

## Program and Course SLO Assessment Report

**Program Name: Hospitality and Tourism Education Department**

**Date: May 31, 2011**

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

### **Spring 2011-Program and Course SLO Assessment Summary/Highlights**

- Department Assessment Coordinator attended January 2011 SLO training
- 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 SLOs
- The HOST faculty met monthly to discuss HOST program/course SLOs, assessment updates, and action plans
  
- HOST Program SLOs:
  - 1) Program grid created to align course outcomes to program outcomes
  - 2) Internship employer evaluation analyzed to assess program outcomes
  - 3) Internship student self-report analyzed to assess program outcomes
  - 4) Additional evidence to document student learning identified
  
- HOST Course SLOs:
  - 1) Department Assessment Coordinator developed 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 (HOST 100, HOST 101, and HOST 170).
  - 3) Faculty assessment teams completed course assessment and submitted assessment reports

### Post-Spring 2011 Action Steps

- HOST Program SLOs
  - 1) HOST faculty to assess spring 2011 assessment process
    - \*Continue with similar process? How often do we assess Program SLOs?
    - \*Include additional student learning documentation for Program SLOs that met expectation?
    - \*How to best assess program outcomes that did not meet expectation?
    - \*Incorporate e-portfolio, Imiloa, or other online data management system?
  
- HOST Course SLOs
  - 1) HOST faculty to assess spring 2011 assessment process
    - \*How do we archive assessment data so faculty who are teaching HOST 100, HOST 101, HOST 170 during the fall 2011 continue with “Next Steps” column from spring 2011 assessment templates?
    - \*Continue with course SLO assessment based on HOST course assessment plan
    - \*How do we go about changing course SLO’s for HOST courses that are articulated with UH TIM School and other UHCC’s? Who spearheads this process?

**HOST PROGRAM SLO ASSESSMENT REPORT-SPRING 2011**

Program SLOs	Evidence of Industry Validation	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment <sup>1</sup>	Plan for Improvement <sup>2</sup>
<p>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.</p>	<p>Successful completion of student internship experience</p>	<p><b>1-Internship supervisor evaluation report</b> “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p><b>2-Self reports</b>                      a) “Adequately meets expectations of management” rating or better                      b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p><b>1-Internship supervisor assessment of student performance:</b>                      Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p><b>2-Student survey:</b>                      Students completed a self-reflective survey to rate their performance level.</p>	<p><b>1-</b>All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p><b>2-</b> a) Creativity: 98% of students provided a rating of “adequately meets expectations of management” or better.                      b) Problem solving: 93%                      Creative thinking: 93%                      Critical thinking: 88%                      Decision making abilities: 91%</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation:                      *Career portfolio documents (HOST 100)                      *Management case study (HOST 290)</p>

<sup>1</sup> Results of program assessment: % of students who met the outcome(s) and at what level they met the outcome(s)

<sup>2</sup> Plan for Improvement: what will the program do to improve the results?

Program and Course SLO Assessment Report

<p>2. Apply the concepts and skills necessary to achieve guest satisfaction.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b>          “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p><b>2-Self reports</b>          a) “Adequately meets expectations of management” rating or better          b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p><b>1-Internship supervisor assessment of student performance:</b>          Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p><b>2-Student survey:</b>          Students completed a self-reflective survey to rate their performance level.</p>	<p><b>1-</b>All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p><b>2-</b> a) 100% of students provided a rating of “adequately meets expectations of management” or better.</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation:          *American Hotel and Lodging (AHLA) Spirit of Hospitality Certification (HOST 100)</p>
<p>3. Demonstrate leadership and teamwork to achieve common goals.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b>          “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p>	<p><b>1-Internship supervisor assessment of student performance:</b>          Students are required to intern a minimum of 225 hours before they</p>	<p><b>1-</b>All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p><b>2-</b> a) Teamwork: 100% of students provided a rating of “adequately meets</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation:          *Team member assessment of</p>

Program and Course SLO Assessment Report

		<p><b>2-Self reports</b>  a)“Adequately meets expectations of management” rating or better  b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>receive their degree. The internship serves as a capstone experience.  <b>2-Student survey:</b> Students completed a self-reflective survey to rate their performance level.</p>	<p>expectations of management” or better.  b)Leadership abilities: 80%  Teamwork skills: 91%</p>	<p>marketing group projects (HOST 258)</p>
<p>4. Conduct themselves in a professional and ethical manner, and practice industry defined work ethics.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b> “Satisfactory” performance rating of 3 or higher on a 5 point scale.  <b>2-Self reports</b>  a)“Adequately meets expectations of management” rating or better  b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p><b>1-Internship supervisor assessment of student performance:</b> Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.  <b>2-Student survey:</b> Students completed a self-reflective survey to rate their</p>	<p><b>1</b>-All students received a “Good” rating of 4 or higher on a 5 point scale.  <b>2-</b> a)100% of students provided a rating of “adequately meets expectations of management” or better.</p>	<p>MET EXPECTATION    May consider other student learning documentation:  *Mock interview assessment (HOST 100)  * Team member evaluations (HOST 258)</p>

Program and Course SLO Assessment Report

<p>5. Communicate effectively and confidently in the classroom, community and industry.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b> “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p><b>2-Self reports</b> a) “Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>performance level.</p> <p><b>1-Internship supervisor assessment of student performance:</b> Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p><b>2-Student survey:</b> Students completed a self-reflective survey to rate their performance level.</p>	<p><b>1-</b>All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p><b>2-</b> a) 98% of students provided a rating of “adequately meets expectations of management” or better. b) Verbal communication: 89% Written communication: 86%</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *Mock interview assessment (HOST 100) * Marketing Presentation (HOST 258) *Internship presentations (HOST 293)</p>
<p>6. Demonstrate knowledge of multicultural perspectives to meet the needs of guests and employees.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b> “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p>	<p><b>1-Internship supervisor assessment of student performance:</b> Students are required to intern a minimum of 225 hours before they</p>	<p><b>1-</b>All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p><b>2-</b> a) 100% of students provided a rating of “adequately meets expectations of</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *American Hotel and Lodging</p>

Program and Course SLO Assessment Report

		<p><b>2-Self reports</b>  a)“Adequately meets expectations of management” rating or better  b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>receive their degree. The internship serves as a capstone experience.  <b>2-Student survey:</b>  Students completed a self-reflective survey to rate their performance level.</p>	<p>management” or better.</p>	<p>(AHLA) Spirit of Hospitality Certification (HOST 100)  *Journal on topic: Stereotypes/cultural differences &amp; service expectations (HOST 100)</p>
<p>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.</p>	<p>Student Internship</p>	<p><b>1-Internship supervisor evaluation report</b>  “Satisfactory” performance rating of 3 or higher on a 5 point scale.   <b>2-Self reports</b>  a)“Adequately meets expectations of management” rating or better  b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p><b>1-Internship supervisor assessment of student performance:</b>  Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.  <b>2-Student survey:</b>  Students completed a self-reflective survey to rate their</p>	<p>NONE</p>	<p><b>DID NOT MEET EXPECTATION</b>  HOST faculty needs to evaluate and decide on an assessment measure during fall 2011 semester   HOST faculty recommendations below:   *Work philosophy assignment addressing local host culture values (HOST 100)  *Managing with</p>

Program and Course SLO Assessment Report

			performance level.		Aloha Report (HOST 290) *Sustainability Analysis (HOST 293)
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.	Student Internship	<p><b>1-Internship supervisor evaluation report</b> "Satisfactory" performance rating of 3 or higher on a 5 point scale.</p> <p><b>2-Self reports</b> a) "Adequately meets expectations of management" rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p><b>1-Internship supervisor assessment of student performance:</b> Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p><b>2-Student survey:</b> Students completed a self-reflective survey to rate their performance level.</p>	NONE	<p><b>DID NOT MEET EXPECTATION</b> HOST faculty needs to evaluate and decide on an assessment measure during fall 2011 semester</p> <p>HOST faculty recommendations below:</p> <p>*Internship presentations (HOST 293) *Assignment serving as an introduction to topics (HOST 101)</p>
9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers	Student Internship	<p><b>1-Internship supervisor evaluation report</b> "Satisfactory" performance</p>	<p><b>1-Internship supervisor assessment of student performance:</b></p>	<p><b>1-</b>All students received a "Good" rating of 4 or higher on a 5 point scale.</p>	MET EXPECTATION



Program and Course SLO Assessment Report

		<p>rating of 3 or higher on a 5 point scale.</p> <p><b>2-Self reports</b>  a) "Adequately meets expectations of management" rating or better  b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p><b>2-Student survey:</b>  Students completed a self-reflective survey to rate their performance level.</p>	<p><b>2-</b> a) 100% of students provided a rating of "adequately meets expectations of management" or better.</p>	
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**HOST COURSE SLO ASSESSMENT PLAN** (*created Jan. 2011*)

Action  
Establish time frame for discipline courses to be assessed (s2011, f 2011, s 2012)

Date  
1/15/11 ([Confirmed at HOST Dept. Meeting on 1/10/11](#))

Who Responsible  
DAC

**Spring 2011 (2 or more sections)**  
HOST 100  
HOST 101  
HOST 170

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Faculty assessment teams for each course

## Program and Course SLO Assessment Report

HOST 152  
HOST 171  
HOST 290  
HOST 293

### **Spring 2012 (1 section)**

HOST 150  
HOST 154  
HOST 168  
HOST 256  
HOST 258  
HOST 261  
HOST 265  
HOST 278

Identify competencies to be assessed and when (s2011, f2011,s2012)	1/15/11	DAC, faculty-DONE for spring 2011
Identify assessment method	1/30/11	DAC, faculty-Done for spring 2011
Develop/modify/assessment tool	3/1/11	DAC, faculty-Done for spring 2011
Gather and submit evidence	April, 2011	Faculty-Done for spring 2011
Organize evidence	May, 2011	DAC, faculty-Done for spring 2011
Analyze	May, 2011	DAC, Faculty-Done for spring 2011
Improvement plan	May, 2011	DAC, faculty-Done for spring 2011
Submit assessment report	May/June, 2011	DAC-Done for spring 2011

**COURSE SLO ASSESSMENT**

**COURSE: HOST 100-Career and Customer Service Skills**

**SEMESTER: SPRING 2011 (three sections)**

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
#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
#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 achieved	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-class mock interview

Program and Course SLO Assessment Report

		70% or higher – Section 2 & 3		practice in fall 2011 to prepare students for mock interview
#3 Utilize job-hunting 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	<p>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</p> <p>Career Portfolio: 95% (21/22) and 94% (15/16) of students achieved 70% or higher – Section 2 &amp; 3</p> <p>Mock Interview: 65% (13/20) and 94% (15/16) of students achieved 70% or higher – Section</p>	<p>RESULTS:</p> <p>DID NOT MEET EXPECTATION FOR MOCK INTERVIEW</p> <p>Refer to SLO #2 results column</p>	<p>ACTION:</p> <p>Refer to SLO #2 action step column</p>

Program and Course SLO Assessment Report

		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	<p>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</p> <p>95% (21/22) and 94% (15/16) of students achieved 70% or higher for Career Portfolio – Section 2 &amp; 3</p> <p>ePortfolio not assessed for Section 2 &amp; 3</p>	RESULTS:  MET EXPECTATION	ACTION:  No further action needed
#5 Practice workplace behaviors that display professionalism,	WHAT: Mock Interview HOW: Rubric WHO: Instructors WHEN: Finals week	<p>EXPECTED: 70% of students meet expectations ACTUAL: 68% (15/22) of students achieved</p>	RESULTS:  DID NOT MEET EXPECTATION FOR MOCK INTERVIEW	ACTION:  Refer to SLO #2 action step column

Program and Course SLO Assessment Report

<p>such as teamwork, appropriate dress, and business etiquette</p>		<p>70% or higher – Section 1  65% (13/20) and 94% (15/16) of students achieved 70% or higher – Section 2 &amp; 3</p>	<p>Refer to SLO #2 result column</p>	
<p>#6 Identify Hawaiian Values, their importance in the workplace, and create a work philosophy based on these values</p>	<p>WHAT: Career Portfolio HOW: Rubric WHO: Instructors WHEN: Finals week</p>	<p>EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved 70% or higher – Section 1  95% (21/22) and 94% (15/16) of students achieved 70% or higher – Section 2 &amp; e</p>	<p>RESULTS:  MET EXPECTATION</p>	<p>ACTION:  No further action needed</p>
<p>#7 Explain the ethical principles associated with the hospitality</p>	<p>WHAT: In-class Activity HOW: Chapter 5 in-class discussion and Lulima Discussion Board postings</p>	<p>EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved</p>	<p>RESULTS:  MET EXPECTATION</p>	<p>ACTION: DATE:  No further action needed</p>

Program and Course SLO Assessment Report

and tourism industry and demonstrate behaviors consistent with those ethical principles	WHO: Instructors WHEN: Upon completion of assignment	70% or higher – Section 1  100% (22/22) and 100% (16/16) of students achieved 70% or higher – Section 2 & 3		
#8 Develop a positive attitude toward serving customers	WHAT: AHLA Spirit of Hospitality HOW: Certification Test 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
#9 Recognize and handle dissatisfied customers	WHAT: HOW: WHO: WHEN:  N/A	EXPECTED: ACTUAL:  N/A	RESULTS: No assessment method identified, instructors recommend to	ACTION:  HOST 100 instructors to explore curriculum

Program and Course SLO Assessment Report

			revise competency to “identify methods to resolve customer complaints” or remove competency	changes in fall 2011
#10 Satisfy customers by exceeding their expectations	WHAT: HOW: WHO: WHEN:  N/A	EXPECTED: ACTUAL:  N/A	RESULTS: No assessment method identified, instructors recommend to revise competency to “identify methods to exceed customer expectations” or remove competency	ACTION:  HOST 100 instructors to explore curriculum changes in fall 2011
#11 Use behaviors that win customer loyalty	WHAT: HOW: WHO: WHEN:  N/A	EXPECTED: ACTUAL:  N/A	RESULTS: No assessment method identified, instructors recommend to revise	ACTION:  HOST 100 instructors to explore curriculum changes in fall



Program and Course SLO Assessment Report

			competency to “explain customer loyalty and identify behaviors to win customer loyalty” or remove competency	2011
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**COURSE: HOST 101-Introductory to Hospitality and Tourism**  
**SEMESTER: SPRING 2011 (two sections)**

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
#1 Identify today’s travel market’s needs and motivations	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students’ achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 73%	RESULTS: Students meet competency.	ACTION: No action needed
#2 Identify methods for attracting and servicing business travel, including conventions, meeting	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students’ achievement level of this competency.	EXPECTED: 70% ACTUAL: 93%	RESULTS: Students meet competency.	ACTION: No action needed

Program and Course SLO Assessment Report

and incentive travel market segments	WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester			
#3 Describe the tourism systems and services designed to serve the leisure travel market	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 80%	RESULTS: Students meet competency.	ACTION: No action needed
#4 Identify the roles and explain the interrelationships of the various sectors of the travel and tourism industry	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 87%	RESULTS: Students meet competency.	ACTION: No action needed
#5 Describe the impact of tourism destination development on the society of a destination	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 64%	RESULTS: Less than 70% of students met the competency	ACTION: Instructors to review course material to address this competency more thoroughly in semester's to come DATE: Fall 2011 (Instructor section

Program and Course SLO Assessment Report

				1) and Spring 2012 (Instructor section 2)
#6 Identify career opportunities in the various sectors of the travel and tourism industry	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 93%	RESULTS: Students meet competency.	ACTION: No action needed
#7 Describe the sales and marketing activities utilized in the travel and tourism industry	WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13 <sup>th</sup> -15 <sup>th</sup> week of the semester	EXPECTED: 70% ACTUAL: 51%	RESULTS: Less than 70% of students met the competency	ACTION: Instructors to review course material to address this competency more thoroughly in semester's to come DATE: Fall 2011 (Instructor section 1) and Spring 2012 (Instructor section 2)
#8	WHAT: Student Learning Assessment	EXPECTED: 70%	RESULTS:	ACTION:

Program and Course SLO Assessment Report

<p>Identify the organizational and operational characteristics of accommodation firms</p>	<p>HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13<sup>th</sup>-15<sup>th</sup> week of the semester</p>	<p>ACTUAL: 68%</p>	<p>Less than 70% of students met the competency</p>	<p>Instructors to review course material to address this competency more thoroughly in semester's to come DATE: Fall 2011 (Instructor section 1) and Spring 2012 (Instructor section 2)</p>
<p>#9 Identify the organizational and operational characteristics of transportation and transportation firms</p>	<p>WHAT: Student Learning Assessment HOW: Administer an assessment consisting of questions created to help indicate students' achievement level of this competency.  WHO: Instructor WHEN: 13<sup>th</sup>-15<sup>th</sup> week of the semester</p>	<p>EXPECTED: 70% ACTUAL: 78%</p>	<p>RESULTS: Students meet competency.</p>	<p>ACTION: No action needed</p>

Program and Course SLO Assessment Report

**COURSE: HOST 170-Selling Destinations**

**SEMESTER: SPRING 2011 (two sections)**

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
#1 Explain how travel and tourism industry careers require familiarity with destination information	WHAT: None HOW: WHO: WHEN:  N/A	EXPECTED:  N/A	RESULTS:  N/A	ACTION: Course Competency Revision DATE: 2011/2012 HOST 170 course 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 Explain the geographic routing direction for the major tourism destination areas within IATA 1 (North America, Central America,	WHAT: None HOW: WHO: WHEN:  N/A	EXPECTED: ACTUAL:  N/A	RESULTS:  N/A	ACTION: Course Competency Revision DATE: 2011/2012 HOST 170 course competencies will be updated within the next year and this competency will be deleted as it is covered in HOST 171 Airline Ticketing and Reservations.

Program and Course SLO Assessment Report

Caribbean, and South America), IATA 2 (Europe, Middle East, and Africa) and IATA 3 (Eastern Russia, Asia and the Pacific)				
#3 Define the major attractions in IATA regions 1, 2, and 3 and explain their significance to tourism	WHAT: Chapter Assignments and Region Test HOW: PowerPoint Presentation Rubric WHO: Instructor WHEN: Throughout the semester	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 assignment.	RESULTS: Students do very well on this project. The 6 students that did not complete it were on-line students.	ACTION:  No action needed for face-to-face section  Faculty to monitor online students as to whether trend continues.
#4 Identify the major industry suppliers for IATA regions 1, 2, and 3 including IATA airline codes	WHAT: Chapter Assignments HOW: PowerPoint Presentation Rubric WHO: Instructor WHEN: Throughout the semester	EXPECTED: 100% of the students to achieve a 70% or better. ACTUAL: 27/43 students received a 90% or higher. 9 students	RESULTS: Students do very well on this project. The 6 students that did not complete it were on-line	ACTION:  No action required for face-to-face section  Faculty to monitor online students as to whether trend

Program and Course SLO Assessment Report

		received scores of 80 to 89. 1 student less than 80. 6 on-line students did not complete the assignment.	students.	continues
#5 Identify the capitals and major cities in each country in IATA regions 1, 2, and 3, including IATA airport and city codes.	WHAT: Chapter Assignments HOW: PowerPoint Presentation Rubric WHO: Instructor WHEN: Throughout the semester	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 assignment.	RESULTS: Students do very well on this project. The 6 students that did not complete it were on-line students.	ACTION:  No action required for face-to-face section  Faculty to monitor online students as to whether trend continues
#6 Explain climatic differences in IATA regions 1, 2, and 3 and how they affect Tourism	WHAT: Chapter Assignments HOW: PowerPoint Presentation Rubric WHO: Instructor WHEN: Throughout the semester	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	RESULTS: Students do very well on this project. The 6 students that did not complete it were on-line students.	ACTION:  No action required for face-to-face section  Faculty to monitor online students as to whether trend continues

Program and Course SLO Assessment Report

		less than 80. 6 on-line students did not complete the assignment.		
#7 Interpret the cultural patterns unique to major foreign destinations	WHAT: Ke Kula O Hawaii Certification HOW: Automatic On-Line Test WHO: HVCB WHEN: Week 5 of Semester	EXPECTED: 100% of the students to achieve a 84% or better. ACTUAL: 32/43 students received an 84% or better – 1 student got a 83%, 1 student a 70% and 1 student a 67% 8 students did not take the on-line test.	RESULTS: Students do very well with this certification assignment. The 8 students 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.	ACTION:  No action required for face-to-face section  Faculty to monitor online students as to whether trend continues
#8	WHAT: Chapter	EXPECTED: 100% of	RESULTS:	ACTION:



Program and Course SLO Assessment Report

<p>List motivational factors that encourage a traveler to visit major destinations</p>	<p>Assignments          HOW: PowerPoint Presentation Rubric          WHO: Instructor          WHEN: Throughout the semester</p>	<p>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 assignment.</p>	<p>Students do very well on this project. The 6 students that did not complete it were on-line students.</p>	<p>No action required for face-to-face section           Faculty to monitor online students as to whether trend continues</p>
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