Program Name: Hospitality and Tourism Education Department

Date: December 31, 2011

Submitted by: Laure Burke on behalf of the Hospitality and Tourism Education Department

SECTION 1: Fall 2011-Program and Course SLO Assessment Summary/Highlights

- Department Assessment Coordinator represented the HOST faculty on KCC's SLO Committee
- Department Assessment Coordinator served as a consultant to HOST faculty who were assessing their course competencies
- The HOST faculty met monthly to discuss HOST program/course SLOs, assessment updates, and/or action plans
- HOST Program SLOs:
 - 1) HOST faculty identified a HOST 293 assignment/evidence to document student learning for HOST Program SLOs #7 and #8
 - 2) HOST 293 assignment assessed/validated HOST Program SLOs #7 and #8
 - 3) HOST Program SLO assessment cycle completed; all HOST Program SLOs assessed as "met expectation"
- HOST Course Competencies:
 - 1) Department Assessment Coordinator monitored fall 2011 course assessment plan with goal of having all course assessments complete by spring 2012 to meet accreditation timeline
 - 2) Department Assessment Coordinator consulted with faculty course assessment teams (carryover from spring 2011 course assessment: HOST 100, HOST 101, HOST 170; new fall 2011 course assessment: HOST 152, HOST 171, HOST 290, HOST 293).
 - 3) Faculty assessment teams conducted course assessment and submitted assessment reports

SECTION 2: Spring 2012 Action Steps

- HOST Program SLOs
 - 1) HOST faculty to assess fall 2011 assessment process
 - 2) Incorporate e-Portfolio, Imiloa, or other online data management system to store student assessment samples
- HOST Course Competencies
 - 1) HOST faculty to assess fall 2011 assessment process
 - 2) Monitor/document assessment process for incomplete assessment action items from spring 2011 and fall 2011 as documented in this report
 - 3) Continue with course assessment based on HOST course assessment plan for spring 2012 (single section courses): HOST 150, 154, 168, 256, 258. 261, 265, 278
 - 4) Need to address impact/process of changing course competencies for HOST courses that are articulated with UH TIM School and other UHCC's.

SECTION 3: Review of Fall 2011 HOST Assessment Action Plan

On August 18, 2011, the Department Assessment Coordinator presented a fall 2011 assessment action plan to the HOST faculty. Action plan highlights are listed below:

PART 1—Spring 2011 Continuation

PROGRAM SLOS THAT DID NOT MEET EXPECTATION DURING SPRING 2011 ASSESSMENT PERIOD:

SLO #7 & #8: Lead with the knowledge that the foundation of tourism is based on the respect of host culture with the responsibility to perpetuate the unique values, traditions, and practices of place.

Program and Course Assessment Report

**Recommended Artifact:

HOST 100: Work Philosophy assignment addressing local host cultural values

HOST 290: Managing with Aloha Report **HOST 293: Sustainability Analysis

COURSE COMPETENCIES THAT DID NOT MEET EXPECTATION DURING SPRING 2011 ASSESSMENT PERIOD:

HOST 100

#1: HOST 100 instructors to explore curriculum changes fall 2011

#2, #3, & #5: HOST 100 instructors to monitor competency results in fall 2011 to see if trend continues; HOST 100 instructors to include additional in-class mock interview practice in fall 2011 to prepare students for mock interview. **#9, #10 & #11**: HOST 100 instructors to explore curriculum changes fall 2011

HOST 101

#5, #7, & #8: HOST 101 instructors to review course material to address this competency more thoroughly in fall 2011.

HOST 170

#3, **#4**, **#5**, **#6**, **#7**, **& #8**: HOST 170 online instructor only—monitor online students as to whether trend continues.

PART 2—Fall 2011 New Course Assessment Assignments:

HOST 152

HOST 171

Program and Course Assessment Report

HOST 290

HOST 293

Fall 2011 Timeline:

August/September: Identify assessment methods

September-December: Develop and modify assessment tool; gather evidence, organize and analyze evidence, create

improvement plan

SECTION 4: HOST PROGRAM SLO ASSESSMENT RESULTS/REPORT-FALL 2011 (CARRY OVER FROM SPRING 2011)

Program SLOs	Evidence of	Expected Level of	Assessment	Results of Program	Plan for
	Industry	Achievement	Strategy/	Assessment Fall	Improvement ²
	Validation		instrument	20111	
7. Lead with the	Student	EXPECTED: 70% of	Sustainability	ACTUAL:	
knowledge that the	Internship	students to receive	Analysis is a	78% (26/33) of	MET
foundation of	(Sustainability	70% of higher	memorandum	students received	EXPECTATION
tourism is based on	Analysis)		students write to	70% or higher	FALL 2011
the respect of the			their internship		

host culture with the responsibility to perpetuate the unique values, traditions, and practices of the place.			supervisor in which they analyze the current sustainability practices at the site and make recommendations for implementing or improving.		
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.	Student Internship (Sustainability Analysis)	EXPECTED: 70% of students to receive 70% of higher	Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze the current sustainability practices at the site and make recommendations for implementing or improving.	ACTUAL: 78% (26/33) of students received 70% or higher	MET EXPECTATION FALL 2011

SECTION 5: HOST COURSE ASSESSMENT RESULTS/REPORT-FALL 2011 (CARRY OVER FROM SPRING 2011)

COURSE: HOST 100-Career and Customer Service Skills (four of four sections)

SEMESTER: FALL 2011

NOTE: HOST Department faculty reviewed and revised course competencies. No competencies were assessed in the

fall 2011. Action steps for spring 2011 documented in table below.

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT SPRING 2011	ACTION STEPS FOR FALL 2011	RESULTS OF FALL 2011	ACTION STEPS FOR SPRING 2012
#1 Identify career opportunities in the hospitality and tourism industry	WHAT: HOW: WHO: WHEN: N/A	EXPECTED: ACTUAL: N/A	RESULTS: No assessment method identified, recommendation is to combine competencies 1 and 2	ACTION: HOST 100 instructors to explore curriculum changes in fall 2011	Kept course competency; created new assessment – "Industry Careers Profile"	
#2 Create a career path to fit his/her interests and needs	WHAT: Mock Interview HOW: Rubric WHO: Instructors WHEN: Finals week	EXPECTED: 70% of students meet expectations ACTUAL: 68% (15/22) of students achieved 70% or higher – Section 1 65% (13/20) and 94% (15/16) of students	RESULTS: DID NOT MEET EXPECTATION IN TWO SECTIONS	ACTION: HOST 100 instructors to monitor SLO results in fall 2011 to see if trend continues; HOST 100 instructors to include additional in-	NOT COMPLETED	ACTION NEEDED

		achieved 70% or higher – Section 2 & 3		class mock interview practice in fall 2011 to prepare students for mock interview		
#3 Utilize jobhunting strategies and techniques, such as writing a résumé and answering job interview questions	WHAT: Career Portfolio and Mock Interview HOW: Rubric WHO: Instructors WHEN: Finals week	EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved 70% or higher for Career Portfolio and 68% (15/22) of students achieved 70% or higher on mock interview – Section 1 Career Portfolio: 95% (21/22) and 94% (15/16) of students achieved 70% or	RESULTS: DID NOT MEET EXPECTATION FOR MOCK INTERVIEW Refer to SLO #2 results column	ACTION: Refer to SLO #2 action step column	NOT COMPLETED	ACTION NEEDED

		higher – Section 2 & 3 Mock Interview: 65% (13/20) and 94% (15/16) of students achieved 70% or higher – Section 2 & 3				
#4 Utilize computer technology to create a paper based Career Portfolio and ePortfolio	WHAT: ePortfolio and Career Portfolio HOW: Rubric WHO: Instructors WHEN: Finals week	EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved 70% or higher for Career Portfolio and 90% (20/22) achieved 70% or higher on ePortfolio – Section 1 95% (21/22) and 94% (15/16) of students achieved 70% or higher for Career	RESULTS: MET EXPECTATION	ACTION: No further action needed	Modified and proposed competency to read "Utilize computer technology to create a paper based career portfolio and/or ePortfolio	

#5 Practice workplace behaviors that display professionalism, such as teamwork, appropriate dress, and business etiquette	WHAT: Mock Interview HOW: Rubric WHO: Instructors WHEN: Finals week	Portfolio – Section 2 & 3 ePortfolio not assessed for Section 2 & 3 EXPECTED: 70% of students meet expectations ACTUAL: 68% (15/22) of students achieved 70% or higher – Section 1 65% (13/20) and 94% (15/16) of students achieved 70% or higher – Section 2 & 3	RESULTS: DID NOT MEET EXPECTATION FOR MOCK INTERVIEW Refer to SLO #2 result column	ACTION: Refer to SLO #2 action step column	NOT COMPLETED	ACTION NEEDED
#6 Identify	WHAT: Career Portfolio	EXPECTED: 70% of students meet	RESULTS:	ACTION:	N/A	
Hawaiian	HOW: Rubric	expectations	MET	No further		
Values, their	WHO:	ACTUAL:	EXPECTATION	action needed		
importance in	Instructors	100% (22/22)				
the workplace,	WHEN: Finals	of students				
and create a	week	achieved 70% or				
work		higher - Section 1				

philosophy based on these values		95% (21/22) and 94% (15/16) of students achieved 70% or higher – Section 2 & e				
#7 Explain the ethical principles associated with the hospitality and tourism industry and demonstrate behaviors consistent with those ethical principles	WHAT: In-class Activity HOW: Chapter 5 in-class discussion and Laulima Discussion Board postings WHO: Instructors WHEN: Upon completion of assignment	EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved 70% or higher – Section 1 100% (22/22) and 100% (16/16) of students achieved 70% or higher – Section 2 & 3	RESULTS: MET EXPECTATION	ACTION: DATE: No further action needed	Modified and proposed competency to read "Explain the ethical principles associated with the hospitality and tourism industry and determine behaviors consistent with those ethical principles."	
#8 Develop a positive attitude toward serving	WHAT: AHLA Spirit of Hospitality HOW:	EXPECTED: 70% of students meet expectations ACTUAL:	RESULTS: MET EXPECTATION	ACTION: DATE: No further	Competency deleted	

customers	Certification Test WHO: Instructors WHEN: Upon completion of assignment	100% (22/22) of students achieved 70% or higher – Section 1 100% (22/22) and 100% (16/16) of students achieved 70% or higher – Section 2 & 3		action needed		
#9 Recognize and handle dissatisfied customers	WHAT: HOW: WHO: WHEN: N/A	EXPECTED: ACTUAL: N/A	RESULTS: No assessment method identified, instructors recommend to revise competency to "identify methods to resolve customer complaints" or remove competency	ACTION: HOST 100 instructors to explore curriculum changes in fall 2011	Competency changed to: Identify methods of handling dissatisfied customers and exceeding customer expectations	ACTION NEEDED: ASSESSMENT METHOD NEEDS TO BE IDENTIFIED
#10 Satisfy customers by	WHAT: HOW: WHO:	EXPECTED: ACTUAL:	RESULTS: No assessment method	ACTION: HOST 100	Competency deleted	

exceeding their	WHEN:		identified,	instructors to		
expectations			instructors	explore		
			recommend to	curriculum		
	N/A	N/A	revise	changes in fall		
			competency to	2011		
			"identify			
			methods to			
			exceed customer			
			expectations" or			
			remove			
			competency			
#11	WHAT:	EXPECTED:	RESULTS: No	ACTION:	Competency	ACTION
Use behaviors	HOW:	ACTUAL:	assessment		changed to:	NEEDED:
that win	WHO:		method	HOST 100		ASSESSMENT
customer	WHEN:		identified,	instructors to	Explain how	METHOD
loyalty			instructors	explore	hospitality	NEEDS TO
			recommend to	curriculum	and tourism	BE
	N/A	N/A	revise	changes in fall	organizations	IDENTIFIED
			competency to	2011	win	
			"explain		customer	
			customer loyalty		loyalty	
			and identify			
			behaviors to win			
			customer			
			loyalty" or			
			remove			
			competency			

COURSE: HOST 170-Selling Destinations (online section only)

SEMESTER: FALL 2011

NOTE: No assessment follow-up submitted for fall 2011; in spring 2012 assessment follow-up needed for online

section only

COMPETENCY	ASSESSMENT	EXPECTED LEVEL	RESULTS OF	ACTION	RESULTS OF	ACTION
	METHOD	OF ACHIEVEMENT	ASSESSMENT	STEPS	FALL 2011	STEPS FOR
				FOR FALL		SPRING 2012
				2011		
#1	WHAT: None	EXPECTED:	RESULTS:	ACTION:		
Explain how	HOW:			Course		
travel and	WHO:			Competency		
tourism	WHEN:			Revision		
industry				DATE:		
careers require	N/A	N/A	N/A	2011/2012		
familiarity with				HOST 170		
destination				course		
information				competencies		
				will be		
				updated		
				within the		
				next year and		
				this		
				competency		
				will be		
				deleted,		
				although it		
				will still be		
				covered in the		

				course		
				content. It is		
				covered in		
				HOST 171.		
#2	WHAT: None	EXPECTED:	RESULTS:	ACTION:		
Explain the	HOW:	ACTUAL:		Course		
geographic	WHO:			Competency		
routing	WHEN:			Revision		
direction for the				DATE:		
major tourism				2011/2012		
destination				HOST 170		
areas within	N/A	N/A	N/A	course		
IATA 1 (North	,	,		competencies		
America,				will be		
Central				updated		
America,				within the		
Caribbean, and				next year and		
South America),				this		
IATA 2 (Europe,				competency		
Middle East,				will be		
and Africa) and				deleted as it is		
IATA 3 (Eastern				covered in		
Russia, Asia and				HOST 171		
the Pacific)				Airline		
				Ticketing and		
				Reservations.		
#3	WHAT: Chapter	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Define the	Assignments and	of the students to	Students do		COMPLETED	NEEDED
major	Region Test	achieve a 70% or	very well on	No action		
attractions in	HOW: PowerPoint	better.	this project.	needed for		

IATA regions 1, 2, and 3 and explain their significance to tourism #4 Identify the major industry suppliers for IATA regions 1, 2, and 3 including IATA airline codes	Presentation Rubric WHO: Instructor WHEN: Throughout the semester WHAT: Chapter Assignments HOW: PowerPoint Presentation Rubric WHO: Instructor WHEN: Throughout the semester	ACTUAL: 27/43 students received a 90% or higher. 9 students received scores of 80 to 89. 1 student less than 80. 6 on- line students did not complete the assignment. EXPECTED: 100% of the students to achieve a 70% or better. ACTUAL: 27/43 students received a 90% or higher. 9 students received scores of 80 to 89. 1 student less than 80. 6 on- line students did not complete the	The 6 students that did not complete it were on-line students. RESULTS: Students do very well on this project. The 6 students that did not complete it were on-line students.	face-to-face section Faculty to monitor online students as to whether trend continues. ACTION: No action required for face-to-face section Faculty to monitor online students as to whether trend	NOT COMPLETED	ACTION NEEDED
		assignment.		continues		
#5 Identify the capitals and major cities in each country in	WHAT: Chapter Assignments HOW: PowerPoint Presentation Rubric WHO: Instructor	expected: 100% of the students to achieve a 70% or better. ACTUAL:	RESULTS: Students do very well on this project. The 6 students	ACTION: No action required for face-to-face	NOT COMPLETED	ACTION NEEDED

IATA regions 1,	WHEN: Throughout	27/43 students	that did not	section		
2, and 3,	the semester	received a 90% or	complete it			
including IATA		higher. 9 students	were on-line	Faculty to		
airport and city		received scores of	students.	monitor		
codes.		80 to 89. 1 student		online		
		less than 80. 6 on-		students as to		
		line students did		whether		
		not complete the		trend		
		assignment.		continues		
#6	WHAT: Chapter	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Explain climatic	Assignments	of the students to	Students do		COMPLETED	NEEDED
differences in	HOW: PowerPoint	achieve a 70% or	very well on	No action		
IATA regions 1,	Presentation Rubric	better.	this project.	required for		
2, and 3 and	WHO: Instructor	ACTUAL:	The 6 students	face-to-face		
how they affect	WHEN: Throughout	27/43 students	that did not	section		
tourism	the semester	received a 90% or	complete it			
		higher. 9 students	were on-line	Faculty to		
		received scores of	students.	monitor		
		80 to 89. 1 student		online		
		less than 80. 6 on-		students as to		
		line students did		whether		
		not complete the		trend		
		assignment.		continues		
#7	WHAT: Ke Kula O	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Interpret the	Hawaii Certification	of the students to	Students do		COMPLETED	NEEDED
cultural	HOW: Automatic	achieve 84% or	very well with	No action		
patterns unique	On-Line Test	better.	this	required for		
to major foreign	WHO: HVCB	ACTUAL: 32/43	certification	face-to-face		
destinations	WHEN: Week 5 of	students received	assignment.	section		
	Semester	an 84% or better –	The 8 students			

		1 student got a 83%, 1 student a 70% and 1 student a 67% 8 students did not take the on-line test.	that did not take the test are on-line students, who did not independently log into it (1 never attended the on-line class, 1 stopped attending on week 2, 1 stopped attending on week 3, 1 on week 5, and 1 on week 10.	Faculty to monitor online students as to whether trend continues		
#8	WHAT: Chapter	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
List	Assignments	of the students to	Students do	N. a. a.t.	COMPLETED	NEEDED
motivational	HOW: PowerPoint	achieve a 70% or	very well on	No action		
factors that	Presentation Rubric	better. ACTUAL:	this project. The 6 students	required for face-to-face		
encourage a traveler to visit	WHO: Instructor WHEN: Throughout	ACTUAL: 27/43 students	that did not	section		
major	the semester	received a 90% or	complete it	Section		
destinations	che schiestel	higher. 9 students	were on-line	Faculty to		
		received scores of	students.	monitor		
		80 to 89. 1 student		online		
		less than 80. 6 on-		students as to		
		line students did		whether		

not complete the	trend	
assignment.	continues	

SECTION 6: HOST COURSE ASSESSMENT RESULTS/REPORT-FALL 2011 (NEW COURSES FOR FALL 2011)

COURSE: HOST 152-Front Office Operations (one of one section)

SEMESTER: FALL 2011

COMPETENCY	ASSESSMENT	EXPECTED LEVEL	RESULTS OF FALL	ACTION STEPS
	METHOD	OF ACHIEVEMENT	2011 ASSESSMENT	FOR SPRING
				2012
#1 Identify the	WHAT: Ch. 3 Group	EXPECTED: 70% or	RESULTS:	ACTION:
tasks and	Job Descriptions	more students pass		
responsibilities	HOW: Rubric	with a 70% or	NOT MEASURED	ASSESS/GRADE
carried out in	WHO: Instructor	better grade.		USING RUBRIC
various front	WHEN: Week 4	ACTUAL:		
office positions.		Did not assess with		DATE:
		rubrics (just did an		Spring 2012
		in-class group		
		exercise)		
#2 Describe the	WHAT: Ch. 2 Group	EXPECTED: 70% or	RESULTS:	ACTION:
interrelationships	Mini-Case Study: "A	more students pass		
between the front	Compass for the	with a 70% or	NOT MEASURED	ASSESS/GRADE
office and other	Kapi'olani Resort &	better grade.		USING RUBRIC
departments of a	Spa"	ACTUAL:		
hotel.	HOW: Rubric	Did not assess with		DATE:
	WHO: Instructor	rubrics (just did an		Spring 2012
	WHEN: Week 3	in-class group		
		exercise)		
#3 Identify the	WHAT: Group	EXPECTED: 70% or	RESULTS:	ACTION:

personal attitudes, characteristics, and work practices essential in providing. excellence in front office guest service.	Interview a Front Office Manager, create PowerPoint, and present information. HOW: Rubric WHO: Instructor WHEN: Week 8	more students pass with a 70% or better grade. ACTUAL: 95% (21/22) passed with a 70% or better score.	MET EXPECTATION	No action needed.
#4 Demonstrate	WHAT: Work on	EXPECTED: 70% or	RESULTS:	ACTION:
computer	simulated PMS	more students pass		
proficiency in	(property	with a 70% or	NOT MEASURED	ASSESS/
reservations,	management	better grade.		GRADE USING
check-in, posting,	system)	A CITIZATA DA I		RUBRIC
settlement, and	HOW: Rubric	ACTUAL: Did not		
night audit	WHO: Instructor	assess via rubric,		DAME
functions of the	WHEN: Week 5-11	just did in-class		DATE:
front office.		work and viewed		Spring 2012
#F Davidantes	WHAT: Front Office	student entries.	RESULTS:	ACTION:
#5 Demonstrate accurate	Audit in-class	EXPECTED: 70% or more students pass	KESULIS:	ACTION:
application of	exercise	with a 70% or	MET EXPECTATION	No action
guest accounting	HOW: Rubric	better grade.	METEAFECIATION	needed
procedures.	WHO: Instructor	ACTUAL: 77%		necucu
procedures.	WHEN: Week 12	(17/22) completed		
	THE THE TENE	exercise with a 70%		
		or better score.		
#6 Identify	WHAT: Front Office	EXPECTED: 70% or	RESULTS:	ACTION:
controls for cash	Audit in-class	more students pass		

collection, check cashing, and the acceptance and processing of credit cards.	exercise HOW: Rubric WHO: Instructor WHEN: Week 12	with a 70% or better grade. ACTUAL: 77% (17/22) completed exercise with a 70% or better score.	MET EXPECTATION	No action needed
#7 Demonstrate effective	WHAT: Case Study: "Service Recovery at	EXPECTED: 70% or more students pass	RESULTS:	ACTION:
complaint handling procedures.	the Simpson Hotel" Individual Student Papers HOW: Rubric WHO: Instructor WHEN: Week 8	with a 70% or better grade. ACTUAL: Did not assess via rubric, just had in-class discussion.	NOT MEASURED	ASSESS/ GRADE USING RUBRIC DATE: Spring 2012
#8 Demonstrate	WHAT: In class role	EXPECTED: 70% or	RESULTS:	ACTION:
effective	plays	more students pass		
telephone call	HOW: Rubric	with a 70% or	NOT MEASURED	ASSESS/ GRADE
handling techniques.	WHO: Instructor WHEN: Week 5-11	better grade. ACTUAL: Did not assess via rubric,		USING RUBRIC
		just observed in		DATE:
		class role plays		Spring 2012
#9 Produce and analyze	WHAT: Front Office Audit in class	EXPECTED: 70% or more students pass	RESULTS:	ACTION:
management	exercise	with a 70% or	MET EXPECTATION	No action
reports.	HOW: Rubric WHO: Instructor WHEN: Week 12	better grade. ACTUAL: 77%		needed
	wnen: week 12	(17/22) completed exercise with a 70% or better score.		

#10 Identify	WHAT: Ch 14 Mini	EXPECTED: 70% or	RESULTS:	ACTION:
staffing	Case Study "Staffing	more students pass		
requirements of a	the Front Office at	with a 70% or	NOT MEASURED	ASSESS/GRADE
front office.	the Kapi'olani	better grade.		USING RUBRIC
	Resort & Spa"	ACTUAL: Did not		
	HOW: Rubric	assess via rubric,		DATE:
	WHO: Instructor	just had in-class		
	WHEN: Week 15	discussion.		Spring 2012

COURSE: HOST 171 (one of two sections) SEMESTER: Fall 2011

COMPETENCY	ASSESSMENT	EXPECTED LEVEL	RESULTS OF FALL	ACTION STEPS
	METHOD	OF ACHIEVEMENT	2011 ASSESSMENT	FOR SPRING
				2012
#1 Define types	WHAT: Domestic	EXPECTED: 100% of	RESULTS: The	ACTION:
of air journeys	Ticketing Test	the students to	majority of the	
(one-way,	HOW: Multiple	achieve at least a	students did very	No action
round trip,	choice or matching	70% or higher.	well.	needed.
circle trip, and	questions.	ACTUAL:		
open jaw) used	WHO: Instructor	19/20 students		
to create travel	WHEN: Week 2-3 of	achieved a 70% or		
itineraries.	the semester.	higher, one student		
		achieved a 69%.		
#2 Define types	WHAT: Domestic	EXPECTED: 100% of	RESULTS: Majority	ACTION:
of flight services	Ticketing Test	the students to	of the students have	
(direct, non-	HOW: Multiple	achieve at least a	done well.	No action
stop, and	choice or matching	70% or higher.		needed.
connecting)	questions.	ACTUAL:		
used to create	WHO: Instructor	19/20 students		

travel	WHEN: Week 2-3 of	achieved a 70% or		
itineraries	the semester.	higher, one student		
		achieved a 69%.		
#3 Explain fare	WHAT:	EXPECTED: 100% of	RESULTS:	ACTION:
basis codes and	International	the students to	80% of the students	
fare rules.	Ticketing Test	achieve at least a	did well, and the	No action
	HOW: Multiple	70% or higher.	three students who	needed.
	choice or matching	ACTUAL:	failed the test did	
	questions.	16/20 students	not spend enough	
	WHO: Instructor	achieved a 70% or	time preparing for	
	WHEN: Week 8 of	higher, three	the test.	
	the semester.	students scores		
		were a 32%, 40%		
		and 44%.		
		One student		
		changed his status		
		to credit/no credit.		
#4 Retrieve and	WHAT:VIASINC and	EXPECTED: 100% of	RESULTS:	ACTION:
identify an	Live Apollo	the students to	While 75% of the	No action
airline flight	HOW: Lessons and	achieve at least a	class passed the	needed. Two of
availability	Test	70% or higher.	VIASINC class the	the three
display.	WHO: Instructor	ACTUAL: 15/20	three students who	students who
	WHEN: 2 nd month	students achieved a	failed had	failed the
	through end of the	70% or higher.	difficulties with the	VIASINC test
	semester	Three student's	concept of building	grasped the
		scores were 65%,	PNR's.	concept of
		56%, and 55%. One		building PNR's
		student is receiving		while working
		an incomplete		on the "live"
		because she left to		system and

	1			,
		have a baby and one		passed the final
		student changed his		exam. The
		status from		student who
		credit/no credit.		failed was not
				attending class
				regularly
				therefore was
				not ready for the
				final.
#5 Identify the	WHAT: Domestic	EXPECTED:	RESULTS:	ACTION:
five mandatory	Ticketing Test,	100% of the	Domestic Ticketing	No action
parts of a	VIASINC, Live	students to achieve	Test - Majority of	needed. Two of
Passenger	Apollo	at least a 70% or	the students have	the three
Name Record	HOW: List, lessons,	higher.	done well.	students who
(PNR).	test		While 75% of the	failed the
	WHO: Instructor	ACTUAL:	class passed the	VIASINC test
	WHEN: 2nd week	Domestic Ticketing	VIASINC class the	grasped the
	through the end of	Test: 19/20	three students who	concept of
	the semester.	students achieved a	failed had	building PNR's
		70% or higher, one	difficulties with the	while working
		student achieved a	concept of building	on the "live"
		69%	PNR's.	system and
		VIACINC Test		passed the final
		15/20 students		exam. The
		achieved a 70% or		student who
		higher. Three		failed was not
		student's scores		attending class
		were 65%, 56%, and		regularly
		55%. One student is		therefore was

		receiving an incomplete because she left to have a baby and one student changed his status from credit/no credit.		not ready for the final.
#6 Construct Passenger Name Records (PNR) on Viasinc and live Apollo to include faring, seat assignments, specials needs request and frequent flyer numbers	WHAT:VIASINC and Apollo HOW: Lessons, VIASINC Test in Building PNRs WHO: Instructor WHEN: 2nd month through end of the semester.	EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: 15/20 students achieved a 70% or higher. Three student's scores were 65%, 56%, and 55%. One student is receiving an incomplete because she left to have a baby and one student changed his status from credit/no credit.	RESULTS: While 75% of the class passed the VIASINC class the three students who failed had difficulties with the concept of building PNR's.	ACTION: No action needed. Two of the three students who failed the VIASINC test grasped the concept of building PNR's while working on the "live" system and passed the final exam. The student who failed was not attending class regularly therefore was not ready for the final.

#7 Memorize IATA airport and airline codes.	WHAT: Final Exam HOW: Encoding and Decoding Test WHO: Instructor WHEN: End of semester	EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: 16/20 achieved a 70% or better on the final exam and two students received failing grades. One student is receiving an incomplete because she left to have a baby and one student changed his status from	RESULTS: 80% of the class passed the final with 50% receiving an A. The students who failed attendance were poor especially the last month of class.	ACTION: No action needed, the class did well.
#8 Access information on the Airline computer reservation systems	WHAT:VIASINC and Apollo HOW: Lessons, Test in Building PNRs WHO: Instructor WHEN: 2 nd month through end of the semester.	credit/no credit. EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: 15/20 students achieved a 70% or higher. Three student's scores were 65%, 56%, and	RESULTS: While 75% of the class passed the VIASINC class the three students who failed had difficulties with the concept of building PNR's.	ACTION: No action needed. Two of the three students who failed the VIASINC test grasped the concept of building PNR's while working

		55%. One student is receiving an incomplete because she left to have a baby and one student changed his status from credit/no credit.		on the "live" system and passed the final exam. The student who failed was not attending class regularly therefore was not ready for the final. DATE:
#9 Explain how	WHAT:	EXPECTED: 100% of	RESULTS:	ACTION
the history of	International	the students to	80% of the students	NEEDED:
the Domestic	Ticketing Test	achieve at least a	did well, and the	Competency 9
Airline Industry	HOW: Essay	70% or higher.	three students who	and 10 can be
shaped the	Question		failed the test did	combined and
transportation	WHO: Instructor	ACTUAL:	not spend enough	revised.
industry	WHEN: week 8 of	16/20 students	time preparing for	DATE:
including the	the semester.	achieved a 70% or	the test.	Curriculum
impact of the		higher, three		update Fall2012
Civil Aviation		students scores		to take affect Fall
Bureau (CAB)		were a 32%, 40%		2013
and the Airline		and 44%.		
Reporting		One student		
Corporation		changed his status		
(ARC).		to credit/no credit.		
#10 Critique	WHAT:	EXPECTED: 100% of	RESULTS: 80% of	ACTION
deregulation's	International	the students to	the students did	NEEDED:

success or failure.	Ticketing Test HOW: Essay Question WHO: Instructor WHEN: week 8 of the semester.	achieve at least a 70% or higher. ACTUAL: 16/20 students achieved a 70% or higher, three students scores were a 32%, 40% and 44%. One student changed his status to credit/no credit.	well, and the three students who failed the test did not spend enough time preparing for the test.	Competency 9 and 10 can be combined and revised. DATE: Curriculum update Fall 2012 to take affect Fall 2013
#11 Explain the history and development of international air travel to include government regulations and treaties.	WHAT: NONE HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS:	ACTION NEEDED: Students are not tested on this, however covered by instructor in the class lecture – delete this competency DATE: Curriculum update Fall 2012 to take affect Fall 2013
#12Elaborate on the role of	WHAT: International	EXPECTED: 100% of the students to	RESULTS: 80% of the students did	ACTION NEEDED: Delete

IATA (past, present and future) in regulating international travel.	Ticketing Test HOW: Essay Question WHO: Instructor WHEN: week 8 of the semester.	achieve at least a 70% or higher. ACTUAL: 16/20 students achieved a 70% or higher, three students scores were a 32%, 40% and 44%. One student changed his status to credit/no credit.	well, and the three students who failed the test did not spend enough time preparing for the test.	past, present and future DATE: Curriculum update Fall 2012 to take affect Fall 2013
#13 Differentiate between government subsidized and free enterprise airlines.	WHAT:NONE HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS:	ACTION NEEDED: Students are not tested on this, however covered by instructor in the class lecture – delete this competency DATE: Curriculum update Fall 2012 to take affect Fall 2013
#14 Analyze the impact that the	WHAT: NONE HOW:	EXPECTED: ACTUAL:	RESULTS:	ACTION NEEDED:

"open skies" and freedoms of the air have on the international airline industry.	WHO: WHEN:			Students are not tested on this, however covered by instructor in the class lecture – delete this competency DATE: Curriculum update Fall 2012 to take affect Fall 2013
#15 Create international fares using the routing and mileage systems and neutral units of construction principles.	WHAT:VIASINC and Apollo –Final Exam HOW: Lessons, test in Building PNRs WHO: Instructor WHEN: 2 nd month through end of the semester.	EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: 16/20 achieved a 70% or better on the final exam and two students received failing grades. One student is receiving an incomplete because she left to have a baby and one student changed his	RESULTS: 80% of the class passed the final with 50% receiving an A. The students who failed attendance were poor especially the last month of class.	ACTION: No action needed, the class did well.

#16 Research all domestic and international airlines that service Hawaii.	WHAT: International and Domestic Airline Group Work HOW: PowerPoint	status from credit/no credit. EXPECTED: 100% of the students to achieve a 70% or higher. 15/20 achieved a	RESULTS: 75% of the students did well and the three students who failed this	ACTION: No action taken. This is simply a research assignment that
	Presentation WHO: Instructor WHEN: Last month of the semester	70% or higher. Three student's scores were 45%, 64% and 68%. One student changed his status to credit/no credit and one student left to have a baby so she is holding an incomplete grade.	assignment did not do quality research work.	students have several months to prepare for.
#17 Research visa and health requirements for international travel using TIMATIC, an electronic version of the Travel Information	WHAT:VIASINC and Apollo Final Exam HOW: Lessons, test in Building PNRs WHO: Instructor WHEN: 2 nd month through end of the semester.	EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: 16/20 achieved a 70% or better on the final exam and two students received	RESULTS: 80% of the class passed the final with 50% receiving an A. The students who failed attendance were poor especially the last month of class.	ACTION: No action needed, the class did well.

Manual (TIM).	failing grades. One	
	student is receiving	
	an incomplete	
	because she left to	
	have a baby and one	
	student changed his	
	status from	
	credit/no credit.	

COURSE: HOST 290 (three of three sections) SEMESTER: Fall 2011

COMPETENCY	ASSESSMENT	EXPECTED LEVEL	RESULTS OF FALL	ACTION STEPS
	METHOD	OF ACHIEVEMENT	2011	FOR SPRING 2012
			ASSESSMENT	
#1 Explain the	WHAT: Professional	EXPECTED: 70% of	RESULTS:	ACTION:
importance of,	Development Plan	students meet		
and develop a	Assignment	assignment criteria	MET EXPECTATION	No action needed
personal career	HOW: Established	ACTUAL:		
advancement	assignment criteria	83% (57/69)		
plan	(rubric)	received a 70% or		
	WHO: Instructor	higher.		
	WHEN: By end of			
	semester			
#2 Identify and	WHAT: The	EXPECTED: 70% of	RESULTS:	ACTION:
explain the	Supervisor and the	students meet		
various roles of	Management	assignment criteria	MET EXPECTATION	No action needed
a manager	Process (ch.1) case	ACTUAL:		
	study—"I never	Assignment: 87%		
	wanted to be a	(39/45) received a		

#3 Describe the management functions of planning, organizing, staffing, coordinating, directing, controlling and evaluating, and analyze the efficiency and effectiveness of each in a local hospitality organization.	supervisor anyway" HOW: group submission includes key concepts as listed in manual WHO: Instructor WHEN: Week two Or See Assessment in SLO #3 WHAT: Written in- class assignment HOW: Students identify key concepts as listed in pages 7 through 16 in Supervision in the Hospitality Industry WHO: Instructor WHEN: Week two Or see assessment SLO #2	70% or higher – two students were absent. Final Exam: 78% (54/69) passed with a 70% or higher. EXPECTED: 70% of students meet assignment criteria ACTUAL: Assignment: 82% (37/45) achieved a 70% or higher – Two students were absent. Final Exam: 78% (54/69) passed with a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed
#4 Describe the current and possible future uses of	WHAT: N/A HOW: WHO: WHEN:	EXPECTED: N/A ACTUAL:	RESULTS: N/A	ACTION: DELETE COMPETENCY

technology in hospitality management				DATE: SPRING 2012
#5 Describe and discuss the	WHAT: Recruitment and	EXPECTED: 70% of students meet	RESULTS:	ACTION:
decision- making processes within the various managerial	Selection (ch.3) case study—"Hobson's choice: Finding the best server for the job" or Discipline (ch.7)	assignment criteria ACTUAL: Case Study Assignment: 83% (57/69)	MET EXPECTATION	No action needed
levels of hospitality organizations	case study "Explosion in the kitchen" HOW: Submission includes key concepts as listed in manual (rubric) WHO: Instructor WHEN: Week three & eight	achieved a 70% or higher six students were absent. Final Exam: 78% (54/69) passed with a 70% or higher.		
#6 Explain how personal attitudes, values	WHAT: Time management assignment: a)Time	EXPECTED: 70% of students meet assignment criteria	RESULTS: Combined	ACTION: Recommend re- assessing
and ethics are formed, modified or	management log; b) Time management matrix	ACTUAL: Assignment: 67%	assessments = 73%	assignment for online course in SPRING 2012
changed in individuals and how they affect	Ethics Quiz p. 242 in Supervision in the	(46/69) achieved a 70% or higher, two students were	DID NOT MEET ASSIGNMENT EXPECTION in	STRING 2012

employee	Hospitality Industry	absent.	ONLINE COURSE	
performance				
and the	HOW: Embedded	Final Exam: 78%		
organization's	student reflection	(54/69) passed with		
culture	identifies key	a 70% or higher.		
	concepts (rubric)			
	TANLO I .			
	WHO: Instructor			
	WHEN: Week eight			
# F P 1 •	& twelve	EVEROPER FOOL C	DEGLIA MG	A CITY ON
#7 Explain	WHAT: Leadership	EXPECTED: 70% of	RESULTS:	ACTION:
various	styles assignment;	students meet		No action needed
motivational	What do employees	assignment criteria	MET EXPECTATION	
theories and be	want from their job	ACTUAL:		
able to apply	assignment	Assignment: 82%		
these theories	HOW: Students	(37/45) achieved a		
within various	identify key	70% or higher, two		
hospitality	concepts as listed in	students were		
workplace	pages 301 through	absent.		
environments	308 in <u>Supervision</u>			
	in the Hospitality	Final Exam: 78%		
	<u>Industry</u>	(54/69) passed with		
	WHO: Instructor	a 70% or higher.		
	WHEN: Week eleven			
#8 Differentiate	WHAT: Leadership	EXPECTED: 70% of	RESULTS:	ACTION:
between	styles assignment;	students meet		
management	management vs.	assignment criteria	MET EXPECTATION	No action needed
and leadership	leadership checklist	ACTUAL:		
and		Assignment: 82%		
comprehend	Leadership styles	(37/45) achieved a		

their	expert teams	70% or higher, two		
relationship		students were		
within	HOW: Student	absent.		
hospitality	engagement			
organizations	activity; key	Final Exam: 78%		
	concepts included in	(54/69) passed with		
	written responses.	a 70% or higher.		
	WHO: Instructor			
	WHEN: Week eleven			
	Or SLO #2			
#9 Describe the	WHAT: Case study:	EXPECTED: 70% of	RESULTS:	ACTION:
process of	"Hobson's Choice:	students meet		
effective	Finding the best	assignment criteria	MET EXPECTATION	No action needed
employee	server for the job"	ACTUAL:		
selection,		Case Study		
recruitment,	Conduct group	Assignment: 83%		
selection,	training or	(57/69) achieved a		
placement, orientation,	orientation session	70% or higher, six students were		
training,	Situational appraisal	absent.		
appraisal and	and discipline group			
discipline	assignment	Final Exam: 80%		
	Or	(54/69) passed with		
	Foul Language in	a 70% or higher.		
	The Kitchen Case			
	Study	Training session:		
		91% (20/22)		
	HOW: Group	passed with a 70%		
	submission for case	or higher		
	includes key			

#10 Describe	concepts pertaining to employee selection, recruitment, placement, appraisal, and discipline. Rubric for training or orientation session. WHO: Instructor WHEN: Week three, five, seven WHAT: Special	EXPECTED: 70% of	RESULTS:	ACTION:
the relationship between	supervisory concerns—unions	students meet assignment criteria	MET EXPECTATION	No action needed
management and local unions	case study HOW: In-class group	ACTUAL: Progress Test		
within the	submission includes	77% (53/69)		
hospitality	key concepts as	achieved a 70% or		
industry and	listed in <u>Supervision</u>	higher.		
develop	in the Hospitality			
strategies	Industry pages 243	Final Exam: 78%		
designed to	to 252	(54/69) passed with		
enhance this		a 70% or higher.		
relationship	WHO: Instructor			
	WHEN: Week eight			
	Or AH&LA			
	Certification Exam			

	or Progress Test			
#11 Plan,	WHAT: Training	EXPECTED: 70% of	RESULTS:	ACTION:
conduct and	plan; training	students meet		
evaluate a training session	presentation; training evaluation HOW: Rubric WHO: Instructor WHEN: Week five	assignment criteria ACTUAL: Faculty #1 did not require a training session for chapter 4. In lieu of training session, she had the students conduct a student orientation. 78% (18/23) students achieved a 70% or higher and five students were absent. Faculty #2 has an on-line class and did a learning style quiz and paper. 83 % (20/24) students achieved a 70% or higher.	MET EXPECTATION for face-to-face class.	Recommend creating/assessing training assignment for online course in SPRING 2012
		Faculty #3 had students create a		
		training plan, a		
		training session, and		
		a evaluation of a		

		training session: 91 % (20/22) passed with a 70% or higher Final Exam: 78% (54/69) passed with a 70% or higher		
#12 Define organizational culture and identify factors that influence it	WHAT: Managing with Aloha reflection paper HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen	EXPECTED: 70% of students meet assignment criteria ACTUAL: 77% (53/69) achieved a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed
#13 Discuss the relationship and responsibilities between the hospitality industry and the community	WHAT: Managing with Aloha reflection paper HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen	EXPECTED: 70% of students meet assignment criteria ACTUAL: 77% (53/69) achieved a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed
#14 Relate Hawaiian values in management practices	WHAT: Managing with Aloha reflection paper HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen	EXPECTED: 70% of students meet assignment criteria ACTUAL: 77% (53/69) achieved a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed

NOTE: HOST 290 faculty teaching the course during the fall 2011 met to review the current course competencies. Additionally, department assessment coordinator met with the program chair to further review HOST 290 course competencies as part of curriculum review process. Below is a summary of competencies developed during curriculum review discussions through November 2012. Highlighted items are the proposed competencies/assessment methods. Assessment methods need to be determined for #13, #14, #15, #17.

ACTION NEEDED: During the spring 2012 semester, HOST 290 faculty need to agree on new course competencies, assessment methods, and submit curriculum updates through curriculum review/approval process.

COURSE: HOST 290

SEMESTER: PROPOSED COMPETENICES for FALL 2012 (WORKING DRAFT/IN PROGRESS)

REVISED COMPETENCY (proposed- 11/11)	CURRENT COMPETENCY	REVISED ASSESSMENT METHOD (proposed- 11/11)	CURRENT ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
	#1 Explain the importance of, and develop a personal career advancement plan		WHAT: Professional Development Plan Assignment HOW: Established assignment criteria (rubric) WHO: Instructor WHEN: By end of semester	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

#2 Define	#2 Identify and	WHAT: The	EXPECTED: 70%	RESULTS:	ACTION:
fundamental	explain the	Supervisor and	of students meet		DATE:
supervisory	various roles of	the Management	assignment		
responsibilities	a manager	Process (ch.1)	criteria		
	(DELETE)	case study—"I	ACTUAL:		
		never wanted to			
		be a supervisor			
		anyway"			
		HOW: group			
		submission			
		includes key			
		concepts as listed			
		in manual			
		WHO: Instructor			
		WHEN: Week			
		<mark>two</mark>			
		<mark>Or</mark>			
		WHAT: Written			
		<mark>in-class</mark>			
		<mark>assignment</mark>			
		HOW: Students			
		<mark>identify key</mark>			
		concepts as listed			
		<mark>in pages 7</mark>			
		<mark>through 16 in</mark>			
		Supervision in			
		<u>the Hospitality</u>			
		<u>Industry</u>			

	WHO: Instructor WHEN: Week two			
#3 Describe the management	WHAT: Written in-class	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:
functions of	assignment	assignment		
planning,	HOW: Students	criteria		
organizing,	identify key			
staffing,	concepts as listed	ACTUAL:		
coordinating,	in pages 7			
directing,	through 16 in			
controlling and	Supervision in			
evaluating, and	the Hospitality			
analyze the	<u>Industry</u>			
efficiency and				
effectiveness of	WHO: Instructor			
each in a local	WHEN: Week			
hospitality	two			
organization.	Or see			
(DELETE)	assessment SLO			
	#2			
#4.D :1 :1	(DELETE)	ENDECMED	DECITI MC	A CITI O N
#4 Describe the	WHAT: N/A	EXPECTED:	RESULTS:	ACTION:
current and	HOW:	ACTUAL:		DATE:
possible future	WHO:			
uses of	WHEN:			
technology in				
hospitality				

managem (DELETE #5 Descriand discurdecision- making processes	ibe ass the	WHAT: Recruitment and Selection (ch.3) case study— "Hobson's choice:	EXPECTED: 70% of students meet assignment criteria	RESULTS:	ACTION: DATE:
within th various manageri levels of hospitalit organizat (DELETE	al cy cions	Finding the best server for the job" or Discipline (ch.7) case study-"Explosion in the kitchen" HOW: Submission includes key concepts as listed in manual (rubric) WHO: Instructor WHEN: Week three & eight Laure's note: p. 16 (DELETE)	ACTUAL:		
#3 Explain #6 Explain leadership personal	n how WHAT: Leadership	WHAT: Time management	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:

styles, factors affecting them, and how to apply them in a hospitality organization.	attitudes, values and ethics are formed, modified or changed in individuals and how they affect employee performance and the organization's culture (DELETE)	styles handout HOW: Student engagement activity; key concepts included in written responses. WHO: Instructor WHEN: Week eleven	assignment: a)Time management log; b) Time management matrix Ethics Quiz p. 242 in Supervision in the Hospitality Industry HOW: Embedded student reflection identifies key concepts (rubric) WHO: Instructor WHEN: Week	assignment criteria ACTUAL:		
			WHEN: Week eight & twelve			
#4 Explain	#7 Explain	WHAT:	WHAT:	EXPECTED: 70%	RESULTS:	ACTION:
various	various	What do	Leadership styles	of students meet		DATE:
<mark>motivational</mark>	motivational	<mark>employees</mark>	assignment;	assignment		
theories	theories and	want from	What do	criteria		
	apply these	their job	employees want	ACTUAL:		

	theories within	assignment	from their job			
	various	HOW:	assignment			
	hospitality	Students	HOW: Students			
	workplace	identify key	identify key			
	environments	concepts as	concepts as listed			
		listed in pages	in pages 301			
	(DELETE)	301 through	through 308 in			
		308 in	Supervision in			
		Supervision in	the Hospitality			
		the Hospitality	Industry			
		Industry	WHO: Instructor			
		WHO:	WHEN: Week			
		Instructor	eleven			
		<mark>WHEN: W</mark> eek				
		<mark>eleven</mark>	(DELETE)			
	#8 Differentiate		WHAT:	EXPECTED: 70%	RESULTS:	ACTION:
	between		Leadership styles	of students meet		DATE:
<mark>#5</mark>	management		<mark>assignment;</mark>	assignment		
Differentiate	and leadership		<mark>management vs.</mark>	criteria		
between	and		<mark>leadership</mark>	ACTUAL:		
management	comprehend		<mark>checklist</mark>			
and leadership,	their		Leadership styles			
and describe	relationship		<mark>expert teams</mark>			
<mark>issues</mark>	within		HOW: Student			
<mark>supervisors</mark>	hospitality		<mark>engagement</mark>			
should be	organizations		<mark>activity; key</mark>			
aware of as	(DELETE)		<mark>concepts</mark>			
they assume			<mark>included in</mark>			
the role of a			<mark>written</mark>			
team leader.			responses.			

			WHO: Instructor WHEN: Week eleven			
#6 Describe the process of effective employee recruitment and selection.	#9 Describe the process of effective employee selection, recruitment, selection, placement, orientation, training, appraisal and discipline (DELETE)	WHAT: Case study: "Hobson's Choice: Finding the best server for the job" HOW: Submission includes key concepts as listed in manual (rubric) WHO: Instructor WHEN: Week three	WHAT: Case study: "Hobson's Choice: Finding the best server for the job" Conduct group training or orientation session Situational appraisal and discipline group assignment Or Foul Language in The Kitchen Case Study HOW: Group submission for case includes key concepts pertaining to employee	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

			selection, recruitment, placement, appraisal, and discipline. Rubric for training or orientation session. WHO: Instructor WHEN: Week three, five, seven		
#7 Understand the different approaches to performance evaluation	str "R Pe Bo HO Su in co lis m (r W In	HAT: Case udy (ch 6): caising the erformance ar" OW: HOW: abmission cludes key encepts as eted in anual abric) HO: structor		70% of students meet assignment criteria ACTUAL:	
#8 Apply the		<mark>ven</mark> THAT:		70% of students	

components of a progressive disciplinary program		Discipline (ch.7) case study "Explosion in the kitchen" HOW: Submission includes key concepts as listed in manual (rubric) WHO: Instructor WHEN: Week eight		meet assignment criteria ACTUAL: 70% of students		
important laws and legal concerns that affect hospitality supervisors		HOW: In-class assessment WHO: Instructor When: Week nine		meet assignment criteria ACTUAL:		
	#10 Describe the relationship between management and local		WHAT: Special supervisory concerns— unions case study	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

	unions within the hospitality industry and develop strategies designed to enhance this relationship	HOW: In-cla group submission includes key concepts as in <u>Supervision</u> the Hospital <u>Industry</u> page 243 to 252	listed on in ity		
		WHO: Instru WHEN: Wee eight Or AH&LA Certification Exam or Pro Test	gress		
#11 Plan an orientation and training session	#11 Plan, conduct and evaluate a training session (DELETE)	WHAT: Train plan; training training evaluation HOW: Rubri WHO: InstruWHEN: Wee five	of students meet assignment criteria ACTUAL: ctor	RESULTS:	ACTION: DATE:
	#12 Define organizational culture and identify factors	WHAT: <u>Managing w</u> <u>Aloha</u> reflect paper		RESULTS:	ACTION: DATE:

	#13 Discuss the relationship and responsibilities between the hospitality industry and the community (DELETE)	HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen (DELETE) WHAT: Managing with Aloha reflection paper HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen (DELETE)	EXPECTED: 70% of students meet assignment criteria ACTUAL:	
#13 Identify the steps supervisors can take to communicate effectively on	#12 Relate Hawaiian values in management practices	WHAT: Managing with Aloha reflection paper HOW: Rubric WHO: Instructor WHEN: Week six, nine, fifteen	EXPECTED: 70% of students meet assignment criteria ACTUAL:	

the job			
#14 Explain conflict management styles and			
evaluate when to apply them.			
#15 Forecast business volume using the base			
adjustment forecasting method and			
the moving average forecasting			
method			
#16 Analyze time usage to create more	WHAT: Time management assignment:	70% of students meet assignment criteria	
efficient procedures and reduce	a)Time management log; b) Time	ACTUAL:	
time robbers	<mark>management</mark> <mark>matrix</mark>		

Program and Course Assessment Report

	HOW: Embedded student reflection identifies key concepts (rubric) WHO: Instructor WHEN: Week eight & twelve		
#17 Describe actions that supervisors can take to minimize employee resistance to change			

COURSE: HOST 293E (three of three sections) SEMESTER: Fall 2011

COMPETENCY	ASSESSMENT	EXPECTED LEVEL	RESULTS OF	ACTION STEPS
	METHOD	OF ACHIEVEMENT	FALL 2011	FOR SPRING
			ASSESSMENT	2012
#1	WHAT: Completed training	EXPECTED: 100%	RESULTS:	ACTION: HOST
Apply job readiness skills to	agreement between student,	of forms turned in	Students who	DEPARTMENT
obtain an internship	site and instructor	ACTUAL: 94%	attended course	TO DISCUSS
	HOW: forms completed	(31/33) of students	met expectation.	HOW TO
	WHO: school	turned in forms	The two	HANDLE MIA
	WHEN: second week of school		students who	STUDENTS
		Two students who	did not complete	DATE: SPRING
		did not turn	the assignment	2012
		anything in did not	did not obtain	
		participate in my	and complete	
		class nor did they	internships.	
		drop the class.	They	
			disappeared	
			from the course.	
#2	WHAT: Midterm Report	EXPECTED: 70% of	RESULTS:	ACTION:
Describe the technical and	HOW: Midterm Report Grading	students to receive		Instructor to
human skills required of	Rubric	70% of higher	STUDENTS DID	look into a
workers in the hospitality	WHO: Instructor	ACTUAL:	NOT MEET	separate
industry	WHEN: ninth week of school	63% (21/33) of	EXPECTATION	assignment
		students received		that only
		70% or higher		addresses this

				competency, rather than folding it into a larger midterm report. DATE: SPRING 2012
#3 Identify the personal qualities, attitudes and work habits required of guest-contact employees.	WHAT: Mentor Interview HOW: Mentor Interview Presentation Grading Rubric WHO: Instructor WHEN: seventh week of school	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 82% (27/33) of students received 70% or higher	RESULTS: MET EXPECTATION	No action needed
#4 Apply classroom knowledge and skills in the workplace.	WHAT: Employer Assessment HOW: Employer Assessment Form WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive scores of 3 or better on employer evaluation ACTUAL:	RESULTS: Department Assessment Coordinator's note: This was left blank by instructor	ACTION: NEED TO REASSESS OR UPDATE FORM WITH STUDENT SCORES DATE: SPRING 2012
#5 Perform duties at the internship site according to industry standards.	WHAT: Employer Assessment HOW: Employer Assessment Form WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive scores of 3 or better on employer evaluation ACTUAL: 72% (24/33) of	RESULTS: MET EXPECTATION	No action needed

#6 Analyze the inter-relationships of the various departments at internship site.	WHAT: Organization Chart HOW: Organization Chart Grading Rubric WHO: Instructor WHEN: twelfth week of semester	students received 70% or higher EXPECTED: 70% of students to receive 70% of higher ACTUAL: 72% (24/33) of students received 70% or higher	RESULTS: MET EXPECTATION	No action needed
#7 Describe methods of quality assurance used in the industry.	WHAT: Final Report HOW: Final Report Rubric WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 90% (30/33) of students received 70% or higher	RESULTS: MET EXECTATION	No action needed
#8 Explain the importance of lifelong learning in the constantly changing hospitality industry.	WHAT: Final Report HOW: Final Report Rubric WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 90% (30/33) of students received 70% or higher	RESULTS: MET EXPECTATION	No action needed
#9 Clarify career goals and aspirations.	WHAT: Vision 2030 HOW: Vision 2030 Grading Rubric	EXPECTED: 70% of students to receive 70% of higher	RESULTS: MET	No action needed

Program and Course Assessment Report

	WHO: Instructor	ACTUAL: 72%	EXPECTATION	
	WHEN: tenth week of	(24/33) of students		
	semester	received 70% or		
		higher		
#10	WHAT: Sustainability Analysis	EXPECTED: 70% of	RESULTS:	No action
Assess how sustainable	HOW: Sustainability Grading	students to receive		needed
tourism concepts are applied	Rubric	70% of higher	MET	
at an internship site.	WHO: Instructor	ACTUAL:	EXPECTATION	
	WHEN: twelfth week of	78% (26/33) of		
	semester	students received		
		70% or higher		