

Course Learning Report

(revised 9/2013)

Course: HOST 100 Career and Customer Service Skills

Date: Fall 2013

Author: 3 instructors – total of 5 sections (1 -online section),(1- face-face section) (3- face-face sections)

Overview of Course Learning Report Concepts

Competency: Statements of what students are expected to know and be able to do by the time they complete the learning experience.

Assessment Method: The systematic collection, review, and use of information about educational experiences undertaken for the purpose of improving student learning and development. Consider the following:

- WHAT—What is the assessment tool? (Example: course assignment, test questions, paper, presentation, project, portfolio, etc.)
- HOW— How will the assessment results be evaluated? (Example: rubric, answer key, observation checklist, rating scale, etc.)
- WHO—Who will conduct the assessment? (Example: 4 out of 5 faculty)
- WHEN—When will the assessment be conducted (semester, year, week)? (Example: spring 2013 week 16, etc.)

Expected Level of Achievement: Benchmark or specific level of performance expected of students serving as a point of reference by which performance is measured.

Results of Assessment: Summary of assessment results after analyzing assessment noted in the *assessment method* column.

Next Steps: Recommendations for improvements (if there are any). Next steps can include revisions to assessment methods, competency, syllabi, curriculum, teaching methods, student support, and other.

Continuing the Cycle of Improvement: If this is not the first cycle of assessment for this course / competency, what were the “**Next Steps**” from the previous assessment cycle? Include “**Next Steps**” status.

Please see next steps below.

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PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
5	Competency 1 Identify career opportunities in the Hospitality and Tourism Industry	What: <ul style="list-style-type: none"> • Career Profile • Activity & Reflection • Careers in Hosp. & Tourism Presentation How: Rubric Who: Instructors When: times in semester vary	Expected: 70% of students enrolled will achieve 70% or better	Results: 19/22 (86%) of students achieved 70% or better. 1/22 did not complete the assignment and 2/22 did not pass 16/18 (89%) of students achieved 70% or better. 2/18 did not complete the assignment. NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students 56/73 (77%) of students achieved 70% or better. 3/73 (4%) did not complete the assignment. 14/73 (19%) did not pass the assignment.	Action: no action needed Date:
5	Competency 2 Create a career path to fit his/her interests and needs	What: <ul style="list-style-type: none"> • SWOT Analysis/Reflection • Personality Profile and Reflection • Imiloa MyPlan 	Expected: 70% of students enrolled will achieve 70% or better	Results: 17/22 (77%) of students achieved 70% or better. 5/22 did not complete the assignment.	Action: All decided to keep assignments. will work to improve class attendance on

		<p>How: Rubric Who: Instructors When: times in semester vary</p>		<p>15/18 (83%) of students achieved 70% or better. 3/18 did not complete the assignment. <i>NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students</i> 43/73 (59%) of students achieved 70% or better. 12/73 (16%) did not complete the assignment. 18/73 (25%) did not pass the assignment</p>	<p>the day Imiloa MyPlan is scheduled. Also, working with Jonathan Wong to create a video for Imiloa MyPlan so this assignment can be adopted to online course and video also provided to students who were absent.</p> <p>Date Fall 2014</p>
4	<p>Competency 3 Utilize job hunting strategies and techniques, such as writing a résumé and answering job interview questions</p>	<p>What: Final Mock Interview (all) How: Rubric Who: Instructors When: end of semester</p>	<p>Expected: 70% of students enrolled will achieve 70% or better</p>	<p>Results: 18/22 (86%) of students achieved 70% or better. 4/22 did not complete the assignment 17/18 (94%) of students achieved 70% or better. 1/18 did not complete the assignment. <i>NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students.</i> 61/73 (84%) of students achieved 70% or better. 10/73 (13%) did not complete the assignment. 2/73 (3%) did not pass the assignment.)</p>	<p>Action: no action needed Date:</p>

5	Competency 4 Practice workplace behaviors that display professionalism, such as teamwork, appropriate dress, and business etiquette	What: Final Mock Interview How: Rubric Who: Instructors When: end of semester	Expected: 70% of students enrolled will achieve 70% or better	Results: 18/22 (86%) of students achieved 70% or better. 4/22 did not complete the assignment. 17/18 (94%) of students achieved 70% or better. 1/18 did not complete the assignment. NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students. 61/73 (84%) of students achieved 70% or better. 10/73 (13%) did not complete the assignment. 2/73 (3%) did not pass the assignment	Action: no action needed Date:
5	Competency 5 Utilize computer technology to create a paper based Career Portfolio and ePortfolio	What: ePortfolio or Career Portfolio How: rubric Who: Instructors When: end of semester	Expected: 70% of students enrolled will achieve 70% or better	Results: 17/22 (77%) of students achieved 70% or better. 5/22 did not complete the assignment. 17/18 (94%) of students achieved 70% or better. 1/18 did not complete the assignment. NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students. 54/73 (74%) of students	Action: no action needed Date:

				achieved 70% or better. 9/73 (12%) did not complete the assignment. 10/73 (13%) did not pass the assignment.	
7	Competency 6 Identify Hawaiian Values, their importance in the workplace, and create a work philosophy based on these values	What: Work Philosophy How: rubric Who: Instructors When: varies by instructor	Expected: 70% of students enrolled will achieve 70% or better	Results: 17/22 (77%) of students achieved 70% or better. 5/22 did not complete the assignment. 16/18 (89%) of students achieved 70% or better. 2/18 did not complete the assignment. NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students. 68/73 (93%) of students achieved 70% or better. 5/73 (7%) did not complete the assignment	Action: no action needed Date:
4,6	Competency 7 Explain the ethical principles associated with the hospitality and tourism industry and demonstrate behaviors consistent with those ethical principles	What: Final Mock Interview How: Interview Question on Ethics/Decision Making Who: Instructors When: End of semester	Expected: 70% of students enrolled will achieve 70% or better	Results: 18/22 (86%) of students achieved 70% or better. 4/22 did not complete the assignment. 17/18 (94%) of students achieved 70% or better. 1/18 did not complete the assignment. NOTE: 4 students did not attend class at all during the semester and are not counted in the total number	Action: no action needed Date:

				<p>of students.</p> <p>61/73 (84%) of students achieved 70% or better. 10/73 (13%) did not complete the assignment. 2/73 (3%) did not pass the assignment.</p>	
2,6	Competency 8 Identify methods of handling dissatisfied customers and exceeding customer expectations.	<p>What:</p> <ul style="list-style-type: none"> • <i>Be Our Guest</i> Book Report • Quality Customer Service Discussion • Customer Service Presentation <p>How: rubric Who: Instructors When: varies by instructor</p>	Expected: 70% of students enrolled will achieve 70% or better	<p>Results:</p> <p>14/22 (63%) of students achieved 70% or better. 5/22 did not complete the assignment and 3/22 did not pass.</p> <p>12/18 (67%) of students achieved 70% or better. 6/18 did not complete the assignment.</p> <p>NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students.</p> <p>66/73 (90%) of students achieved 70% or better. 4/73 (5%) did not complete the assignment. 3/73 (5%) did not pass the assignment.</p>	<p>Action:</p> <p>to break down book report and revise assignment to provide adequate time to complete. may also incorporate Customer Service Presentation.</p> <p>to consider revising assignment.</p> <p>Date: Fall 2014</p>
2,6	Competency 9 Explain how hospitality and tourism organizations win customer loyalty.	<p>What:</p> <ul style="list-style-type: none"> • <i>Be Our Guest</i> Book Report • Quality Customer Service Discussion • Customer Service Presentation <p>How: rubric Who: Instructors</p>	Expected: 70% of students enrolled will achieve 70% or better	<p>Results:</p> <p>14/22 (63%) of students achieved 70% or better. 5/22 did not complete the assignment and 3/22 did not pass.</p> <p>12/18 (67%) of students achieved 70% or better. 6/18</p>	<p>Action:</p> <p>to break down book report and revise assignment to provide adequate time to complete. may also incorporate Customer Service</p>

		When: varies by instructor		<p>did not complete the assignment.</p> <p><i>NOTE: 4 students did not attend class at all during the semester and are not counted in the total number of students.</i></p> <p>66/73 (90%) of students achieved 70% or better.</p> <p>4/73 (5%) did not complete the assignment. 3/73 (5%) did not pass the assignment.</p>	<p>Presentation.</p> <p>to consider revising assignment.</p> <p>Date: Fall 2014</p>
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LEGEND: SLOs

1. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community, and industry.
2. Apply the concepts and skills necessary to achieve guest satisfaction.
3. Demonstrate leadership and teamwork to achieve common goals.
4. Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
5. Communicate effectively and confidently in the classroom, community and industry.
6. Demonstrate knowledge of multicultural perspectives to meet the needs of guests and employees.
7. Lead with the knowledge that the foundation of tourism is based on the respect of the host culture with the responsibility to perpetuate the unique values, traditions, and practices of the place.
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers

*Next steps can include revision to syllabi, curriculum, teaching methods, student support, and other.