense	\$ 415	\$ 1,500	\$ 1,500	\$ 250	\$ 100	\$ 100	\$ 50	\$ 50	\$ 50	\$ 50	\$ 50	\$ 100	\$ 200	\$ 250	\$ 250	\$ 1,500

7116 Dues And Memberships	Expense	\$ 605	\$ 700	\$ 750	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 750	\$ 750
7122 Food	Expense	\$ 13,578	\$ 13,000	\$ 13,000	\$ 2,000	\$ 1,500	\$ 2,000	\$ 1,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,000	\$ 2,000	\$ 2,500	\$ 13,000
7124 Freight	Expense	\$ (400)	\$ (250)	\$ (250)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (250)	\$ (250)
7126 Gas and Oil	Expense	\$ 123	\$ 100	\$ 150	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 150	\$ 150
7130 Supplies General Maintenance	Expense	\$ 12,738	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7132 Supplies Kitchen	Expense	\$ 27	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7140 Supplies Miscellaneous	Expense	\$ 5,852	\$ 1,850	\$ 1,500	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 1,500
7142 Supplies Office	Expense	\$ 2,332	\$ 2,100	\$ 1,700	\$ 142	\$ 142	\$ 142	\$ 142	\$ 140	\$ 142	\$ 142	\$ 142	\$ 140	\$ 142	\$ 142	\$ 142	\$ 142	\$ 142	\$ 142	\$ 1,700
7148 Postage	Expense	\$ 133	\$ 50	\$ 100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 100	\$ 100
7150 Printing	Expense	\$ 514	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7152 Purchasing Card Purchases	Expense	\$ 1,589	\$ 2,000	\$ 2,000	\$ 167	\$ 167	\$ 167	\$ 167	\$ 166	\$ 167	\$ 166	\$ 167	\$ 166	\$ 166	\$ 166	\$ 166	\$ 167	\$ 167	\$ 167	\$ 2,000
7156 Software Programs	Expense	\$ -	\$ 100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7158 Equipment Under \$5000	Expense	\$ 2,541	\$ 7,000	\$ 7,000	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 583	\$ 587	\$ 7,000
7202 Non Emp Out of State Travel	Expense	\$ -	\$ 1,700	\$ 1,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,500
7230 Staff In State Travel	Expense	\$ 118	\$ 900	\$ 1,000	\$ -	\$ -	\$ -	\$ 250	\$ 250	\$ -	\$ -	\$ 250	\$ 250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000
7232 Staff Out of State Tavel	Expense	\$ -	\$ 3,000	\$ 2,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,500
7240 Recruiting In State Travel	Expense	\$ -	\$ 210	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7260 Dept Defined In State Travel I	Expense	\$ 1,902	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7302 Advertising Publicity Promotion	Expense	\$ 7,653	\$ 6,200	\$ 7,500	\$ 750	\$ 750	\$ 750	\$ 500	\$ 250	\$ 750	\$ 750	\$ 500	\$ 500	\$ 500	\$ 500	\$ 500	\$ 750	\$ 750	\$ 7,500	\$ 7,500
7304 Founder's Grille	Expense	\$ 1,564	\$ 650	\$ 500	\$ 125	\$ 125	\$ 100	\$ 50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50	\$ 50	\$ 50	\$ 500	\$ 500
7305 Bank Charges And Other Services	Expense	\$ 120	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7306 Credit Card Discounts	Expense	\$ 4,032	\$ 4,750	\$ 4,500	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375	\$ 4,500
7314 Leased Equip (No Ownership Option)	Expense	\$ 51,445	\$ 35,000	\$ 31,000	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,587	\$ 31,000
7321 Outside Contractor Services	Expense	\$ 3,175	\$ 60	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7324 Rental	Expense	\$ 4,253	\$ 3,000	\$ 2,500	\$ 210	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 210	\$ 2,500
7328 Telephone Equipment	Expense	\$ 4,177	\$ 3,500	\$ 2,500	\$ 210	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 208	\$ 210	\$ 2,500
7330 Telephone Long Distance	Expense	\$ 437	\$ 350	\$ 400	\$ 35	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 35	\$ 400
7331 Telephone Services Cellular Phone	Expense	\$ -	\$ 100	\$ 150	\$ 10	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 10	\$ 150
7420 M and R Equipment	Expense	\$ 459	\$ 2,500	\$ 2,600	\$ 215	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 217	\$ 215	\$ 2,600
7422 M and R Plant Stores Upload	Expense	\$ 671	\$ 800	\$ 1,000	\$ 85	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 83	\$ 85	\$ 1,000
7426 M and R Equip/Time/Material (IST)	Expense	\$ -	\$ 300	\$ 400	\$ 35	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 33	\$ 35	\$ 400
74B Supply And Expense Budget	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7916 Reallocate Utilities Housing	Expense	\$ 8,954	\$ 7,250	\$ 9,500	\$ 790	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 792	\$ 790	\$ 9,500
79B Utilities Budget	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ 129,008	\$ 98,420	\$ 95,000	\$ 8,690	\$ 8,037	\$ 8,512	\$ 7,412	\$ 6,109	\$ 6,362	\$ 10,361	\$ 6,359	\$ 6,411	\$ 8,262	\$ 8,612	\$ 9,873	\$ -	\$ -	\$ 95,000	\$ 95,000

GROUNDS EXPENSE																				
7112 Copy / Fax Costs	Expense	\$ -	\$ 25	\$ 50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50	\$ 50
7116 Dues And Memberships	Expense	\$ 601	\$ 75	\$ 75	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 75	\$ 75
7118 Conference Reg Fees (Non-Travel)	Expense	\$ 36	\$ 81	\$ 75	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 75	\$ 75
7122 Food	Expense	\$ 25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7126 Gas and Oil	Expense	\$ 7,426	\$ 12,000	\$ 13,000	\$ 1,085	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,083	\$ 1,085	\$ 13,000
7130 Supplies General Maintenance	Expense	\$ 42,536	\$ 55,000	\$ 45,000	\$ 7,500	\$ 7,500	\$ 5,000	\$ 2,500	\$ -	\$ -	\$ -	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 7,500	\$ 45,000
7140 Supplies Miscellaneous	Expense	\$ 1,216	\$ 7,000	\$ 5,000	\$ 415	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 415	\$ 5,000
7142 Supplies Office	Expense	\$ 12	\$ 100	\$ 150	\$ 10	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 13	\$ 10	\$ 150
7150 Printing	Expense	\$ -	\$ 25	\$ 50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50	\$ 50
7152 Purchasing Card Purchases	Expense	\$ 27	\$ 2,000	\$ 2,000	\$ 165	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167	\$ 165	\$ 2,000
7158 Equipment Under \$5000	Expense	\$ -	\$ 1,750	\$ 1,750	\$ 145	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 146	\$ 145	\$ 1,750
7167 Industrial Gases	Expense	\$ -	\$ 30	\$ 50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50	\$ 50
7321 Outside Contractor Services	Expense	\$ 975	\$ 3,800	\$ 3,000	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 3,000
7324 Rental	Expense	\$ 692	\$ 700	\$ 750	\$ 60	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 63	\$ 60	\$ 750
7335 License-Application Fee	Expense	\$ 200	\$ 200	\$ 200	\$ 15	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 17	\$ 15	\$ 200
7436 M and R Land Improvement	Expense	\$ -	\$ 650	\$ 700	\$ 60	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 58	\$ 60	\$ 700
74B Supply And Expense Budget	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

7514	Capital Equipment And Furniture	Expense	\$ -	\$ 14,000	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ 15,000
7606	Land Improvement	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
76B	Equipment And Plant Budget	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7910	Fuel Oil/Propane	Expense	\$ 2,524	\$ 1,000	\$ 1,500	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 125	\$ 1,500
79B	Utilities Budget	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL EXPENSE			\$ 56,270	\$ 98,436	\$ 88,350	\$ 9,830	\$ 9,839	\$ 7,339	\$ 4,839	\$ 2,339	\$ 2,339	\$ 2,339	\$ 2,339	\$ 7,339	\$ 12,339	\$ 12,339	\$ 15,130	\$ 88,350	\$ 185,279	\$ 196,856	\$ 183,350
TOTAL LABOR & EXPENSE			\$ 487,360	\$ 482,656	\$ 481,450	\$ 54,030	\$ 51,884	\$ 47,359	\$ 40,759	\$ 24,956	\$ 27,209	\$ 29,208	\$ 25,206	\$ 32,258	\$ 42,609	\$ 48,959	\$ 57,013	\$ 481,450			
TOTAL NET PROFIT / (LOSS)			\$ (143,525)	\$ (132,541)	\$ (102,450)	\$ 12,570	\$ 27,116	\$ (9,359)	\$ (33,259)	\$ (25,956)	\$ (21,209)	\$ (30,208)	\$ (25,206)	\$ (13,258)	\$ 4,891	\$ 9,341	\$ 2,087	\$ (102,450)			
TRANSFERS INCOME																					
8100	T Transfers In - Credit	Transfers	\$ (145,229)	\$ (88,000)	\$ 102,450	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 102,450
8200	T Transfers Out - Debit	Transfers	\$ 1,802	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ (143,427)	\$ (88,000)	\$ 102,450	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 8,538	\$ 102,450
TOTAL NET PROFIT / (LOSS) with TRANSFERS			\$ (98)	\$ (44,541)	\$ -	\$ 4,033	\$ 18,579	\$ (17,897)	\$ (41,797)	\$ (34,494)	\$ (29,747)	\$ (38,746)	\$ (33,744)	\$ (21,796)	\$ (3,647)	\$ 804	\$ (6,451)	\$ -			

GROUNDS

Organization Budget Status Report

By Account

Period Ending Jun 30, 2012

As of May 21, 2012

Compared to Jun 30, 2011

Account	Account Title	Account Type Title	Fiscal Year	Accounted Budget	Year to Date	Fiscal Year	Accounted Budget	Year to Date
	6120 Overtime	Labor	2012	\$ -	\$ -	2011	\$ -	\$ 165.06
	6145 Sick Leave Pay Off	Labor	2012	\$ -	\$ -	2011	\$ -	\$ 3,067.00
	6200 Administrative Salaries	Labor	2012	\$ 87,282.02	\$ 77,158.22	2011	\$ 81,467.37	\$ 84,589.03
	6710 Part Time	Labor	2012	\$ -	\$ 24,468.88	2011	\$ -	\$ 24,168.01
67B	Part Time	Labor	2012	\$ 20,000.00	\$ -	2011	\$ 30,000.00	\$ -
	6810 Student Non Award	Labor	2012	\$ -	\$ 13,403.66	2011	\$ -	\$ 13,172.12
	6811 Summer Taxable	Labor	2012	\$ -	\$ -	2011	\$ -	\$ 4,056.27
	6852 Work Study	Labor	2012	\$ -	\$ -	2011	\$ 300.12	\$ 300.12
68B	Student Wage Budget	Labor	2012	\$ 20,000.00	\$ -	2011	\$ 6,000.00	\$ -
	6900 Employee Benefits	Labor	2012	\$ 41,458.96	\$ 41,823.08	2011	\$ 37,067.65	\$ 42,646.15
				\$ 168,740.98	\$ 156,853.84		\$ 154,835.14	\$ 172,163.76
	7112 Copy / Fax Costs	Expense	2012	\$ -	\$ 19.43	2011	\$ -	\$ -
	7116 Dues And Memberships	Expense	2012	\$ -	\$ 75.00	2011	\$ -	\$ 601.00
	7118 Conference Reg Fees (Non-Travel)	Expense	2012	\$ -	\$ 81.00	2011	\$ -	\$ 36.00
	7122 Food	Expense	2012	\$ -	\$ -	2011	\$ -	\$ 24.52
	7126 Gas and Oil	Expense	2012	\$ -	\$ 10,625.25	2011	\$ -	\$ 7,426.22
	7130 Supplies General Maintenance	Expense	2012	\$ -	\$ 53,291.37	2011	\$ -	\$ 42,535.61
	7140 Supplies Miscellaneous	Expense	2012	\$ -	\$ 6,455.45	2011	\$ -	\$ 1,216.04
	7142 Supplies Office	Expense	2012	\$ -	\$ 79.42	2011	\$ -	\$ 11.99
	7150 Printing	Expense	2012	\$ -	\$ 22.45	2011	\$ -	\$ -
	7152 Purchasing Card Purchases	Expense	2012	\$ -	\$ 1,660.81	2011	\$ -	\$ 27.49
	7158 Equipment Under \$5000	Expense	2012	\$ -	\$ 1,610.24	2011	\$ -	\$ -
	7167 Industrial Gases	Expense	2012	\$ -	\$ 25.48	2011	\$ -	\$ -
	7321 Outside Contractor Services	Expense	2012	\$ -	\$ 3,756.40	2011	\$ -	\$ 975.00
	7324 Rental	Expense	2012	\$ -	\$ 505.00	2011	\$ -	\$ 692.03
	7335 License-Application Fee	Expense	2012	\$ -	\$ 200.00	2011	\$ -	\$ 200.00
	7436 M and R Land Improvement	Expense	2012	\$ -	\$ 500.00	2011	\$ -	\$ -
74B	Supply And Expense Budget	Expense	2012	\$ 68,850.00	\$ -	2011	\$ 49,472.05	\$ -
	7514 Capital Equipment And Furniture	Expense	2012	\$ -	\$ 13,401.55	2011	\$ -	\$ -

7606	Land Improvement	Expense	2012	\$	-	\$	-	2011	\$	-	\$	-
76B	Equipment And Plant Budget	Expense	2012	\$	20,000.00	\$	-	2011	\$	20,000.00	\$	-
7910	Fuel Oil	Expense	2012	\$	-	\$	974.83	2011	\$	-	\$	2,524.26
79B	Utilities Budget	Expense	2012	\$	-	\$	-	2011	\$	4,000.00	\$	-
				\$	88,850.00	\$	93,283.68		\$	73,472.05	\$	56,270.16
				<hr/>		<hr/>			<hr/>		<hr/>	
8100	Transfers In - Credit	Transfers	2012	\$	-	\$	-	2011	\$	(300.12)	\$	(300.12)
				\$	(257,590.98)	\$	(250,137.52)		\$	(228,007.07)	\$	(228,133.80)

Other APR Statistics

FERRIS STATE UNIVERSITY

Student Credit Hours (SCH), Full Time Equated Faculty (FTEF) and SCH/FTEF

Program	Year	Student Credit Hours				Full Time Equated Faculty				SCG/FTEF			
		Sum	Fall	Spring	F + SP	Sum	Fall	Spring	F + SP	Sum	Fall	Spring	F + SP
PGMG	2007-08	312.00	269.00	167.00	436.00	0.33	0.88	-	0.44	945.45	305.68	-	990.91
PGMG	2008-09	286.00	251.00	266.00	517.00	2.21	-	0.37	0.18	129.71	-	726.78	2,825.14
PGMG	2009-10	262.00	252.00	286.00	538.00	1.33	0.88	1.12	1.00	196.99	286.36	255.36	538.00
PGMG	2010-11	262.00	248.00	310.00	558.00	0.71	1.00	1.66	1.33	369.01	248.00	186.75	419.55
PGMG	2011-12	262.00	324.00	292.00	616.00	2.51	0.63	0.83	0.73	104.31	517.16	351.20	845.03
PGMG	2012-13	264.00	310.00	298.00	608.00	0.33	0.67	1.00	0.84	800.00	462.69	298.00	728.14

Enrollment By Residency, Age, FSU GPA, & ACT

Term	Residency				Avg. Age	GPA			ACT		
	Resident	Great Lakes	Non-Resident	Total		Avg. GPA	Min. GPA	Max. GPA	Avg. ACT	Min. ACT	Max Act
Fall 2009	171	43	13	227	20	2.90	1.75	4	21.43	14	30
Fall 2010	175	50	3	228	20	2.91	1.38	4	21.69	14	30
Fall 2011	173	51	5	229	20	2.91	1.85	4	21.65	15	31
Fall 2012	174	58	4	236	20	2.98	1.72	4	21.88	15	32
Fall 2013	158	61	5	224	20	2.96	1.10	4	21.75	13	32

Enrollment By Sex & Ethnicity

Term	Enrolled	Gender		Ethnicity								Full Time
		Male	Female	Unknown	Black	Hispanic	Native	Asian	White	Multi	Foreign	
Fall 2009	227	220	7	3	1	3	2	3	215	0	0	227
Fall 2010	228	220	8	4	1	3	1	1	218	0	0	228
Fall 2011	229	220	9	7	1	4	0	0	217	0	0	229
Fall 2012	236	223	13	11	1	4	1	0	215	3	1	236
Fall 2013	224	213	11	10	1	3	1	0	204	5	0	224

Student Credit Hours On-Campus

Term	Total	Freshman	Sophomores	Junior	Senior	Masters	1st Pro.
Fall 2009	2,204	743	621	145	695	0	0
Fall 2010	2,268	752	654	282	580	0	0
Fall 2011	2,134	659	562	241	672	0	0
Fall 2012	2,388	728	751	195	714	0	0
Fall 2013	2,174	711	660	146	657	0	0

Enrollment Headcount

Term	Total	Freshman	Sophomores	Junior	Senior	Masters	1st Pro.
Fall 2009	227	49	46	45	87	0	0
Fall 2010	228	50	49	48	81	0	0
Fall 2011	229	46	42	52	89	0	0
Fall 2012	236	51	55	41	89	0	0
Fall 2013	227	50	51	47	79	0	0

Average Graduate ACT & GPA

Term	Grads	Avg. ACT	Min. ACT	Max. ACT	Avg. GPA	Min. GPA	Max. GPA
2008-09	42	21.34	18	29	2.97	2.30	3.82
2009-10	38	21.57	14	30	3.00	1.96	3.99
2010-11	37	22.27	17	30	3.10	2.32	3.95
2011-12	28	21.76	18	28	2.94	2.41	3.65
2012-13	33	22.27	17	30	3.08	2.33	3.99

Retention & Graduation Rates of Ft. FTIAC Students

Fall Yr.	Number	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
2010_08	40						
% graduated By		0%	0%	0%			
% Still Enrolled In		80%	73%	65%			
% Persisters		80%	73%	65%			
% Non-Persisters		20%	27%	35%			

Fall Yr.	Number	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
2011_08	42						
% graduated By		0%	0%				
% Still Enrolled In		86%	76%				
% Persisters		86%	76%				
% Non-Persisters		14%	24%				

Fall Yr.	Number	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
2011_08	43						
% graduated By		0%					
% Still Enrolled In		74%					
% Persisters		74%					
% Non-Persisters		26%					

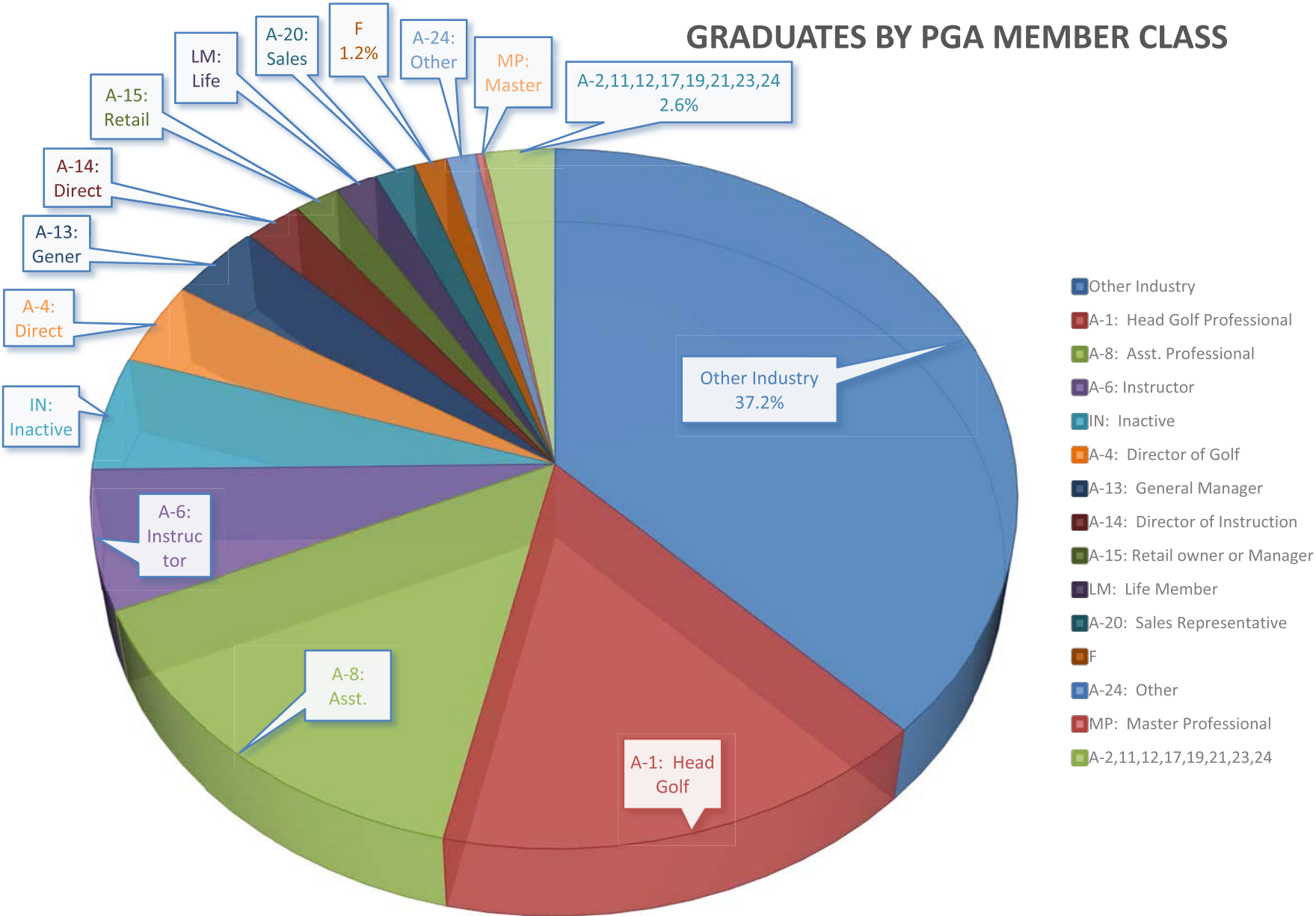
Alumni Data

Ferris State University - Professional Golf Management

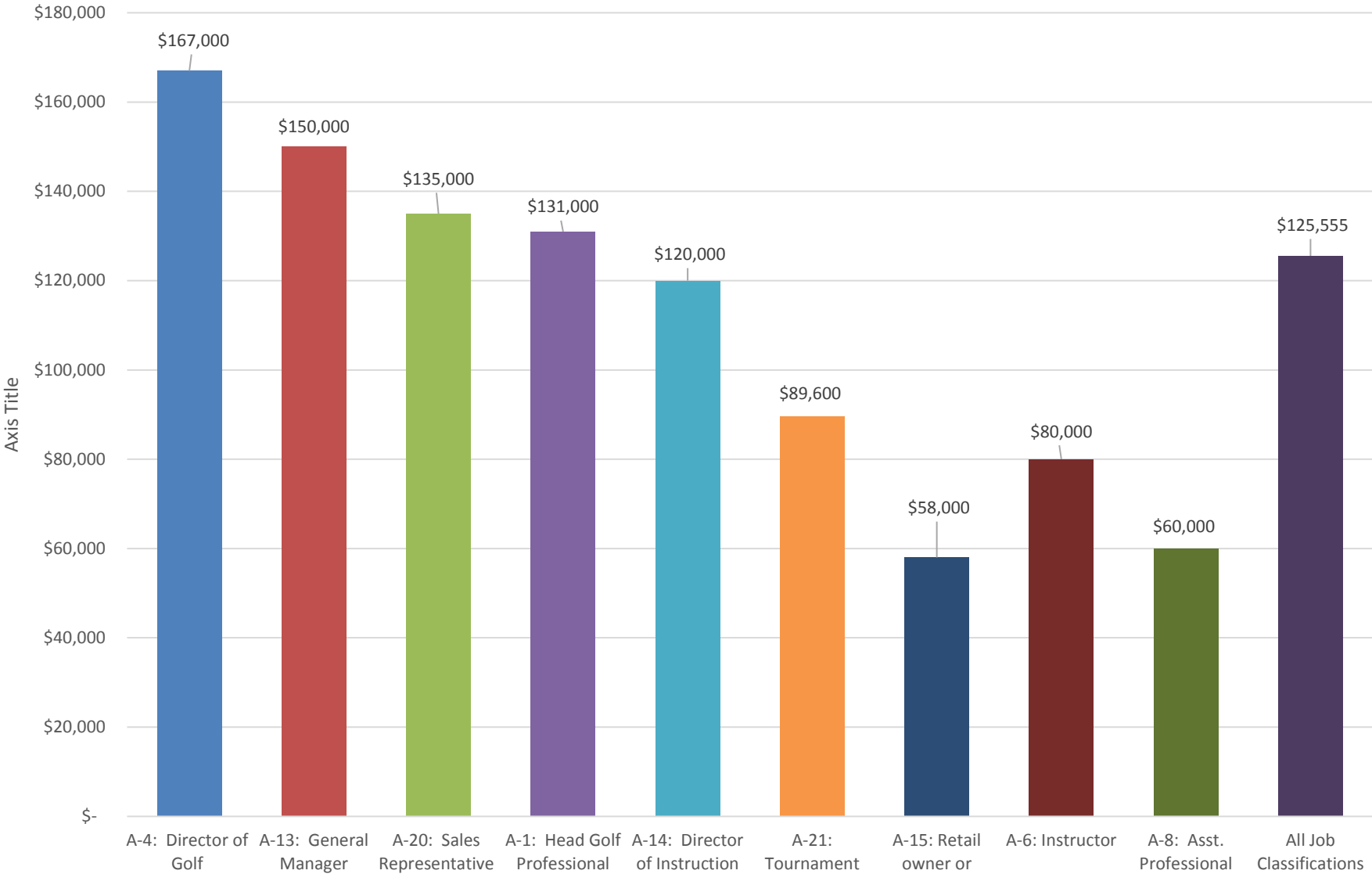
Employment Information by PGA Job Class with Compensation Data

Job Classification			# of Responses	Average	Bottom 10%	Bottom 25%	Median	Top 25%	Top 10%
Other Industry	633	37.2%					N/A		
A-1: Head Golf Professional	267	15.7%	3,450	\$ 78,706	\$ 37,500	\$ 48,000	\$65,000	\$ 90,000	\$131,000
A-8: Asst. Professional	249	14.6%	2,492	\$ 39,567	\$ 23,000	\$ 30,000	\$37,500	\$ 47,000	\$ 60,000
A-6: Instructor	108	6.4%	782	\$ 46,529	\$ 20,000	\$ 26,000	\$40,000	\$ 55,000	\$ 80,000
IN: Inactive	89	5.2%					N/A		
A-4: Director of Golf	64	3.8%	1,253	\$102,614	\$ 50,000	\$ 65,000	\$86,500	\$118,000	\$167,000
A-13: General Manager	61	3.6%	1,537	\$ 93,786	\$ 48,000	\$ 60,000	\$80,000	\$110,000	\$150,000
A-14: Director of Instruction	38	2.2%	703	\$ 65,626	\$ 25,000	\$ 40,000	\$55,000	\$ 80,000	\$120,000
A-15: Retail owner or Manager	29	1.7%	305	\$ 47,777	\$ 38,000	\$ 43,000	\$47,000	\$ 52,000	\$ 58,000
LM: Life Member	27	1.6%					N/A		
A-20: Sales Representative	26	1.5%	158	\$ 80,917	\$ 36,000	\$ 50,000	\$75,000	\$101,000	\$135,000
F	21	1.2%					N/A		
A-24: Other	19	1.1%					N/A		
A-9: Management	18	1.1%					N/A		
A-11: Administrators	16	0.9%					N/A		
A-2: HP Range	8	0.5%					N/A		
A-21: Tournament Director	7	0.4%	112	\$ 55,939	\$ 29,000	\$ 36,250	\$45,960	\$ 62,750	\$ 89,600
MP: Master Professional	6	0.4%					N/A		
A-17: Golf Course Superintendent	4	0.2%					N/A		
A-19: Mfg Executive	4	0.2%					N/A		
A-12: Coach	3	0.2%					N/A		
A-23: Club Fitter	3	0.2%					N/A		
A-2,11,12,17,19,21,23,24	45	2.6%					N/A		
All Job Classifications			11,058	\$ 72,039	\$ 29,969	\$ 40,000	\$57,500	\$ 85,000	\$125,555

GRADUATES BY PGA MEMBER CLASS

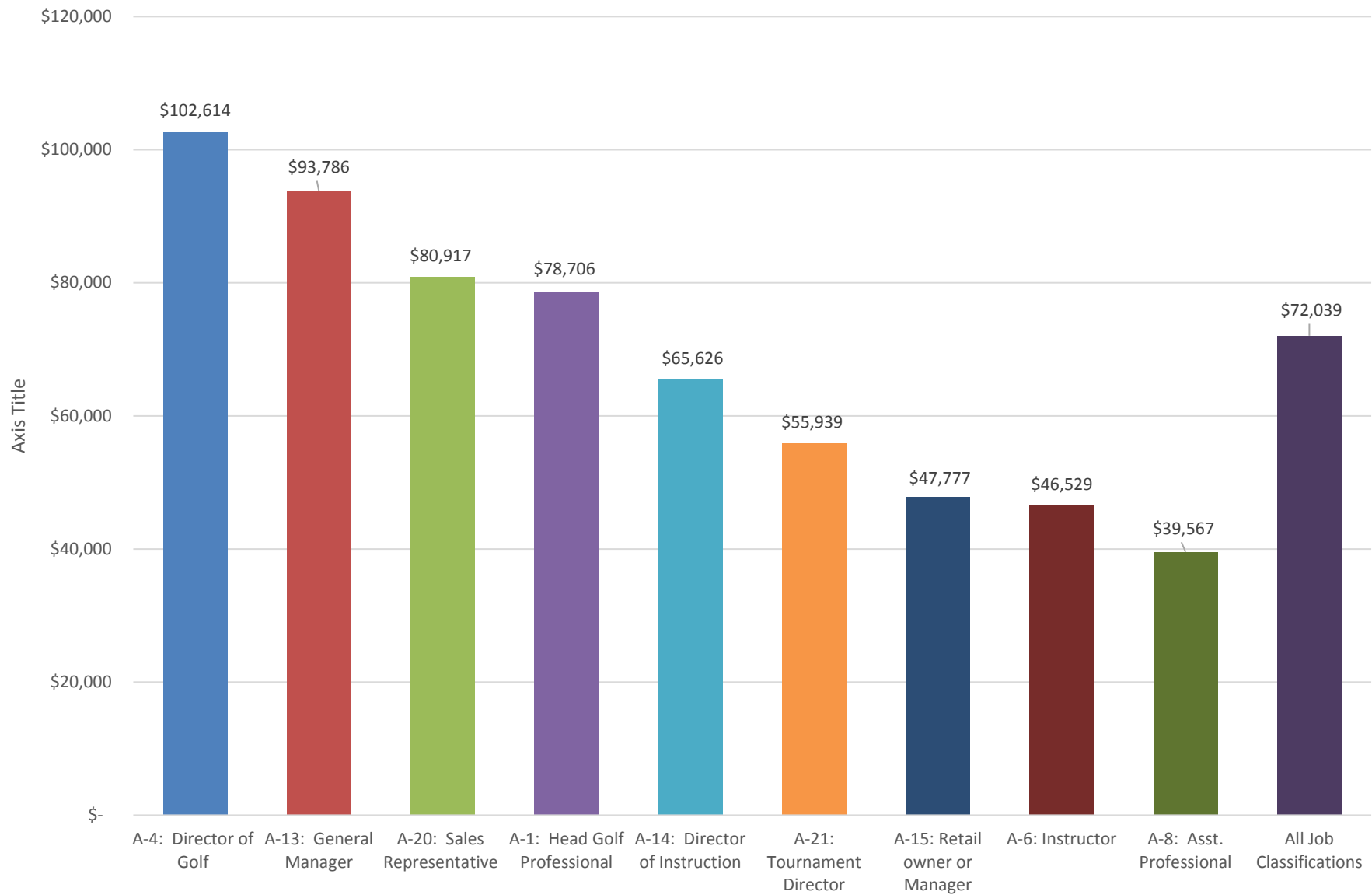


PGA Member Top 10% Salary By Job Classification



Source: PGA of America 2014 Compensation Survey, 2013 total income

PGA Member Average Salary By Job Classification



Source: PGA of America 2014 Compensation Survey, 2013 total income

Other Programmatic Data

Professional Golf Management / PGA Golf Management

The Ferris State University PGM Program has the distinct reputation of founding Profession Golf management in 1975. Since that time the PGA has expanded accredited universities to as many as 20. Starting in the fall of 2014 there will be 18 active PGA Golf Management universities accepting incoming students.

Since 1975 Ferris States has enrolled 3,332 students into the PGM program. Of that number 1,731 have graduated from the program and we currently have with 988 being active PGA members. The programs all time retention rate is 51% which ranks 2nd only to Penn State University (53% and only 499 graduates). Ferris ranks 1st in the total number of graduates

How Ferris State stacks up against the other PGA Golf Management Universities

<u>Total Graduates</u>		<u>Total PGA Members</u>		<u>Retention Rate</u>	
1 st Ferris State	1707	1 st Ferris State	988	1 st Penn State	53%
2 nd New Mexico St.	626	2 nd Methodist Univ.	375	2 nd Ferris State	51%
3 rd Mississippi St.	582	3 rd New Mexico St.	352	3 rd Arizona St.	46%
4 th Penn State	499	4 th Penn State	325	4 th New Mexico St.	45%
5 th Arizona State	307	5 th Mississippi St.	259	5 th Mississippi St.	40%

National Statistics:

PGA Magazine in the July 2014 issue reported there are currently 24,243 total PGA members. Of that total membership, Ferris State graduates accounted for 4.3% of all active members and sum of all 20 university PGM graduates that are active PGA members account for 14% of the industry. This is a major shift in PGA membership over the past 10 years and it's outstanding to see that Ferris State graduates account for 4.3% of PGA Members.

Furthermore the Ferris graduates continue to earn excellent jobs across the country for their first full time position in the industry. Currently we have 467 (27%) Class A members that are employed as a Head Golf Professional, Director of Golf, General Manager and Administrator. 153 (8.8) are employed as Instructors or Directors of Instruction and 276 (15.9%) are employed as Assistant Golf Professionals. Of the 1,731 graduates of the program, only 36.6% are not actively working in the golf industry. The attached chart details a full breakdown of all graduates by PGA member classification.

Internships Updates:

This past academic year our PGA Golf Management students has the opportunity to intern in 25 different states and one international internship in New Zealand. Since the students complete 100% of their PGA Educational requirements at Ferris, they now need to stick to the following internship rotation:

- Freshman Summer only internship (mid-May to the end of August)
- 1st year transfer students: Summer & Fall Internship (mid-May to November/December)
- Sophomores: Summer & Fall Internship (mid-May to November/December)
- Junior & Seniors: Fall & Spring Internship (September/October to May)
- Graduating transfer students: Spring Internship (Mid December to May)

All students are required to complete 16 months of internship. Once a student successfully completes PGA PGM 2.0 Level 1, they are permitted to complete a non-green grass internship. This change provides an outstanding opportunity for student's that are looking to become PGA members in a non-traditional capacity. I strongly encourage any facility looking to employ our students as interns to either participate in the annual interview day in November or schedule a private interview session. We look forward to sending our students to alumni facilities and appreciate the quality of mentorship the graduates provide to our students.

PGMSA Accomplishments:

The Professional Golf Management Student Association (PGMSA) has had an outstanding past academic year that was filled with tremendous accomplishments, fundraising and most importantly community service.

Mecosta Country Really for Life:

This past fall the seniors were looking for an opportunity to give back to the community and get involved in a community wide event. This past year now graduated seniors Trenton Donakowski and Michael Lewis did an outstand job organizing a PGMSA team to raise money for this wonderful cause. Students participated for the entire 24 hour event and were highlighted by Jack Hanna performing live music on the main stage, a long drive competition using TrackMan and other fun games and give always for participants. The students gained several corporate sponsorships and numerous individual donations for a total of \$2,776. This year's the student's goal is to pass the \$3,500 mark.

2013 Jones Cup Champions

Ferris Professional Golf Management Team Wins PGA Jones Cup for the First Time

PORT ST. LUCIE, Fla. – Ferris State University’s Professional Golf Management team won the 12th PGA Jones Cup, presented by High Definition Golf, for the first time in school history.



The final round of the national 36-hole championship at PGA Golf Club was conducted by The PGA of America. The PGA Jones Cup featured 19 schools in the PGA Golf Management

University program, including the top five players from each school. Representing Ferris, at Wanamaker Course (Nov. 5-6), were Nicholas Haudek, of Bellevue, Mich.; Patrick Humphrey, of Jackson, Mich.; Chad Sandee, of Sheyboygan, Wis.; Adam Schumacher, Oak Creek, Wis.; and Matthew Sheperd, of Oxford, Mich. The PGM team was joined by Ian Ziska, the Head Golf Professional at Ferris, and Aaron Waltz, Director of Ferris’ PGM program.

Sandee earned medalist honors with a 1-under-par 143 (70-73) during the two-round championship. Sheperd, who finished four strokes off the lead, ended in a three-way tie for second on the final leaderboard.

The Ferris PGM team finished the championship with a 13-over-par total of 589.

“To come home with the trophy is a big deal, a huge deal really to these kids,” said Ziska, after the Ferris team finished 10 strokes ahead of runner-up Florida State University and 12 ahead of Florida Gulf Coast University. “It was more of a grind (in the second round). Anytime you play with a big lead, in the back of your mind, you’re guarded. Playing prevent defense is the best way to describe it.”

The PGA Jones Cup serves to provide a platform where participants can display professionalism, integrity, character and camaraderie; characteristics Dr. S. Roland Jones emphasized to golf management students.

Universities participating in the PGA Jones Cup are accredited by The PGA of America to offer the four-and-one half to five-year PGA Golf Management University Program for aspiring PGA professionals. Students in the PGA Golf Management University Program study a combination of golf and business-related subjects and serve a minimum of 16 months in on-course, golf-industry internships.

For the full story, visit:

<http://www.pga.com/news/pga/ferris-state-wins-pga-jones-cup-first-time-florida-state-second>

The championship photo of the Ferris State University PGM team winning the 12th PGA Jones Cup is courtesy of The PGA of America

PGMSA student's volunteers participate in record numbers for the annual Big Event

In April of each year the Ferris State students, faculty and staff will unite in a campus wide effort for one day to say, "thank you" to our community; one that provides constant support to Ferris State University. The BIG event impacts hundreds of community members in the city of Big Rapids and its surrounding area. This is the largest student-run community service effort in the nation, The Big Event is one-of-a-kind in that it unifies the campus with the surrounding community in a showing of gratitude through philanthropy.

This past year the PGMSA volunteers came out in recorded numbers with more than 130 student participants. To put this into perspective the next closest student organization only had 35 participants. This team effort brings the student organization together to give back to the community.

The day of The Big Event students perform small service projects such as; yard work, washing windows, and painting for the residents of the community at no cost. This is a way for students to reach out and thank their community for their endless support of the campus.

Study Abroad Trip to St. Andrews:

After three years of planning and preparation, Director Aaron Waltz with the help of Professor John Caserta launched a study abroad trip targeted for the PGM junior and senior students. This trip takes place the last two weeks of the summer semester and allows any students to take up to 6 credit hours abroad. The trip allows the students to experience the birth place of golf at St. Andrews Golf Club, stay at the historic St. Andrews University, experience the numerous cultural events and activities and create memories that will last a life time. In 2013 we had 15 students attend the trip and the number has grown to 19 for 2014. This goal of this program is to create an annual opportunity for students to travel abroad and take advantage of unique educational programs.



Scholarships:

With the rising cost of higher education across the country the need for scholarships and financial assistance for our students has become a very important for the PGM program. Currently the program annually awards scholarships totaling \$25,000 to \$30,000 in honor of the following:

Raymond Kenyon

Brian Chapman

Marriott Golf

Robert & Jane Ewiglebin

Ester Ewiglebin

John Celestino

Don Perne

Jerry More

Dr. Gary Wiren

Lowell LeClair

Michael & Paula Rushford

Michael & JoAnn Bigford

Bruce N. and Jean A. Parsons

Presidents Invitational

In addition to the PGM scholarships available to the students, the university now offers excellent Woodbridge N. Ferris Scholarships for incoming students that have a minimum GPA of 3.0 and ACT/SAT score of 21/980. The renewable scholarships start at \$1,000 a year and top at Full In-State Tuition. Further information on that scholarships can be found at <http://www.ferris.edu/admissions/financialaid/scholarship/incoming/woodbridge.htm>

Ferris PGA Golf Management Interns by State (Summer 2013 -Spring 2014)



Program Enrollment Data

