

Course Learning Report

Course: HOST 171 Airline Reservations and Pricing

Date: Prepared Fall 2013

Rosalie Fernandez - Fall 2012 – Spring 2013 Semesters (Total of 45 students)

Authors: Two HOST faculty members

PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
1,2,3	Competency 1 Define and create types of air journeys (one-way, round trip, circle trip, and open jaw) and types of flight services (direct, non-stop, and connecting) to create travel itineraries.	What: Chapter Test 1-3, 4,5-6,7-9/Critical Thinking exercises/ Airline Presentations/Final exam How: Multiple choice, matching questions, critical thinking writing, power point presentations and building PNR's Who : Instructor When: Through-out the semester	Expected: 70% or more students pass with a 70% or better grade.	Results: Chapter Test: 43/45 96% achieved a 70% or better. Critical Thinking: 33/45 73% achieved a 70% or better. 12 students did not do all of their CT assignments. Presentations: 44/45 98% achieved a 70% or better. Final Exam: 38/45 84% achieved a 70% or better. Expectations were met.	Action: Date:
1,2,3,4	Competency 2 Evaluate fare basis codes and fare rules, including international fares based on neutral	What: Chapter Test 5-6,7-9/Critical thinking exercises/Airline Presentations/Final exam How: Multiple choice, matching questions ,	Expected: 70% or more students pass with a 70% or better	Results: Chapter Test: 41/45 91% achieved a 70% or better. Critical Thinking: 33/45 73% achieved a	Action: Date:

	units of construction principles.	critical thinking writing , power point presentations and building PNR's Who : Instructor When: Through-out the semester	grade.	70% or better. 12 students did not do all of their CT assignments. Presentations: 44/45 98% achieved a 70% or better. Final Exam: 38/45 84% achieved a 70% or better. Expectations were met.	
1,2,3,4,5,9	Competency 3 Identify and construct airline reservations using the mandatory fields of the Passenger Name Record (PNR)	What: Chapter Test 4, 5-6, 7-9/Critical thinking exercises/Airline presentations/Final exam How: Multiple choice, matching questions, critical thinking writing, power point presentations and building PNR's Who : Instructor When: Through-out the semester	Expected: 70% or more students pass with a 70% or better grade.	Results: Chapter Test: 42/45 93% achieved a 70% or better. Critical Thinking: 33/45 73% achieved a 70% or better. 12 students did not do all of their CT assignments. Presentations: 44/45 98% achieved a 70% or better. Final Exam: 38/45 84% achieved a 70% or better. Expectations were met.	Action: Date:
1,3	Competency 4 Critique how the United States Airline Industry compares to the International Air Transportation	What: Chapter Test 1-3/Critical Thinking Exercises How: Multiple choice, matching questions, critical thinking writing.	Expected: 70% or more students pass with a 70% or better	Results: Chapter Test: 42/45 93% achieved a 70% or better. Critical Thinking: 33/45 73% achieved a	Action: Date:

	Association regulations	Who : Instructor When: 3 rd week of the semester	grade.	70% or better. 12 students did not do all of their CT assignments. Expectations were met.	
1,2,3,4,5,6,9	Competency 5 Research visa and health requirements using TIMATIC (an electronic version of the Travel Information Manual	What: Chapter Test 7-9/Critical thinking/Final exam How: Multiple choice, matching questions, critical thinking writing. Who : Instructor When: Through-out the semester	Expected: 70% or more students pass with a 70% or better grade.	Results: Chapter Test: 39/45 87% achieved a 70% or better. Critical Thinking: 33/45 73% achieved a 70% or better. 12 students did not do all of their CT assignments. Final Exam: 38/45 84% achieved a 70% or better. Expectations were met.	Action: Date:

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.