



PGA™

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Sam Houston State University  
PGA Golf Management

2.0

Student  
Policies & Procedures Manual

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## **Introduction**

The PGA Golf Management program, accredited by The Professional Golfers' Association of America (PGA), is a college degree program designed to attract and educate bright, highly motivated men and women to service all aspects of this developing industry. These comprehensive degree programs blend college/ university requirements for a golf industry compatible major with a Concentration in PGA Golf Management. The purpose of the PGA Golf Management program at Sam Houston State University is to create PGA Members. The following are the admission, retention, and dismissal policies that will be used to guide students through the PGA Golf Management program at Sam Houston State University.

## **Admission Guidelines**

Each year's incoming class size is determined by the number of students currently enrolled, the number scheduled to graduate and the program's projected retention rate. PGA guidelines limit the size of the program to 400 total students provided that additional faculty is hired once there is an excess of 300 students. Students must first apply for entrance to Sam Houston State University. Once admitted to the University, they can then apply for admission to the PGA Golf Management program. A verified handicap of 12 or less is required. Each accepted student will then be required to pay a \$500.00 non-refundable deposit to secure his or her spot in the program which will be deducted off the first year program fee.

Handicap Verification can include one of the following:

- a. A copy of a current USGA handicap index card.
- b. The Confirmation of Playing Ability Form filled out by a PGA Golf Professional or High School Golf Coach.
- c. Successful completion of the PGA's Playing Ability Test (PAT).

## **International Student Policy**

Sam Houston State University is an accredited PGA Golf Management University, with a primary goal to produce PGA members. To become a member of the PGA of America, an individual must either be a US citizen or a resident alien. Individuals who are not US citizens or who do not have resident alien status will not be admitted into the PGA Golf Management program at Sam Houston State University.

## **Transfer Student Policy**

The PGA Golf Management program at Sam Houston State University is designed as a freshman entry program. Transfer students will be handled on a case-by-case basis. Transfer students will be required to complete all requirements of the PGA Golf Management program at Sam Houston State University. Transfer students will be counseled on the cost and time involved in the completion of the PGA Golf Management program.

## **Retention**

Retention in the PGA Golf Management program is determined by a combination of satisfactory academic performance along with continuous progress in the PGA's Professional Golf Management program requirements. Sam Houston State University students must maintain a 2.0 GPA throughout their course of study.

PGA Golf Management students will also be required to make satisfactory progress toward completing PGA membership requirements. To graduate from Sam Houston State University's PGA Golf Management program, students will be required to successfully accomplish the following; complete 16 months of internship, successfully pass the PGA's Playing Ability Test, and complete the four levels of the PGA's Professional Golf Management Program.

Student progress in both the university requirements and the PGA membership requirements will be continuously monitored. Each student will meet with the PGA Golf Management staff once a semester to be advised and counseled in his or her progress toward these milestones. These sessions will be documented and placed in the student's file.

## **Cohort Requirement**

For PGA Golf Management requirements, each entering class will be considered a *cohort*. Each student will be expected to meet PGA Golf Management milestones with his or her cohort class (For example, they will be expected to complete Level Q, 1, 2, and 3 of the PGA/PGM program at the same time). Only under exceptional circumstances will a student be allowed to deviate from his or her cohort and only with the Director's approval. A plan will then be put in place requiring the student to get back on track with his or her cohort class. Students will be counseled in these situations and proper documentation will be put in their permanent file.

Sam Houston State University students will sign a Student Policies & Procedures signature page. This form will address the requirements of the program and a signature on this form will state understanding of the PGA Golf Management program requirements at Sam Houston State University. This form will be covered in detail in the BUAD 1111A (Freshman Orientation) course and signed at that time. This form will again be covered each subsequent year in the seminar class and again signed by each student. Please see Probationary Standards and Grounds for Dismissal sections explaining disciplinary action within the PGA Golf Management program.

## **PGA Golf Management Program Requirements**

Sam Houston State University students must reach the following goals in order to receive the concentration in PGA Golf Management on their Diploma. Successful students must pass the PGA Playing Ability Test, complete 16 months of internship work at qualifying facilities, and complete the four levels of the PGA Professional Golf Management Program.

*A PGA Golf Management student has 8 years to obtain PGA membership from the day following completion of the Qualifying Level test. Students dropping the PGA Golf Management program will receive credit for all PGA education requirements previously completed, but receive no credit for completion of internships and will be required to register into the apprentice program following registration procedures.*

## **Program Fee**

Along with normal university tuition and fees, each student will be required to pay a non-refundable program fee of \$2400.00 per year by the first day of classes (Fall Semester) each of the first four years. This fee includes; PGA Golf Management materials, PGA Golf Management seminar fees, unlimited golf course and practice range access at Raven Nest Golf Club, Player Development Program, and PGA Golf Management Student Association Fees.

- Additional fees will be charged in the event of failure of any PGA Golf Management testing.

## **PGA Golf Management Staff**

The PGA Golf Management program at Sam Houston State University will have a clearly identifiable unit charged with the management of the PGA Golf Management program. The PGA Golf Management program will be staffed with a minimum of three full-time persons primarily responsible for the administration of the PGA Golf Management program.

The **Director** for the Sam Houston State University PGA Golf Management program serves as the primary liaison between the Professional Golfer's Association of America and the students, faculty, and staff of the College of Business Administration. The Director is responsible for the overall operation of the program, including but not limited to: budget preparation and maintenance; policy and procedures implementation; records management; curriculum development, management, and evaluation; student recruiting; and the personnel policies and procedures as related to the PGA. The Director instructs the one credit hour Professional Development seminars which cover the learning objectives of the PGA Golf Management program and will oversee the Player Development program.

The **Internship Coordinator** for the Sam Houston State University PGA Golf Management program is responsible for all aspects of internships, including but not limited to: maintaining a list of current contacts for all businesses that meet internship criteria and are interested in hosting a PGA Golf Management intern; site evaluation for selection of student placements; evaluation of site professionals to ensure assistance in the completion of specific work experience activities for program interns; the monitoring of evaluations of interns by site professionals and of evaluations of working conditions and activities of site by interns during placement; and proper documentation of internship sites, placements, and evaluations. The Internship Coordinator assists the Director in the instruction of the one credit hour Professional Development seminars and with the Player Development program. In addition, the Internship Coordinator serves as program advisor to the PGA Golf Management Student Association and assists in all recruiting efforts in the program.

The **Administrative Assistant** will be responsible for assisting in all aspects of the program, including but not limited to the management of records and files, data collection and processing, communication among all involved parties, and the PGA Golf Management activities calendar.

## **PGA Membership Requirements**

PGA Golf Management graduates must earn a total of 36 credits to be eligible for membership in the PGA. Students who graduate from the PGA Golf Management program after completing Level 3 of the PGA/PGM program, the Playing Ability Test (PAT) and 16 months of approved internship will qualify for immediate membership upon eligible employment and completion of the PGA of America's background check.

Credits will be awarded as follows:

- 12 credits for college degree
- 16 credits for completion of the PGA Professional Golf Management Program
- 6 credits for completion of all membership requirements
- 2 credits for attending 2 national workshops

## **Internship Program**

All PGA Golf Management students must complete 16-months of full-time internship assignment at facilities recognized as eligible employment by the PGA of America. PGA Golf Management University students may complete internships in any (apprentice) classifications deemed eligible employment with prior authorization from the PGA Golf Management Program staff. Each student must be registered in an internship class (BUAD 2189, 3189, or 4289) to receive academic credit.

All internships are completed under the direction and guidance of the PGA Golf Management staff along with a qualified PGA Professional or mentor at the approved facility. Before a student is placed as an intern, the site must be reviewed and approved by the Internship Coordinator. Once the site is approved an Internship Agreement Form, signed by the student and SHSU staff member, will be sent to the internship host for their signature. This form must be returned and on file in the PGA Golf Management office prior to the beginning of the internship.

Students have the opportunity to choose from numerous facilities including country clubs, resorts, public and municipal courses, military golf facilities, PGA/LPGA Headquarters, and PGA Section Offices. Students must complete all 16 months of the internship assignments prior to graduation. By completing internship assignments, students receive on-the-job training and academic credit as outlined in the PGA Golf Management Curriculum.

- A 2.0 cumulative GPA is required to receive internship credit. A grade for each of the internship classes will be issued once a student has completed each of the required internship experiences along with the corresponding work experience activities.
- Students must be enrolled in an internship class (BUAD 2189, 3189, or 4289) to receive credit.
- Students and host professionals will be informed of work experience activities assigned while on internship.
- Internship Coordinator is required to make first contact with all potential internship sites.
- All paperwork involved with the internship (Internship Agreement Form, Internship Evaluation, Facility/Internship Evaluation, and Post-Internship Meeting) will be completed in proper sequence and must be approved by the PGA Golf Management Internship Coordinator or PGA Golf Management Director. All paperwork will be placed in the student's permanent record.

- SHSU will require each student to complete a detailed evaluation of the Internship Site and Experience upon returning to campus at which time students will meet with the Internship Coordinator to compare evaluations. At that time any necessary remedial action will be taken to resolve any performance problems. Details of the meeting will be placed in the student's record.
- Negative site evaluations by students will be investigated prior to placement of future students.
- Host Professionals evaluation of Student and Students evaluation will placed in student records.
- Students who are not in good standing or on probation will not be placed as an Intern.
- Any student that commits a grievous act while on internship which resulted in termination is subject to dismissal from the SHSU PGA Golf Management Program.
- SHSU will submit to the PGA a list of interns and place of employment for each semester.
- (16) Months of internship are required for completion of the PGA Golf Management program.

### **PGA/PGM Game Seminars**

PGA of America faculty will come to Sam Houston State University 3 times for 2-3 day seminars to assist in the teaching of the objectives associated with the following courses:

Introduction to Teaching and Golf Club Performance – Level 1

Intermediate Teaching and Golf Club Alteration – Level 2

Advanced Teaching and Golf Club Fitting – Level 3

Each seminar will have an Industry Awareness component. The schedule for these seminars will be developed by the Director and coordinated with the PGA of America. Attendance at these seminars, with your cohort class, will be mandatory.

All other PGA/PGM course learning objectives will be taught in the PGA Golf Management Professional Development Seminars, Turfgrass Management course, Food and Beverage Management course, and Retail Merchandising and Inventory Management course.

### **PGA Golf Management Level Q, 1, 2, and 3 Testing**

All PGA Golf Management students will be required to test and pass all of the courses within Levels Q, 1, 2, and 3 of the PGA/PGM program. A score of 70% must be achieved to pass each test. Sam Houston State University students will take the courses and the accompanying tests according to the following schedule:

#### **First Year**

##### **Fall**

##### Qualifying Level

- Introduction to the PGA/PGM
- PGA History and Constitution
- The Rules of Golf

### **Spring**

Business Planning  
Golf Car Fleet Management

### **Second Year**

#### **Fall**

Introduction to Teaching and Golf Club Performance  
- PGA of America Seminar

#### **Spring**

Customer Relations  
Tournament Operations

**Level 1 Complete**

### **Third Year**

#### **Fall**

Turfgrass Management – taught by SHSU faculty  
Intermediate Teaching and Golf Club Alteration  
- PGA of America Seminar

#### **Spring**

Golf Operations  
Merchandise and Inventory Management – taught by SHSU faculty

**Level 2 Complete**

### **Fourth Year**

#### **Fall**

Human Resource Management and Supervising and Delegating  
Player Development Programs

#### **Spring**

Career Enhancement/Final Experience  
Food and Beverage Management – taught by SHSU faculty  
Advanced Teaching and Club Fitting  
- PGA of America Seminar

**Level 3 Complete**

### **Testing Retake Policy**

Students who do not achieve a passing score of 70% on any of the PGA/PGM tests will be immediately put on probation. Students are required to retake the test as soon as possible to regain their status with their cohort class. Each student will have 2 weeks from notification of the failed test to take a retake test. Failure to attempt a retake within 2 weeks of notification will result in the loss of a letter grade in the accompanying PGA Golf Management Professional Development Seminar. Retakes will not be held at Sam Houston State University and must be taken at an authorized test center with additional fees required. Students who fail to retake any tests and catch back up with their cohort class will be considered for removal from the SHSU PGA Golf Management Program.

## **Work Experience Activities**

Work experience activities are an essential part of the PGA Golf Management program at Sam Houston State University. A work experience schedule has been developed for all incoming freshman. Each of these activities will be covered in detail during BUAD 1111A, B, C, D and BUAD 3169 A, B, C, D Professional Development Seminars. These eight mandatory PGA Golf Management classes are held in the fall and spring semesters and meet once a week for two hours. Lesson objectives will mirror those offered by the PGA of America. They will be taught in a systematic structure to assist in your timely completion of work experience activities.

Work experience activities will be completed as determined by a schedule. Completed activities will be reviewed, graded and approved. Completed work experience activities will be reviewed by the PGA Golf Management staff and the PGA of America for approval.

## **PGA Golf Management Student Activities by Semester**

Along with the University curriculum each PGA Golf Management student at Sam Houston State University must also complete the following activities each semester:

### **First Year**

#### **Fall**

BUAD 1111A PGA Golf Management Orientation Seminar  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).  
Students complete Qualifying Level Testing

#### **Spring**

BUAD 1111B Professional Development Seminar- Covering Level 1 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).  
Student's first internship site determined

#### **Summer Semester**

BUAD 2189 – Students complete three month full-time internship  
Students complete work experience activities assigned by PGA Golf Management staff

### **Second Year**

#### **Fall**

BUAD 1111C - Professional Development Seminar – Covering Level 1 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).

#### **Spring**

BUAD 1111D Professional Development Seminar – Covering Level 1 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).  
Student's second internship site determined

### **Summer Semester**

BUAD 2189 – Students complete three month full-time internship  
Students complete work experience activities

## **Third Year**

### **Fall**

BUAD 3169A – Professional Development Seminar – Covering Level 2 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).

### **Spring**

BUAD 3169B – Professional Development Seminar- Covering Level 2 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).  
Student’s third internship site determined

### **Summer**

BUAD 3189 – Students complete three month full-time internship  
Students complete work experience activities

## **Fourth Year**

### **Fall**

BUAD 3169C– Professional Development Seminar – Covering Level 3 Topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).

### **Spring**

BUAD 3169D – Professional Development Seminar – Covering Level 3 topics  
Participate in Player Development Program until PAT passed  
Attempt a PAT (PGA requires students to attempt 1 per semester or 2 per year).  
Students 7 month internship site determined

### **Summer**

BUAD 4289 – Students complete 7- month internship  
Students complete work experience activities

## **Fifth Year**

### **Fall**

BUAD 4289 – Students complete 7- month internship

Graduate with BBA in General Business Administration and a Concentration in PGA Golf Management. Student will have met all PGA membership requirements upon eligible employment and completion of the PGA of America’s background check.

## **PGA Golf Management Curriculum**

Appropriate courses in Food and Beverage Management and Turfgrass Management will be offered to PGA Golf Management students, as required by the PGA of America. These courses will include a lab experience. Sam Houston State University will also incorporate the PGA Golf Management course Merchandising and Inventory Management into the curriculum. In addition, each PGA Golf Management student will be enrolled in a one hour Professional Development Seminar each semester for the first four years of the PGA Golf Management program. This course will aid in the completion of the PGA's Educational Program by teaching the objectives of the PGA Golf Management program. Sam Houston State University will also participate in PGA Growth of the Game Initiatives. The premise of these programs will be to promote and grow the game of golf.

## **PGA Golf Management Student Advising**

Each semester every PGA Golf Management student will meet with a member of the PGA Golf Management staff for an advising session. This advising session will include counseling on SHSU academic requirements along with PGA of America requirements.

## **PGA Playing Ability Test**

In order to pass the 36-hole PAT, you must achieve a 36-hole score within 15 shots of the course rating. For example, if the course rating is 72, the target score for the 36-holes would be 159 ( $72 \times 2 = 144 + 15 = 159$ ). This competition is normally conducted in one day. The PAT is conducted from the middle tees of the golf course with the hole locations set in the middle of the green in a generally flat area.

PGA Golf Management students are encouraged to pass the PAT before the completion of the fourth year of the program. Students who have not passed the PAT are required to take the PAT a minimum of (1) time per semester and a total of (2) times per year. The PGA Golf Management Director coordinates directly with the Southern Texas PGA to ensure an adequate number of playing ability tests are held at local courses to include Raven Nest Golf Club. Students who have not passed the PAT will participate in the Player Development Program. The Player Development Program will evaluate each student's golf ability and instruct him or her on how to improve. If improvements are not made, the PGA Golf Management Director will discuss alternative majors inside the College of Business Administration. Because the PGA Golf Management curriculum contains all course work needed for a General Business Administration degree, additional course work will not be required. However, students may choose to change their major, which can require additional courses.

- Any student registered for a PAT event but does not attend (is a no show) will be put on probation and subject to suspension from future PAT participation. PGA of America shall determine all suspension periods.
- Students are required to attempt a PAT a minimum of (1) time each semester and minimum of (2) times per year, until it is successfully completed.
- Any student who shoots more than fifteen (15) strokes over the target score will be required to attend a personal meeting with the PGA Golf Management Director to discuss playing ability and his/her future in the PGA Golf Management program. This is subject to adjustment, based on weather conditions.

- Registrations are taken in order of receipt at the PGA of America National Office and through [PGALinks.com](http://PGALinks.com). There is a **30 day registration deadline** for every PAT and an individual may be registered for only two PAT's at any one time. The registration fee, paid at the time of registration, is \$100.00 for each PAT and the registrant is responsible for all additional on-site fees.

### **Player Development Program**

Sam Houston State University PGA Golf Management students who have not passed the PAT will be required to take part in the Player Development Program. Each student's golf swing will be analyzed a minimum of two times each semester with recommendations given by a PGA professional. At the beginning of every semester, students will be given a schedule of when their two Player Development lessons will take place. At the conclusion of each lesson, a practice routine will be developed to address the student's specific weaknesses. Each lesson will be documented and kept on file in the PGA Golf Management office. Additionally, students will be required to turn in four (4) round analysis cards each semester to the Player Development Instructor. A PGA Golf Management student will not be allowed to graduate with the PGA Golf Management Concentration until the PAT is passed. Students who have begun the fourth year of the program and have not passed the PAT will be counseled and advised by the PGA Golf Management Director.

It is a condition of graduation to pass the Playing Ability Test (PAT). Each PGA Golf Management student must attempt the PAT once per semester or twice per year until it is passed. PGA Golf Management students are strongly encouraged to attempt a third PAT during the year.

Students who do not complete the required amount of PAT's, participate in the Player Development Program (including turning in the four (4) round analysis cards), will be placed on probation and can be considered for removal from the PGA Golf Management program.

### **Club Repair and McIver Golf Training Center Safety Guidelines**

Students will be required to contact the appointed student assistants to gain access to the Club Repair room in the College of Business Administration and the McIver Golf Training Center located at Raven Nest Golf Club. The appointed student assistants will be trained on safety procedures and will require students to follow the applicable rules, including working in pairs.

### **Tournament Requirement**

PGA Golf Management students will be required to compete in four (4), 18-hole tournament rounds over the course of each semester. If a student does not compete in and finish four (4) rounds per semester then they will be placed on probation.

### **Model Golf Shop**

A Model Golf Shop is provided as a learning laboratory at Raven Nest Golf Club. The PGA Golf Management program will utilize the Raven Nest Golf Club for many of our Work Experience Activities and incorporate the budgeting, procurement, merchandising and operations procedures. The Head Golf Professional at Raven Nest Golf Club will be in good standing with the PGA of America and can serve as a guest speaker to discuss this area with the students.

## **PGA Golf Management Student Association**

All PGA Golf Management students are required to join the PGA Golf Management Student Association (PGMSA). The fee for joining the Student Association is included in the yearly program fee. The PGA Golf Management program is a very specialized degree program, with many extra requirements placed on the students. The PGMSA serves as an organization that keeps students updated on the requirements and any changes occurring within the PGA Golf Management program. This Association is run and organized by PGA Golf Management students. Elections will be held to determine Officers (President, Vice President, Secretary, and Tournament Director).

Officers of the PGMSA will meet on a regular basis with the Student Council at Sam Houston State University to provide an update on the PGA Golf Management program. The Student Association is responsible for creating its own tournament program, as well as keeping students involved in various PGA initiatives, such as, Golf 2.0, Play Golf America, Free Lesson Month, Fund Raising Tournaments, and Junior Golf Camps. The PGMSA will determine its tournament policies with the help and support of the PGA Golf Management staff. The student organization will also be encouraged to become involved in charitable activities.

The PGMSA will recognize winners of their tournaments such as the PGMSA Stroke Play Championship. Winners will receive awards and a permanent plaque will be displayed in the PGA Golf Management office. Other tournaments will include appropriate gifts and/or trophies for the students. PGMSA officers will be responsible for determining budgets for these events and coordinating with the necessary personnel. The PGMSA will conduct regularly scheduled meetings. During these meetings, PGA Golf Management and PGA requirements will be discussed. These meetings will include lectures from golf industry leaders.

The PGA Golf Management Student Association will structure a point system to award top performers. Top point winners will be awarded prizes and receive official recognition. Yearly PGA Golf Management awards will be presented in several categories as determined by the PGMSA.

## **Raven Nest Golf Club Practice and Playing Privileges**

We are privileged to have **Raven Nest Golf Club** as the official home course for the PGA Golf Management program at SHSU. Each PGA Golf Management student is expected to act and conduct themselves in a professional, polite manner at all times. Raven Nest is home to our PGA Golf Management tournaments and will be used as a learning laboratory for many of our PGA Golf Management work experience activities.

**Conduct:** As a member of the PGA Golf Management program at Sam Houston State University you are expected to look and act like a golf professional at all times.

- Students must be respectful of other golfers on the course by not hitting into them or jumping in front of groups
- Rude and disrespectful behavior toward anyone will not be tolerated
- Destructive behavior damaging the golf course or facilities will not be tolerated
- No golf cars allowed at the back practice area under any circumstances
- Students must pay for golf car use in the golf shop prior to play
- Only two persons and two sets of golf clubs are permitted per golf car
- Players must observe posted golf car usage rules
- Walking across Veterans Memorial Highway is prohibited

- The maximum number of players allowed per group is four; no fivesomes are permitted unless given permission by golf shop personnel

**Dress Code:** **Female** participants must wear slacks, culottes, walking shorts, or golf skirts that constitute acceptable clothing worn by women in connection with participation in professional golf tournaments. (No Jeans or Short Shorts). **Male** participants may wear shorts and must always wear collared shirts or mock neck shirts. Jeans are not permitted to be worn at the golf facility at any time.

**Fees:** Raven Nest Course and Practice Fees are contained in the all-inclusive program fee for the PGA Golf Management program. (Golf car fees are an additional charge and are optional for students)

**Access:** Students are required to check in with the Professional Golf Staff at Raven Nest each time they are playing or practicing. Each student should be prepared to show their SHSU PGA Golf Management identification. Players must start play from either the first or tenth tee as directed by golf shop personnel.

A monthly schedule of tournament activity at Raven Nest will be posted at Raven Nest to indicate specifically when the golf course will be available to our students to play and practice. All students are expected to cooperate in a professional manner with the staff at Raven Nest in these special circumstances. In general, the facility will be available for unlimited use as indicated below.

**Practice Facility:** Students are permitted to use the practice facility during the following times:

- Monday-Sunday All Day

**Starting Times:** Tee Times may be made up to (8) Days in advance for weekday times (Monday – Thursday) and the Tuesday prior for weekend or holiday times. Students may show up and play on a space available basis, but must check in prior to play. (This is very important to ensure the golf shop accounts for all rounds played.) If you are only able to play (9) holes it is important to inform the golf staff.

**Progressive Disciplinary Policy:** Violation of any of the listed Rules and Regulations will result in a progressive disciplinary policy, which will include:

- Violation #1 – Loss of playing privileges for two weeks and probation for the semester
- Violation #2 – Loss of playing privileges for one month and probation for the year
- Violation #3 – Loss of playing privileges for the remainder of the academic year and suspension from the PGA Golf Management Program

Any disagreements or concerns over course usage should be brought to the immediate attention of the PGA Golf Management Director and not dealt with on an individual basis. The PGA Golf Management Director will contact the Head Golf Professional and resolve any issues in a timely manner.

## **Students with Disabilities**

It is the policy of Sam Houston State University that no otherwise qualified disabled individuals shall, solely by reason of their disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic program or activity. Additionally, the PGA of America offers non-standard testing accommodations for testing to those who qualify. The appropriate forms must be submitted to the PGA of America 90 days prior to testing.

Students with disabilities can visit <http://www.shsu.edu/~counsel/sswd.html> to find out more information on their rights and responsibilities at Sam Houston State University.

## **Minority Recruitment Policy**

The PGA Golf Management program at Sam Houston State University is dedicated to supporting the PGA objective of recruiting qualified minorities into the PGA Golf Management program. To help the University with minority recruitment, the PGA of America may provide scholarship monies each year. PGA minority scholarship assistance may be available through the PGA Diversity Scholarship.

## **PGA Golf Management Scholarships and Financial Aid Opportunities**

PGA Golf Management students will have the opportunity to apply for many university scholarships via the Scholar X application process. Please visit <http://www.shsu.edu/dept/financial-aid/scholarships/> for further SHSU scholarship information.

The **Academic Common Market** is a tuition-savings program for college students in the 16-member states who want to pursue degrees that are not offered by their in-state institutions. Students can enroll in out-of-state institutions that offer their degree program and pay the institution's in-state tuition rates. Residents of Alabama, Arkansas, Delaware, Georgia, Louisiana, Tennessee, Virginia, and West Virginia can qualify for in-state tuition rates because none of these states offer a PGA accredited PGA Golf Management program. Please visit: [http://www.sreb.org/page/1304/academic\\_common\\_market.html](http://www.sreb.org/page/1304/academic_common_market.html) for further information and how to apply.

## **PGA of America Background Check**

Effective January 1, 2010, all aspiring PGA members will undergo a background check as part of the PGA Golf Management University Program and will be responsible for paying the one-time cost associated with that check.

The overall objective of the program will help protect not only the individuals who interact with PGA professionals on a day to day basis via lessons, training, and teaching; but also the prestigious brand of The PGA of America. The project ensures The PGA of America has a background check program that consistently and thoroughly screens all prospective members.

PGA will select a vendor to administer the background checks, which will cover four major areas to verify information provided by the student on the application.

This background check is a standard of membership for all PGA Golf Management University Program students and must be completed prior to election to membership.

## Probationary Standards

Members of the PGA Golf Management program at Sam Houston State University will be placed on Probation the beginning of an academic semester due to any one of the following:

- A cumulative grade point average less than 2.0.
- Failure to hand in the appropriate work experience activities on due dates.
- Failure to fully participate in all requirements of the Player Development Program.
- Failure to adhere to Raven Nest Golf Club Rules and Regulations
- Not attempting the PAT a minimum of (1) time per semester and a minimum of (2) times per year.
- **Outstanding fees** payable at the Raven Nest Golf Club, any participating golf courses, or at the PGA Golf Management Office, including checks returned for insufficient funds.
- **Disruptive or disrespectful behavior** either in the classroom or on the golf course. Disrespectful behavior includes **poor conduct and appearance** at any PGA Golf Management meeting/workshop or at any golf course. All incidents of disruptive or disrespectful behavior will be carefully investigated by the Director before probation status is invoked.
- Failed PGA Educational Testing for Levels Q,1,2, and 3:
  - Students will remain on probation until they have passed the appropriate tests and have re-joined their cohort class.
- Probationary status may be invoked for the violation of any one of these probationary standards.

During PGA Golf Management probation, the following restrictions apply:

- To begin an internship assignment, a PGA Golf Management student who is on probation during that spring semester must satisfy all conditions for removal from probation by May 15, in order to receive credit for the internship assignment. This restriction applies to both academic credit and time credits toward the 16-month internship requirement to satisfy PGA Golf Management degree requirements.
- Students on probation will not be granted a PGA Golf Management Specialization upon graduation.
- Students on PGA Golf Management probation will not be eligible for PGA Golf Management Scholarships.
- Students on PGA Golf Management probation will not be eligible to participate in the Jones Cup, Heritage Cup, Leadership Seminar, or be one of the students selected to attend the PGA Merchandise Show with the PGA Golf Management staff.
- Students on probation will not be allowed to hold office within the PGA Golf Management Student Association (PGMSA).
- Students will not be allowed to order any merchandise through the program or PGMSA.

## **GROUNDNS FOR DISMISSAL FROM THE PGA GOLF MANAGEMENT PROGRAM**

The PGA Golf Management program is a rigorous, demanding program intended for motivated students. The PGA requires all PGA Golf Management students to matriculate through the PGA Golf Management Program as a cohesive unit. Those students who are not able to meet the academic and playing requirements of the program will ultimately need to be dismissed. The following reasons are grounds for dismissal from the PGA Golf Management program at Sam Houston State University.

1. Less than a 2.0 cumulative GPA for (2) consecutive semesters.
2. Probation within the PGA Golf Management Program for (2) consecutive semesters.
3. Not participating in a PAT a minimum of (2) times per year.
4. Failure to pass the PGA Playing Ability Test by the conclusion of the fourth year of the program.
5. Committing a grievous act while on internship, resulting in termination.
6. A third violation of the Raven Nest Golf Club Rules and Regulations
7. Any behavior which is considered unethical by the PGA of America or to be a violation of the PGA Constitution or the Code of Ethics. Sam Houston State University students will also be bound by the University Code of Conduct and Student discipline. This can be viewed at:  
<http://www.shsu.edu/students/guide/dean/codeofconduct.html>

*The policies and procedures in this manual are subject to change by Sam Houston State University and the PGA of America.*

**STUDENT POLICIES & PROCEDURES**  
**SIGNATURE PAGE**

**STUDENT ACKNOWLEDGEMENT**

I was issued the Sam Houston State University PGA Golf Management Student Policies & Procedures Manual on \_\_\_\_\_. As part of the BUAD \_\_\_\_, PGA Golf Management Professional Development course, we reviewed and discussed the entire Student Policies & Procedures Manual.

I understand the entire Manual and the commitment it will take to meet the requirements set forth by PGA of America, the PGA Golf Management Program, and SHSU. The PGA Golf Management staff has clearly explained all requirements to include:

1. The PGA's Playing Ability Test
2. Player Development Program
3. Internship Program
4. Raven Nest GC Rules and Regulations
5. The PGA's Professional Golf Management Work Experience Activities
6. PGA Golf Management Level Q, 1, 2, and 3 Testing
7. PGA Golf Management Retake Policy
8. The PGA Golf Management/General Business Curriculum
9. Probationary Standards
10. Grounds for dismissal from the SHSU PGA Golf Management Program
11. Associated costs
12. The cohort requirement
13. The eight year time frame to complete PGA Membership
14. The proper steps to becoming a PGA member
15. I understand a background check through the PGA of America is a standard of membership in the association and must be completed prior to election to membership

STUDENT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

**SAM HOUSTON STATE UNIVERSITY COLLEGE OF BUSINESS ADMINISTRATION  
PGA GOLF MANAGEMENT CURRICULUM**

<b>YEAR 1</b>			
<b>Fall</b>		<b>Spring</b>	
ENGL 1301 English Composition	3	ENGL 1302 English Composition	3
HIST 1301 US History to 1876	3	HIST 1302 US History since 1876	3
MATH 1324 Math for Managerial Decision Making	3	Lab Science (1)	4
BUAD 1305 Electronics Communications Techniques	3	Creative Arts Elective (2)	3
KINE 2115 or ECON 1100	1	<b>BUAD 1111-B Professional Development</b>	<u>1</u>
<b>BUAD 1111-A PGA Orientation</b> <i>(Qualifying Level)</i>	<u>1</u>	<i>(Business Planning, Golf Car Fleet Management)</i>	14
<b>Summer</b> <b>BUAD 2189 Internship 1</b>			
<b>YEAR 2</b>			
<b>Fall</b>		<b>Spring</b>	
Free Elective	3	Speech Elective (4)	3
ECON 2302 Microeconomics	3	ECON 2301 Macroeconomics	3
POLS 2305 American Government	3	BANA 2372 Business Analysis	3
ACCT 2301 Principles of Financial Accounting	3	ACCT 2302 Principles of Managerial Accounting	3
Language/Philosophy/Culture Elective (3)	3	<b>BUAD 1111-D Professional Development</b>	<u>1</u>
<b>BUAD 1111-C Professional Development</b> <i>(Introduction to Teaching and Golf Club Performance)</i>	<u>1</u>	<i>(Customer Relations, Tournament Operations)</i>	13
	16		
<b>Summer</b> <b>BUAD 2189 Internship 1</b> <span style="float: right;"><b>Level 1 Complete</b></span>			
<b>YEAR 3</b>			
<b>Fall</b>		<b>Spring</b>	
<b>PLSC 2375 Turfgrass Management, PGA</b>	3	<b>MKTG 3335 Merch. And Inventory Mgmt., PGA</b>	3
BUAD 2301 Business Legal Environment	3	POLS 2306 Texas Government	3
MKTG 3310 Principles of Marketing	3	BUAD 3335 Business Communications	3
MGMT 3310 Principles of Management	3	BUAD 3345 Global Entrepreneurship & Innovation	3
Lab Science (1)	4	<b>BUAD 3169-B Professional Development</b>	<u>1</u>
<b>BUAD 3169-A Professional Development</b> <i>(Intermediate Teaching and Golf Club Alteration)</i>	<u>1</u>	<i>(Golf Operations)</i>	13
	17		
<b>Summer</b> <b>BUAD 3189 Internship 1</b> <span style="float: right;"><b>Level 2 Complete</b></span>			
<b>YEAR 4</b>			
<b>Fall</b>		<b>Spring</b>	
MGIS 3310 Management Information Systems	3	<b>FACS 2441 Food and Beverage Mgmt., PGA</b>	4
FINC 3320 Business Finance	3	MGMT 4370 Operations Management	3
BANA 3363 Intermediate Business Analysis	3	MGMT 4390 Strategic Management & Policy	3
BUAD 3355 Business Law	3	FINC 3310 Financial Institutions and Markets	3
Economics Elective (5)	3	<b>BUAD 3169-D Professional Development</b>	<u>1</u>
<b>BUAD 3169-C Professional Development</b> <i>(Human Resource Mgmt. and Supervising &amp; Delegating, Player Development Programs)</i>	<u>1</u>	<i>(Advanced Teaching and Club Fitting, Career Enhancement/Final Experience)</i>	14
	16		
<b>Summer/ Fall</b> <b>BUAD 4289 Internship 2</b> <span style="float: right;"><b>Level 3 Complete</b></span>			
<b>YEAR 5</b>			
<b>Fall</b>			
<b>BUAD 4289 7-Month Internship (Continued)</b>		Graduate in 4.5 years with a BBA in General Business Administration and a Specialization in PGA Golf Management	
<b>(6) 122 hours required for Graduation</b>			

- (1) Lab Science - Choose from Biology, Chemistry, Geography, Geology or Physics. (Two 1436 courses are not allowed to satisfy requirement.)
- (2) Creative Arts Elective- Select from PLSC 2399, ARTS 1301, 1302, 1303, FACS 1360, FAMC 2301, MUSI 1301, 2364, 1306, 2348.
- (3) Language/Philosophy/Culture Elective - Choose from ENGL 2332, 2333, PHIL 2361, 2306, Foreign Languages 2311, 2312, GEOG 2355, 2356, HIST 2311, 2312, SGNL 2311, MCOM 1330, MUSI 1379 or SOCI 2319.
- (4) Speech Elective- Choose from COMS 2382 or BUAD 2321.
- (5) Economics Elective- Choose any 3000 or 4000 Level Economics course.
- (6) The PGA's Playing Ability Test must be passed prior to graduation with the Specialization



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**Sam Houston State University  
PGA Golf Management**

**Program Fee**

Education Expenses:	Level 1, 2, and 3 Materials Level 1, 2, and 3 Testing	\$4,600.00
Golf Course Access:	Practice Balls (Raven Nest) Golf Course Use (Raven Nest) \$400.00 per semester	\$3,200.00
PGM Student Association:	Dues \$25.00/ Semester	\$200.00
Program Fee:	Player Development PGA Student Affiliate Fee Other Student Activities \$200.00 per semester	<u>\$1,600.00</u>
		<b><u>\$9,600.00</u></b>
	\$9,600.00 divided by 4 years	<b>\$2,400.00</b>

- **Each student will pay \$2,400.00 per year for the first four years of the program.**
- **This is a non-refundable fee due by the first day of classes, fall semester, each year.**
- **The \$500.00 deposit, payable upon acceptance to the PGA Golf Management Program, will be deducted off the first year program fee, resulting in a \$1,900.00 payment due.**
- **This fee is subject to yearly change by Sam Houston State University**

SHSU PGA Golf Management  
Rich Ballinger, Director  
Box 2056  
Huntsville, TX 77341-2056  
(936)294-4810  
[ballinger@shsu.edu](mailto:ballinger@shsu.edu)

# SHSU PGA GOLF MANAGEMENT WORK EXPERIENCE PORTFOLIO CHECKLIST

## Level 1

### **BUSINESS PLANNING ..... DUE APRIL 1, YEAR 1**

- Activity 1: Phase 1: Define the Business
- Activity 2: Phase 2: Assess the Current State of Business
- Activity 3: Phase 3: Develop Objectives and Related Strategies
- Activity 4: Phase 4: Develop a Financial Forecast and Budget
- Activity 5: Phase 5: Monitoring Performance

### **GOLF CAR FLEET MANAGEMENT ..... DUE JULY 1, YEAR 1**

- Activity 1: Create a Golf Car Fleet Business Plan
- Activity 2: Analyze Fleet Policies and Procedures
- Activity 3: Explore Maintenance and Storage Practices
- Activity 4: Analyze Customer Satisfaction and Financial Performance
- Activity 5: Prepare the Final Report

### **CUSTOMER RELATIONS..... DUE JUNE 1, YEAR 2**

- Activity 1: The Business Value of Effective Public Relations
- Activity 2: Moments of Truth at My Facility
- Activity 3: Strategies and Skills at My Facility
- Activity 4: Improving Positive Engagement Routines

### **TOURNAMENT OPERATIONS ..... DUE JULY 1, YEAR 2**

- Activity 1: Develop a Tournament Business Plan – Case Study Facility
- Activity 2: Plan and Prepare for a Tournament Event – Employment Facility
- Activity 3: Run the Tournament – Employment Facility
- Activity 4: Review and Evaluate the Tournament – Employment Facility

### **INTRODUCTION TO TEACHING AND GOLF CLUB PERFORMANCE ..... DUE AUGUST 1, YEAR 2**

- Activity 1: Interview, Observations and Assessment
- Activity 2: Lesson 1
- Activity 3: Lesson 2
- Activity 4: Lesson 3
- Activity 5: Evidence for Learning

## Level 2

### **MERCHANDISING AND INVENTORY MANAGEMENT ..... DUE MAY 1, YEAR 3**

- Activity 1: Phase 1: Define the Purpose of the Merchandise Operation
- Activity 2: Phase 1: Analyze Historical Performance Data and Information on Current Trends
- Activity 3: Phase 1: Develop a Comprehensive Buying Plan, including an OTB Plan, a MAP and Vendor Selection

- Activity 4: Phase 2: Purchasing and Managing Inventory
- Activity 5: Phase 3: Floor Layout and Displays
- Activity 6: Phase 4: Promoting and Selling
- Activity 7: Phase 5: Monitoring Performance and Making Adjustments

**TURFGRASS MANAGEMENT..... DUE MAY 1, YEAR 3**

- Activity 1: Turfgrass at a Case Study Facility
- Activity 2: Interview the Course Superintendent
- Activity 3: Communications and Course Conditions
- Activity 4: Scheduled Maintenance at Your Facility
- Activity 5: Sustainable Practices at Your Facility
- Activity 6: Functional Course Design

**GOLF OPERATIONS..... DUE JULY 1, YEAR 3**

- Activity 1: Creating a Promotional Strategy Using Your Case Study
- Activity 2: Defining and Aligning the Golf Operation with the Business Plan
- Activity 3: Assessing a Promotional Strategy at Your Facility
- Activity 4: Coordination and Collaboration at Your Facility
- Activity 5: Evaluating Operational Practices Linked to Pace-of-Play
- Activity 6: Yield Management

**INTERMEDIATE TEACHING AND GOLF CLUB ALTERATION..... DUE AUGUST 1, YEAR 3**

- Activity 1: Develop and Conduct a Group Instructional Program
- Activity 2: Physical Fitness Evaluation and Summary
- Activity 3: Measure and Alter a Set of Golf Clubs

**Level 3**

**FOOD AND BEVERAGE CONTROL..... DUE JULY 1, YEAR 4**

- Activity 1: Benefits of the Food and Beverage Operation
- Activity 2: Coordination of Food and Beverage Operations with the Golf Operation
- Activity 3: Customer Service and the Food and Beverage Operation
- Activity 4: Estimating Food Costs
- Activity 5: Developing a Labor Pro Forma
- Activity 6: Receiving and Storage

**PLAYER DEVELOPMENT PROGRAMS AND TEACHING BUSINESS ..... DUE JULY 1, YEAR 4**

- Activity 1: Design and Implement a Player Development Program

**HUMAN RESOURCES MANAGEMENT AND SUPERVISING AND DELEGATING..... DUE AUGUST 1, YEAR 4**

- Activity 1: Job Descriptions and Interviews
- Activity 2: Hiring Staff at Your Facility
- Activity 3: Training to Create a Welcoming Environment
- Activity 4: Diagnosing a Performance Problem
- Activity 5: Conducting a Joint Problem Solving Discussion
- Activity 6: Designing a Motivating Assignment
- Activity 7: Delegating an Assignment
- Activity 8: Performance Standards and Evaluations

**CAREER ENHANCEMENT ..... DUE AUGUST 1, YEAR 4**

- Activity 1: Identifying a Position for Career Enhancement
- Activity 2: Creating a Resume and Cover Letter
- Activity 3: Conducting an Informational Interview
- Activity 4: Identifying the Next Steps for Professional Development

**ADVANCED TEACHING AND GOLF CLUB FITTING ..... DUE SEPTEMBER 1, YEAR 5**

- Activity 1: Plan and Conduct a Five Lesson Series with an Advanced Golfer
- Activity 2: Conduct a Fitness Evaluation and Recommend Fitness Training
- Activity 3: Conduct a Club Fitting