



Disney INTERNATIONAL PROGRAMS



CONVOCATORIA UNIVERSIDAD ANÁHUAC MAYAB para el Programa ACADEMIC EXCHANGE PROGRAM (julio 2026- enero 2027) de Disney International Programs

REQUISITOS

- Ser estudiante regular de las siguientes carreras: Dirección de Empresas de Entretenimiento, Mercadotecnia Estratégica, Negocios Internacionales, Comunicación, Administración y Dirección de Empresas, Gastronomía y Turismo Internacional.
- Ser estudiante regular de la Universidad Anáhuac Mayab.
- Tener promedio de 8.5, mínimo 30% avance créditos.
- Haber acreditado los 6 niveles de inglés en UAM acreditados (además y de manera sugerida tener una certificación de inglés como TOEIC/TOEFL/IELTS).
- Requisitos académicos específicos por carrera (revisar con el Asesor Académicos de Intercambio)
- No tener materias reprobadas.
- Inscribirse en Vida Anáhuac y asistir a la sesión informativa virtual del programa.

*No hay excepciones en los requisitos.

PROCESO DE PRESELECCIÓN PARA LA MAYAB

1.- DOCUMENTOS A ENTREGAR:

****Todos los documentos deben estar en formato PDF y el nombre del archivo debe incluir tu nombre completo. Los documentos que no se entreguen en el formato indicado no serán tomados en cuenta, y la solicitud será cancelada.***

- Historial académico sin firma y sin sello (se solicita al CAA *no tiene costo).
- El certificado de haber acreditado los 6 niveles de inglés en UAM acreditados o el certificado de inglés (TOEFL, TOEIC, IELTS). (en caso de no tener un certificado oficial, puedes solicitar una constancia de nivel de inglés al CAA *tiene costo).
- CV y Carta de Motivos en inglés (ver documento anexo por los requisitos).
- Autorización de Intercambio de la Dirección de su Escuela (solicítalo a tu Asesor Académico).
- Pasaporte vigente hasta julio 2027 o cita de confirmación para renovarlo o solicitarlo.
- Video de presentación personal y de motivos de porque quieres participar en este programa (¡Sé creativo!).
 - Máximo 3 minutos.
 - Enviar liga de YouTube (únicamente se aceptarán de esta plataforma)
 - En idioma inglés.

FECHA LIMITE Y FORMA DE ENTREGA:

Toda la documentación deberá subirse directamente al siguiente link

Fecha máxima para subir los documentos **20 de febrero antes de las 6:00 pm.**

[Convocatoria Disney AC2026 AQUÍ](#)

Ver Anexos:

- Disney Fact Sheet 2026
- CMU Academic Manual, Disney Learning Opport., Harvard Courses
- Formato CV y Carta AEP



DISNEY & CMU ACADEMIC EXCHANGE PROGRAM

Through an exchange partnership with Central Michigan University in the U.S, the Disney Academic Exchange Program enables you to take courses of study as you gain academic training at Walt Disney World® Resort. As part of this program, you will have the opportunity to learn directly from some of the most talented entertainment and guest service professionals in the industry. Participants will expand their education, network with experts, and make lifelong connections with people from around the world.

To participate in the Academic Exchange Program, you must be:

- Able to speak fluent English,
- At least 18 years of age at time of application submission,
- Currently enrolled and in an accredited standing school with a signed agreement with Central Michigan University,
- Engaged in appropriate course of study (i.e., tourism, hospitality, business, gastronomy, leisure studies, etc.)
- You must be an enrolled student in your local school by the fall semester of 2026.

Program Dates:

- Program Dates: **July 20th, 2026 -January 7th, 2027**

Disney Pay Rate:

- Pay rates start at **\$18.00** USD/Hour,
- Minimum of 30 hours per week – maximum of 37.5 hours per week.

Available Roles:

- Merchandise
- Attractions
- Quick Service Food & Beverage/ Seater

CMU Program:

- Students go direct to Walt Disney World, Florida and are enrolled as full-time guest students of Central Michigan University (CMU),
- Earn 12 academic CMU credits in *International Practicum/Academic Training in Leisure Service*. A supervised academic training experience at Walt Disney World that exposes students to on-the job training, international culture from around the world and academic practical learning opportunities provided by both CMU and Walt Disney World,
- Supervised by CMU staff in Orlando.

CMU Academic Requirements:

- Complete bi-weekly CMU assignments (including papers, video seminars, reports, volunteer experiences, networking interviews, skills assessment and submit a work performance evaluation from a Disney Manager),
- Register and complete several Disney educational seminars and workshops,
- Harvard courses opportunities are available.

CMU program cost:

- **\$2580** USD for 6-month program (tuition fee)
- **\$40** (non-refundable) admission fee.

J1 Visa – Sponsored by Central Michigan University:

- US Gov't SEVIS Fee: **\$220** USD,
- US Gov't Visa Processing Fee: **\$160** USD.

Medical Insurance:

- Students are responsible to obtain mandatory medical insurance prior to traveling to the USA. Health Insurance – approximately **\$700 to 800** USD for 6-month program – required by US Gov't. This rate is subject to change and is set by outside company.

Flamingos Crossings Village, Housing Complex:

- **Rent \$227/ \$250 /\$275** USD per week per person, depending on the type of the apartment. Includes amenities, fully furnished units, welcome and social events, activities inside the housing complex, characters meets & greets. **Food is not included in the program**. The rent is deducted from Disney paycheck weekly.

- Transportation provided to and from work
- The complex is gated with on-site security.
- For additional information: <https://www.americancampus.com/>

Disney Program Participation Fee

- **\$455 USD** (this **one-time, non-refundable fee** includes):
 - Activities and Fees (**\$240 USD**) - helps support the administration, events and activities scheduled in the housing complex throughout the program.
 - Housing fee (**\$215 USD**) – a portion of this amount will be applied to the participant's housing cost during the first week of the program.

Airfare

- Participants are responsible for their Flight to and from the USA.

“You can dream, create, design and build the most wonderful place in the world. . . but it requires people to make the dream a reality.”-WALT DISNEY

WDW Academic Exchange Program.

Información necesaria en el envío de CV CON FOTO PROFESIONAL (INDISPENSABLE)

Primer requisito:

Favor de redactar **EN INGLES**, en Word su currículum con los siguientes datos (en este orden) **MAXIMO 2 HOJAS**:

- Nombre completo (como aparece en documentos oficiales)
- E-mail
- Celular (incluir lada)
- Nombre completo de la Universidad (No siglas)
- Nombre completo de la Carrera que estan estudiando
- Semestre en curso y fecha de término de la carrera (por lo menos incluir mes y año)
- Edad (años cumplidos al día de redactar este documento)
- Fecha de nacimiento DD/MM/AAAA
- Ciudad de nacimiento (como aparece en acta o pasaporte)
- Nacionalidad
- Número de pasaporte (detallar vigencia DD/MM/YYYY)
- Experiencia Laboral/ Practicas profesionales (aún la no remunerada) descripción detallada indicando el tiempo que estuviste en cada puesto, incluir DD/MM/YYY de inicio y termino del puesto.
- Antecedentes académicos (alguna distinción, especialidad, premio o información que consideren relevante incluir, favor de no incluir informacion como datos de preparatoria o secundaria).
- Manejo de idiomas, indicar si tienen alguna certificacion.
- Fecha de elaboración de CV (al momento de su redacción o envío)

Resume/Curriculum Vitae (CV)

- On the Resume/CV, please include a summary of your **skills**, **education** and **work experience**. The CV should be brief and concise.

Segundo requisito:

Carta de motivación **EN INGLÉS** maximo de una cuartillas, dirigida a **Disney Recruiter** explicando las razones por las cuales desean participar en este programa.

Cover Letter (Motivation Letter)

The Cover Letter (Motivational letter) should be brief and concise . The candidate needs to explain the following:

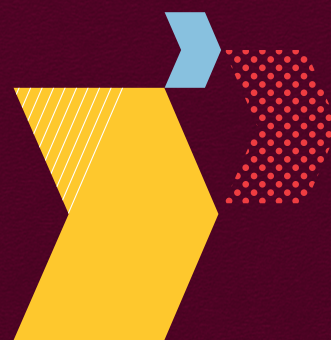
- Reason(s) why you would like to be considered for the program you are applying for.
- Why do you feel you would be a strong candidate (skills and qualities you have to offer).
- Indicate how this experience relates to your field of studies and/or to your future career goals.

Enviar ambos archivos (cv y carta de motivos) en un solo documento de Word de no más de 1 mega. Guarda este documento con tu nombre y apellido (ejemplo: *pedrodiazocv.doc*)

January 2024

Disney International College Program

ACADEMIC GUIDE



CENTRAL
MICHIGAN UNIVERSITY

/ We do.

Welcome to Central Michigan University And the Disney International College Program!

CMU Course: RPL 321 - International Practicum/Academic Training in Leisure Services (12/24 credits)

Contact Information

CMU Student Supervisor In Orlando, Florida:

Jennifer Gerstenberger

E: gerst1jm@cmich.edu

P: _____

Office hours:

At Central Michigan University, Mount Pleasant, Michigan:

Megan Hofer

Coordinator of Disney College Programs

Central Michigan University, Finch, 107

Mt. Pleasant, Michigan 48859

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P: 989 774-3984

F: 989 774-2161

Emily Boerman

Sr. International Student Advisor

Central Michigan University, Ronan 330

Mt. Pleasant, Michigan 48859

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F: 989 774-3690

CMU Academic Program

CMU RECREATION PROGRAM OVERVIEW

As a student of Central Michigan University you will be enrolled in a course (**RPL 321: International Practicum in Leisure Services**) earning 12 semester credits for the 6 month program. The department of Recreation, Parks & Leisure Services is responsible for the coordination and delivery of academic credit and services to the international students while they participate on the Disney International College Program.

CMU RECREATION PRACTICUM EXPERIENCE

The Recreation Practicum Experience is designed to give students a supervised practical work experience, on-the-job training and other learning opportunities students are surrounded by at Disney. It is like an internship or work placement. It is a combined work, living and learning experience (as Disney describes it).

This will be a unique university experience in which you will earn 12 credits that will be on your official transcript. You will be involved in a combination of Disney seminars and CMU assignments along with your work experience. However, there is no weekly instruction from CMU or research work we require. You will have assignments and we will introduce you to many learning opportunities available while at Disney and it is up to YOU to take advantage of them. We hope you do!

This learning experience is what you will make of it and more...

- You will ...learn more about yourself by working and living with others (on your own)
- ...sharpen your professional skills and improve weaknesses
- ...be encouraged to develop and improve leadership skills
- ...be trained to provide exceptional service
- ...and be challenged to develop and improve effective communication skills

These important learning lessons and skills can be discussed in a class setting but they are not fully learned until you put them into practice through firsthand experience. "Learning by doing" is the best way to explain how you will earn the practicum credit from CMU. And reflecting on what you are learning is an important part of that learning. You may find the assignments we require to be fairly simple because they are not what you would call "book learning", they are practical assignments to expose you to a different style of experiential learning. Most students tell us they learn better by doing than by only reading or studying a lesson from a book. Wouldn't you agree?

You were selected for this program because you had the desire and attitude to be highly successful. And you also showed a desire to learn and improve yourself....and now you are here, (at Disney) finally, and the rest is up to you to make it happen. You have our full support and encouragement to create magic...for yourself and others. You will be a changed person by the time you depart for home. And we think you will like the new YOU!

TIME OFF FROM WORK

Please be aware if you request time off for certain dates you must already be working in the location during those dates. Example: If you are in Role 1, you cannot request time off for dates that would be during Role 2. You would need to wait until you begin Role 2 to make the request.

Time Off – Family visits or vacation time must be coordinated with your Disney managers but not at the expense of missing or completing CMU academic work. It is your responsibility to notify your CMU supervisor of any problems or issues ahead of time or as they occur. It is not their responsibility to track down or chase students for information.

Disney Education Office – Education Office phone number: _____

Education Office email: _____

Communicating with CMU

CMU EMAIL ACCOUNT

Thanks for setting up your very own CMU email account! It will be your responsibility to keep up with important information emailed to this account. (Make sure to keep your username and password!!) And you have current information waiting for you in your CMU inbox regarding your academic requirements! If you have any trouble or questions please contact the CMU Help Desk...Phone: (989) 774-3662 – best for urgent or time-sensitive issues; Email: helpdesk@cmich.edu – best for minor issues.

CMU email accounts can be **forwarded**, so that messages sent to your CMU account will be automatically sent to an email account of your choice. You can also choose whether or not you wish to retain a copy of all messages sent to you, within your **CMU email** account.

To forward your email:

1. Click the Preferences tab.
2. Click the **Mail** option from the left navigation menu.
3. Scroll down to the Receiving Messages section.
4. In the **Forward a copy to field** type in the address you wish to have your **CMU email** messages delivered to (make sure the address is correct!).
5. Select the **Don't keep a local copy of messages** if you do not wish to have **forwarded** messages retained in your **CMU email** account.
6. Click the **Save** button at the top of the screen to save your changes. If you filled in an email address, **forwarding** will be enabled.

HELPFUL BLACKBOARD TUTORIALS

What is Blackboard?

Blackboard is the system that CMU uses to post your grades and assignments. Go here to see how to access Blackboard:

<https://cmich.teamdynamix.com/TDClient/664/Portal/KB/?CategoryID=7456>

Check your CMU email and Blackboard often for important announcements and academic information! If you forget your login and or password you must contact the CMU Help desk by phone or live chat.

CMU Academic Requirements & Grading Scale

6 month program

Please note Assignment Schedule for students...each will be due on the 1st and 15th of the month

Due Date	Assignments	Points
Upon Arrival	1. Setting Learning Goals & Individual Learning Plan	(10 pts) ____
February 1	2. <u>Select from A, B, C, D, E, or F</u>	(20 pts) ____
February 15	3. <u>Select from A, B, C, D, E, or F</u>	(20 pts) ____
March 1	4. Secret Shopper Assignment	(20 pts) ____
March 15	5. <u>Select from A, B, C, D, E, or F</u>	(20 pts) ____
April 1	6. Check-In Meeting with CMU Supervisor	(20 pts) ____
April 15	7. Create a Marketing Flyer on program for your own school	(20 pts) ____
May 1	8. <u>Select from A, B, C, D, E, or F</u>	(20 pts) ____
May 15	9. Skills Assessment	(20 pts) ____
June 1	10. Final Reflection Paper	(30 pts) ____
Before Departure	11. Submit Final Performance Evaluation from Disney Manager	(100 pts) ____
TOTAL POINTS		300 pts ____

Grading Scale

Letter grade	Percentage	Points for all requirements
A	94-100%	282-300
A-	90-93%	270-281
B+	87-89%	261-269
B	84-86%	252-260
B-	80-83%	240-251
C+	77-79%	231-239
C	74-76%	222-230
C-	70-73%	210-221
D	65-69%	195-209
E	1-64%	1-194

NOTE: Late assignments will be penalized with 10% off for each day the assignment is late. Assignments can be submitted before the due date.

ASSIGNMENT TIP:

Please do not wait until the last minute to submit assignments. You have been given plenty of notice to get assignments submitted on time. Assignments must be submitted on Blackboard, emailed assignments will not be given credit. Some students may have trouble with Blackboard so remember you can do a Live Chat and the CMU Help Desk will help you. We do not recommend trying to upload your assignment after 5:00 pm on the day it is due. You may run out of time if you are having difficulty. It is your responsibility to remember how to use Blackboard and your passwords. So keep your passwords and tutorials we provide handy. Late assignments are not accepted. Turn assignments in early!

CMU Assignment & Descriptions

1. Learning Goals and Individual Learning Plan

Due: Upon Arrival — 10 Points.

Submit your goals and plans to Blackboard. You will need to answer the following questions:

- A. List 5 professional learning goals that you would like to accomplish while you are on the Disney program.
- B. What do you want to learn or skill(s) developed while you are at Disney?

Please write a continuous paper written in complete sentences addressing the above questions.

***Submit your paper to Blackboard**

4. Secret Shopper Experience/Paper

Due: March 1 — 20 Points.

Students will complete a “secret shopper” assignment that will require them to attend/participate in one (1) Disney park and “secret shop” the park as a general participant. Students will be required to evaluate and reflect upon components listed below.

Students must write a narrative report and reflection of their experience. This paper must include full sentences, paragraphs and discussion. (This is not a bulleted outline.) Provide examples, description and if possible pictures/visuals for each topic area of your narrative. All papers must be professionally presented. (Please see suggestion for paragraph sub-titles and paragraph formatting example on the next page.)

PROVIDE THE FOLLOWING INFORMATION/DISCUSSION REGARDING THE PARK EXPERIENCE IN WHICH YOU PARTICIPATE:

Park Description

- A. Park Name
- B. Date and Length of time spent in park

Cleanliness

- A. How well was the park maintained?
- B. How many custodians did you see?
- C. Evaluate the bathroom facilities.

Guest Service

Please discuss one strength and one weaknesses in regard to how you felt as a guest. Provide examples and explanation of what you experienced. (Think about how staff treated you. Did you feel valued as a customer?)

Security/Risk Management

Please discuss one strength and one weaknesses in regard to your observations/experience of the risk management for this park. Provide examples and explanation of what you experienced. (Was there obvious care taken to ensure the safety, flow, and information of guests/events?)

Park Strength and Quality Improvement

- A. Discuss one aspect of this park that you observed/experienced as a “best practice”. What did they do really well? Give examples and explain how the implementation strengthened your experience.
- B. Discuss one component of this park that you observed/experienced that you would change to make it a higher quality experience. Give examples and explain how to improve it.

AFTER YOU PROVIDE THE ABOVE INFORMATION FOR THE EVENT, REFLECT AND DISCUSS WHAT YOU LEARNED AND APPLY IT THROUGH THE FOLLOWING DISCUSSION FOR THE FINAL SECTION IN YOUR PAPER:

Your Shopper Experience – Reflecting on your park experience, answer the following:

- A. What was one thing you learned or reinforced for you regarding park management/production?
- B. What was the one “take-a-way” you saw or experienced that is important to remember in your future profession as an event planner professional?

Visual Aids/Discussion Support:

- Paper must include visual aids such as screen shots, marketing examples, and/or social media posts in regard to the event you chose to participant in for this assignment.
- Must provide documentation/proof of your participation (registration confirmation, outcome product, follow-up email, screen shots/photos, etc.)
- These can be referred to in the body of your paper and included in an appendix or they can be embedded into the body/narrative of your paper.

6. Check-In Meeting with CMU Supervisor

April 1 — 20 Points.

You will be required to meet periodically with CMU Supervisor to discuss your progress on the program.

Discussion points will be:

Disney class	Goals/Expectations	Work & Manager(s)
CMU Assignments	Role(s)/rotation	Home University requirement(s)
CMU Seminar	Student questions/concerns	

Please expect the meeting to take at least 15 minutes. The times for meeting with the CMU Supervisor is within their office hours. These check-in meetings will need to be completed between Mar. 1 – April 1. See page 1– for their office hours. Office hours can change based on schedules so you will need to watch your email and Blackboard for those announcements. You will also be required to check Blackboard weekly for updated information.

7. Marketing Flyer

Due: April 15 — 20 points.

Using your experience on the Disney College Program, create a graphically designed flyer that could serve as a recruitment tool on your home university's campus.

Create a one-page promotional flyer of the DCP that markets the experience. Some of the things you may include are:

- Benefits of the program
- Costs
- Certifications and/or credentials
- Educational programs offered
- If interested...(contact info)

Think of your flyer as part of the recruitment effort to encourage more students from your home university to participate.

9. Skills Assessment

Due: May 15 — 20 Points.

	Low									High
Time Management	1	2	3	4	5	6	7	8	9	10
Communication (Verbal)	1	2	3	4	5	6	7	8	9	10
Guest Services	1	2	3	4	5	6	7	8	9	10
Safety/Risk Management	1	2	3	4	5	6	7	8	9	10
Problem Solving	1	2	3	4	5	6	7	8	9	10
Teamwork	1	2	3	4	5	6	7	8	9	10
Leadership	1	2	3	4	5	6	7	8	9	10
Handling Responsibility	1	2	3	4	5	6	7	8	9	10
Networking	1	2	3	4	5	6	7	8	9	10
Computer Skills	1	2	3	4	5	6	7	8	9	10
Professionalism/Confidence Level	1	2	3	4	5	6	7	8	9	10

1. Above, assess each of your skill levels before you arrived on the program to where you are at presently. Put an "X" on the number that represents the level before you arrived and "Circle" the number that represents where you are at when finished.

ON SEPARATE PAGES, ADDRESS THE REMAINING QUESTIONS:

2. Are there any skills you were seldom exposed to that you wished you would have developed more?
3. What advice would you give to future students in ways to improve or gain experiences to improve THREE of these skills?
4. What are the THREE most important skills for you to have for your future career (whether it is listed above or not)?
5. What has been the hardest skill for you to learn or improve? Why?
6. Discuss how important skills are to have for the entry-level job market?
7. Do universities/college teach you skills that prepare you for your career? In your opinion, how are skills best learned?
8. Will the skills you have developed or sharpened, transfer into the career field you hope to pursue someday? How so?

10. Reflection Paper

Due: June 1 — 30 Points. 1500 words minimum, no maximum.

Please address all 12 questions in your final reflection paper:

Work Experience

1. Describe your position, work site and training.
2. Did you have any highlights (magical moments) within your role? Describe.
3. Regarding your own experience, do you feel you went above and beyond what was expected of you? If yes, HOW? If no, WHAT could you have done?

Learning Experience

4. Evaluate the Disney Educational offerings you selected and compare them with other college seminars and assignments you have taken at home. What is your best learning style (lectures, assignments, projects, seminars, workshops, or practical experience?) Why? Why did you choose the seminars or assignments you did? Rate the Disney educational experiences overall on a scale of 1-10 (10 being highest). Was there something else you wished they offered but didn't?
5. What kind of cultural experience was this for you, either at work or living or both? What did you learn about other nationalities that you did not know previously? Any surprises?
6. What are you studying at school back home? Has this experience helped you make or affirm your educational or career choice? How so? Or did it make you want to switch your goals?
7. How would you justify this opportunity as an educational experience?
8. Do you feel this experience has given you a competitive edge in the job market? Explain.

College Program

9. Were the expectations you had for the college program met? Why or why not?
10. Which part of the experience had the biggest impact on you...the living, learning, or earning part? How so?
11. Did CMU meet your expectations regarding communication and support. Did you like having choices in which to complete the assignments or would you prefer everything more laid out with less choices?
12. Conclusion...give a condensed overall evaluation of what this experience meant to you. What did you gain from this experience that you lacked before? What would you still like to improve upon?

Minimum word count for answers is 1500 words. Please write a flowing paper, not just one-sentence answers.

***Submit your paper to Blackboard**

11. Disney Final Performance Evaluation

Due: Departure Date or earlier – 100 Points.

Evaluation:

- Two weeks before your departure, you are to request your Performance Evaluation (Feedback Form) from your Disney manager and inform them that you have to turn your evaluation into CMU one week before your departure for you to receive credit for the experience. Your manager will give you a copy of your evaluation at that point, one week before you depart. Make a copy of your final evaluation and submit it to the CMU Supervisor one week before your departure. See example on page 16.

***Submit your evaluation(s) to Blackboard**

Additional Learning Opportunities to Select — Spring 2024

Due: February 1, 15; March 15; and May 1 — 20 points each.

Group A CMU Paper or Projects (see page 12 for each)

- | | |
|---------|---|
| Paper | Guest Services at Disney |
| Paper | Creating Disney Magic (almost all students indicated they wanted to learn how Disney does it, so what have you learned in how Disney creates the magic)? |
| Project | Create a fictitious student event at Flamingo Crossing/thru a PowerPoint |
| Project | Conduct 2 Informational Interview(s) with Disney cast members |
| Project | Find/discover a Volunteer Experience to participate in at Disney or within the community (ex. Give Kids the World, Disney marathons, Disney fundraising events, etc.) |

Group B CMU Instructional Videos

- | | |
|------|---|
| View | Lee Cockerell (Retired VP of Disney' Magic Kingdom) — video interview on his experience with Disney and keys for success. |
| View | Culture of Communication — Tim Otteman |
| View | Top 10 tips of Successful Fundraising — Jill Almasi-Dole |
| View | Dealing with Difficult Conversations/Guests — Jill Almasi-Dole |
| View | Hosting a large event like the Detroit Grand Prix — Jamie Cool |
| View | Additional faculty led videos on related tourism topics to be developed |
| View | Informational Interviewing as a Powerful Networking Tool — Dean Wallin |

Upon viewing any of these videos, students will need to complete the Group B assignment on Bb.

Group C Disney Instructor Led Experiences

Multi-Week Series: Designed to teach the various elements of our business and brand. Some topics that could be explored in a series include:

- Leadership
- Human Resources
- Hospitality
- Storytelling

Individual Sessions: Stand-alone sessions that provide insight into various elements of our business. Some topics that could be explored in a session include:

- Theme Park and Resort/Hotel Operations
- Culinary and Food & Beverage
- Diversity, Equity & Inclusion
- Entertainment, Costuming and Tech
- Character Art and Consumer Products
- Animal Sciences and Environmental Initiatives
- Event Planning, Marketing, Disney Weddings & Catering, and many more professional business areas throughout Disney Company (including ESPN, Marvel, ABC, The Walt Disney Studios and more).

Group D Disney Experiential Learning

Discover Disney: Participants can go behind the scenes in various locations around The Walt Disney World Resort to learn what it takes to bring the magic to life for our Guests every day. Offerings may include:

- Walt Disney World Rides & Attractions
- Food & Flavor Lab and other Culinary Experiences
- Merchandise, Hotel & Security Operations
- Costuming, Entertainment and Textile Services
- And more!

Group E Disney Career Readiness Sessions

Sessions focusing on:

- Personal Branding and LinkedIn Development
- Networking and Relationship Building
- Resume Writing and Interview Skill

Group F Harvard Business Seminars

Select from more than 100 Harvard seminars from a video library on Business Management topics. Participants are able to access Harvard courses via the Disney University HUB site, or by searching the course catalog within "DLearn" (this is the company's Learning Management System). Once a participant has completed a Harvard course, a certificate of completion for the class is available to print or download on DLearn.

Group A: CMU Paper or Project Details

Guest Services at Disney

Write a paper on Guest Services and what you have learned to date. Since Disney is so well known for its delivery of "Guest Services", address these questions in your paper:

- How did you value guest services before this experience?
- Has your experience and training to date changed your perception of guest services? If so, how?
- Is your perception of Disney's guest services too much or something you want to incorporate into your future career? Explain.
- What about Guest Services will you want to share with your professors and classmates back home?
- In your opinion, does your country's business culture at home value guest services? Why or why not?
- At your home university, are you taught about guest services? If so, is it like what you are experiencing and learning at Disney? Is it a whole class on customer service or just a lecture or two as part of the class?
- Have you worked for any other business at home that provides excellent guest services? Who are they?
- What is the best example of guest service you have delivered or witnessed while working at Disney World?

Please write a continuous paper written in complete sentences addressing the above questions.

****Submit your paper to Blackboard***

Creating Disney Magic

Almost all students in their interviews when asked the question, "what do you hope to learn while on this program?" indicated they wanted to learn how Disney does the magic, so what have you learned in how Disney creates the magic?

1. List at least 6 functions that you have learned from working at Disney that you believe creates the magic and give a rationale, details and examples for each function you have identified.
2. What are some Disney areas or functions that you would still like to learn more about?
3. No company is perfect, but if you were to make a recommendation for Disney to improve, create or change one thing, what would that be? Give examples and details of your recommendation?

****Submit your paper to Blackboard***

DCP Student Event/Flamingo Crossing Project

- Student will complete a PowerPoint presentation that applies the Five Senses of Design to an event of their choosing.
- Assignment must be uploaded onto Blackboard using the link provided under Assignments on Blackboard.

Requirements for the Assignment:

1. Choose a special event or themed gathering that would be held at Flamingo Crossings.
2. Identify and discuss a minimum of two (2) intentional design choices related to each of the five senses: smell, touch, taste, sight, and sound.
3. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.
 - A. All choices must be intentional — be sure to give short explanation as to how it promotes your event.
 - B. Address how the elements you have chosen create that experience you want for your participants
4. Create a PowerPoint presentation and use visual images and text to highlight/explain how you would incorporate the Five Senses into your event design.

PowerPoint Format:

- **Slide #1: "Cover Page"** — *your name/event title*
- **Slide #2: Intro** — *General event description & explain the feelings/emotions you want your guests to experience.*
- **Slide #3-4: Sense of Smell** — *Identify and discuss a minimum of two intentional design choices related to this sense. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.*
- **Slide #5-6: Sense of Touch** — *Identify and discuss a minimum of two intentional design choices related to this sense. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.*
- **Slide #7-8: Sense of Taste** — *Identify and discuss a minimum of two intentional design choices related to this sense. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.*
- **Slide #9-10: Sense of Sight** — *Identify and discuss a minimum of two intentional design choices related to this sense. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.*
- **Slide #11-12: Sense of Sound** — *Identify and discuss a minimum of two intentional design choices related to this sense. Provide both visual images and text that addresses your choices and reasons for design elements on your slides.*
- **Slide #13: Conclusion** — *How do you hope your intentional design choices will impact the outcome of your event and the experience of your guests?*

***Submit your paper to Blackboard**

Disney Cast Member Informational Interviewing

Reasons to interview professionals for information: to learn more about them, the job they hold, to discover inside information about how they view their profession, what makes it tick, and how to be successful in that profession. You will also discover new trends, what they like or dislike about their jobs, how to pursue a career, and who to network with next. Everyone likes to talk about themselves and what they do. So, this should be an easy ask.

- Schedule an appointment with a chosen professional. Could be a professional who works in a job you would like to have someday or just someone you have taken an interest in to learn more about.
- Length: 30-40 minutes
- Prepare questions in advance
- Set up a meeting time and place
- Arrive early (10 minutes is appropriate)
- Send a thank you card or note afterwards (within 24 hours by mail or email)

Possible questions you may wish to ask:

- Ask how they got started in the profession? What jobs they had, to get to where they are today? What did their career ladder look like? "Tell me your story"...
- What degree and major did they pursue in college? (You may be surprised to find out what they studied in college has little to do with what job and career they are in now.)
- What skills or experiences are essential for effectiveness in their job?
- Have them describe a typical workday/week?
- Ask what they like most and least about their job.
- What they wished they knew or experienced before taking their first job?
- Ask about the profession, new trends they see developing, where it is heading, growth or decline?
- Who are the current leaders in the profession — role models?
- Find out what skills are hardest for them to find in new employees? What skills or qualifications are they looking for in a young candidate?
- What professional organizations do they belong to that they would recommend to you to join?
- What trade journals should you subscribe to?
- What is the best way to gain entry into this kind of profession?
- What kind of salary range is expected now days when entering the profession in your part of the field?
- What other tips or recommendations do they have for someone entering the profession?
- Can I contact you again if I have other questions?
- You can end your interview by asking whom they would recommend you interview next. Is it OK to let the next professional know that they were recommended by you?
- What future trends do they see happening? How is technology changing to make things faster or better?
- In closing, make sure to thank them for their time and sharing their thoughts about the profession. In most cases, they will offer you their business card. If not, ask for one. More than likely, you will not have enough time to ask all these questions so you may want to prioritize the questions you really want them to address in your 30-40 minutes with them.

Remember, this is a great networking opportunity to learn a lot about a profession, what it takes to be successful in it, discover new trends, direction, and ideas. Most people don't mind talking about themselves and offering tips if asked correctly, and if it does not take too much of their time. Therefore, interview for information.

Assignment — Select two **professional cast members** at Disney to interview. You may choose anyone inside/outside your immediate work location. Develop your own questions, set your own appointments (approximately 30–40 minutes each) and write up each interview afterward. Include the following in your reports:

1. Name, title, and department of the interviewed cast member
2. Date and length of the interview.
3. Questions asked and responses (summarize; be brief).
4. Critique each interview. Why did you select this employee to interview? What did you learn?

***Submit your paper to Blackboard**

Volunteer Experience

Disney VoluntEARS — Participants can visit with the Disney VoluntEARS module on the HUB to view, register, and log volunteer hours. You can also set up an independent volunteer experience away from Disney wherever you want!

Group B CMU Instructional Videos

Videos can be found and accessed on Blackboard.

Extra Credit (Optional)

Due: June 5 — 10 Points.

Select one of three choices below to complete for extra credit points.

1. Professional Development

- Extra Credit of 10 points will be given for attending one Career Development Workshops or Speaker Series Presentation. Workshops include: resume/vita writing, personal branding, networking, business etiquette, and interviewing. Schedules for these are available in the Learning Center with the phone number you will have to call to sign up. You may attend as many as you would like, but the maximum of 10 Extra Credit points is all that can be earned. This will show up on your Program Activities Report (PAR) after you attend. Please upload your PAR onto Blackboard after you attend by the due date to get 10 points. We need your PAR by the due date, so do not attend a seminar on the due date.

2. Networking Interviews

- Extra Credit of 10 points will be given for conducting two professional cast member networking interviews. Interview someone in leadership you would be interested in learning or knowing more about. Develop your own questions and set up your own appointments for a 20-40 minute interview. Write a report afterwards for each interview including:
 1. Name, title and department of the interviewed employee.
 2. Date and length of interview.
 3. Questions asked and responses (summarize, be brief).
 4. Critique each interview. Why did you select this employee to interview? What did you learn?

3. YouTube Video

- Develop one YouTube video on your own (5-10) minutes – EXAMPLES of topics to highlight:
 - Your experience and all that you have learned
 - The top 10 tips to share with fellow students before arrival
 - Service differences between theme parks in Orlando
 - How technology is used at WDW
 - Theming at Disney
 - Training at Disney
 - The different cultures of Disney
 - The different festivals and special events at Disney
 - Top 10 overlooked educational experiences at Disney
 - Marketing at Disney
 - What kind of 5th theme park would fit at Disney
 - Careers at Disney
 - Costumes at Disney
 - Disney's five keys
 - What to do after Disney with the skills and information learned
 - Changes you will implement when you return home

CMU Certificate of Completion

Upon completion of the program, and earning a passing grade of 70% (210 pts) or higher, students will earn a CMU Certificate of Completion. In most situations, students will pick up their certificate at the end of the program, before departing for home.

CMU Academic Transcript/Academic Record

This is your official document at CMU that will list your CMU course (RPL 321-International Practicum in Leisure Services) with the grade you have received. Your Disney educational seminars or offerings will not be listed on CMU's official document as it is not taught by CMU. This document will be sent to your University if they require it and have approved our credit as transfer credit. Few universities require this document from CMU, so check with your university to see if they desire a CMU transcript.

Disney/Program Activities Report

Disney has a record of your completed educational seminars and workshops; you may download your Disney record by going on the Disney HUB and downloading "Program Activities Report" for yourself. This would be something you can show your university if they need this information. See example of the Disney Program Activities Report on page 18.

Please note, as soon as you depart the program you will not have access to the Disney HUB, so be sure to download and print off any information you may need for your university before you depart. CMU will not be able to retrieve that information for you.

Disney Programs Participant Evaluation Form




Disney Programs Participant Evaluation

This evaluation represents the working/earning component of Disney Programs. It is recommended that this document be used in conjunction with results of the education/learning component, if applicable, to ensure a comprehensive review of the Cast Member's participation on the program.

Hi, Brandon. When you submit this form, the owner will see your name and email address.

* Required

1. Cast Member's Name *
2. Cast Member's Work Location *
3. Review Date *
4. Disney Programs Behavioral Expectations *
Communication: Demonstrates effective communication skills in a professional and positive manner. Utilizes effective listening skills.
5. *
Deliver Cast/Guest/Client Satisfaction: Anticipates and meets the needs of Guests and other Cast Members.
6. *
Dependability: Performs job responsibilities in a timely manner with a minimum of follow-up needed.
7. *
Teamwork: Works well with fellow Cast Members and acts as a team player.
8. *
Attendance / Reliability: Reports for scheduled shifts on time and is prompt returning from lunch and breaks.
9. *
Initiative / Problem Solving: Takes independent action to identify and solve problems, accomplish tasks, makes timely decisions with good judgment.
10. *
Adaptability: Effectively handles changing situations and is able to grasp new ideas and methods. Is understanding and helpful in responding to change.
11. The 5 Keys *
Safety: Demonstrates that Safety comes first by providing a secure and safe experience for himself/herself, our Guests, and fellow Cast Members. Follows specific Safety procedures & techniques.
12. *
Courtesy: Provides friendly, personalized service and treats every internal & external Guest as an individual.
13. *
Inclusion: Creates a safe space to welcome and embrace everyone's unique backgrounds, experiences, and perspectives.
14. *
Show: Contributes to our Show by exemplifying the Disney Image through adhering to the Disney Look and keeping work areas clean and neat at all times.
15. *
Efficiency: Produces the established volume of work necessary to meet job requirements while maintaining the appropriate service and quality standards.
16. Attendance: Evaluate the performance level of attendance *
17. Overall Work Performance: Evaluate the level of overall work performance *
18. Supervisor's Name (First and Last) *
19. Supervisor's Job Title *



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8. *
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Satisfactory

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Satisfactory

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Satisfactory

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Satisfactory

12. *
Courtesy: Provides friendly, personalized service and treats every internal & external Guest as an individual.

Outstanding

Disney Program Activities Report

Sample

Karla Quintanilla Montalvo
01406103



Professional Intern FL OH
WDW Professional Intern FL
01/05/2022 - 06/04/2022

Program Activities Report

Attended

Activity	Date & Time	Location	Check In Date	Learning Hours
Leadership 101 Exploration Series (Session A)	05/19/2022 14:00	Apprentice Hall Room 101	05/19/2022 13:56	2.00
Leadership 101 Exploration Series (Session A)	05/12/2022 14:00	Apprentice Hall Room 101	05/12/2022 14:01	2.00
Leadership 101 Exploration Series (Session A)	05/05/2022 14:00	Apprentice Hall Room 101	05/05/2022 14:08	2.00
Leadership 101 Exploration Series (Session A)	04/28/2022 14:00	Apprentice Hall Room 101	04/28/2022 13:59	2.00
Conversations With: Event Planning and Operations	04/07/2022 11:00	Apprentice Hall Room 201	04/07/2022 11:02	2.00
Conversations With: WDW Park Vice Presidents	03/30/2022 10:00	Apprentice Hall Room 101	03/30/2022 09:57	2.00
Spotlight On: WDW Ambassador Program	03/18/2022 10:00	Apprentice Hall Room 201	03/18/2022 09:49	2.00
Spotlight On: Event Planning and Operations	03/16/2022 11:00	Apprentice Hall Room 201	03/16/2022 11:01	2.00
Resume Writing	02/25/2022 10:00	Details in description	02/26/2022 12:36	1.00
2/16 Orlando Magic Game	02/23/2022 17:30	Flamingo Crossings Village East - Bus Loop	02/23/2022 11:50	0
Discover Disney: The Haunted Mansion	02/11/2022 06:30	Magic Kingdom Park	02/11/2022 06:42	2.00

No Show

Activity	Date & Time	Location	Learning Hours
Leadership 101 Exploration Series (Session A)	05/26/2022 14:00	Apprentice Hall Room 101	3.00

Office of Global Engagement — Helpful Reminders

1. Keep your passport and visa documents in a secure and safe place. Make a copy of all your important papers and documents for verification when necessary.
2. Know your passport expiration date. It must be valid for a period of at least six months beyond any anticipated stay in the United States.
3. The I-94 Form attached to your passport should list your “Class of Admission”: J1 and “Admit Until Date”: “D/S” (Duration of Status for your program) stamped on it. If not, please notify CMU.
4. While in the United States, you are not allowed to accept any additional employment outside the terms of your Academic Training. Unauthorized employment will result in a violation of your immigration status and grounds for deportation.
5. Keep the CMU and Office of Global Engagement (OGE) informed of any changes in your legal status, address, or phone number as soon as they occur. You must notify the OGE of changes in your address within 10 days of the change while in the United States.
6. Notify the International Programs Advisor (IPA) at CMU before you travel outside the United States. It may be necessary for you to send your DS-2019 to CMU for an updated endorsement on the form. Failure to do this may result in your not being able to re-enter the United States and complete your program.
7. Maintain your course registration status at a full-time credit load.
8. J-1 Exchange Visitors are required to maintain a health insurance policy throughout their stay in the United States. Failure to obtain, maintain and submit proof of health insurance coverage will result in a violation of your immigration status and grounds for deportation.
9. All J-1 Exchange Students are required to file a federal income tax return with the Internal Revenue Service. **1098-T form** - While we are not knowledgeable about tax information or forms for non-US residents, we have sought the university's advice on how to address this with our international students. The university has stated that the 1098-T form, which some students are seeking from CMU, is a federal tax form and not a CMU form. Each university has the choice of producing the form for non-U.S. residents or not. CMU no longer produces the form for its students as each tax situation is different. And the Internal Revenue Service (IRS) regulations surrounding the 1098-T seem to be interpreted in many different ways, depending on the tax consultant. So our advice is to seek recommendations from your tax advisor, consultant or the IRS (www.irs.gov). Sorry that we cannot be more helpful with your tax request.
10. U. S. immigration regulations require Central Michigan University to electronically submit enrollment information and all other matters pertaining to your legal status on a regular basis to the Student and Exchange Visitor Information Service (SEVIS). If you have any questions regarding SEVIS, please do not hesitate to contact the OGE.
11. It is your responsibility to be aware of immigration regulations and how they affect your status. You must keep CMU informed of all matters that have an impact on your immigration status while in the US. If you have any questions regarding how certain issues may affect your status, please email the International Programs Advisor at jlev@cmich.edu.
12. Please pay close attention to the end dates on your Ds-2019. Regardless of the end date on your visa, once your DS-2019 end date has passed, you must leave the US within 30 days.

The Exchange Visitor Program

The Exchange Visitor Program is administered through the United States Department of State. It is designed to promote mutual understanding between the people of the United States and other countries by means of educational and cultural exchange.

Central Michigan University has been designated a sponsor to administer academic programs to select exchange visitors. We are required to provide you with pre-arrival information, an orientation and to monitor your activities while in the US.

It is important that you understand and abide by the EV Program regulations, US laws and sponsor rules while participating in the program. The EV Program regulations are available on the Internet at:

<http://www.exchanges.state.gov/>

The Department of State can be most successful if it is aware of the needs, interests and concerns of all parties involved in the Exchange Visitor Program. If you wish to contact the State Department, you may do so at:

**United States Department of State
Office of Exchange Coordination and Designation
ECA/EC - SA-44, Room 734
301 4th Street, S.W.
Washington, D.C. 20547
jvisas@state.gov**

You chose to come to the United States on a J-1 academic visa. This means you must be academically engaged throughout the program. You must complete all Disney or CMU educational assignments on time or you will not be in compliance with your visa and may be terminated from the program and sent home. **Please do not get dropped from a Disney seminar or miss assignment deadlines.** In most cases, students must leave the program and return to their home country. Please do not let this happen.

Tax Requirements

As an international student in the US, it's important that you understand the tax requirements of your visa and your filing obligations with the IRS. Since you worked or received a stipend, grant or allowance in the USA (over a certain amount) you will need to file the Form 1040NR.

The OGE has arranged discounted access to an online tax preparation software tool called **Sprintax**. Sprintax will guide you through the tax preparation process, prepare the necessary documents and check if you are entitled to a refund.

To use this service:

1. **Register** and follow the instructions
2. Enter the code **21CMU150F5** in the box on the 'Review your order' page. The code provides a \$5 discount on the Federal Tax return only; you will be responsible for paying the difference in your federal tax return and for the state tax return.
3. Sprintax will prepare your tax return and check if you are due a refund.

As a reminder, you have to print, sign and mail your documents once you complete the preparation process in the Sprintax software. If you have any questions, please email Sprintax at hello@sprintax.com. For additional assistance, please view other available resources on our website:

https://www2.cmich.edu/office_provost/GlobalEngagement/services/Pages/taxinformation.aspx.

Central Michigan University

Office of Global Engagement

330 Ronan Hall

Mount Pleasant, MI 48859 USA

Phone: (989) 774-4308

Fax: (989) 774-3690

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Notes

[illegible]

Notes

[illegible]

Notes

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a template for handwriting practice or general note-taking. The margins are consistent on all sides.



CMU, an AA/EO institution, strongly and actively strives to increase diversity and provide equal opportunity within its community. CMU does not discriminate against persons based on age, color, disability, ethnicity, familial status, gender, gender expression, gender identity, genetic information, height, marital status, national origin, political persuasion, pregnancy, childbirth or related medical conditions, race, religion, sex, sex-based stereotypes, sexual orientation, transgender status, veteran status, or weight (see <http://www.cmich.edu/ocrie>). 20858 MGX 120 qty (01/24)