Program and Course Assessment Report

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:

<u>**HOST 100**</u>
#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

Fall 2011 Faculty Responsible: Arrington, Keolanui, Kramm, Sellers

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

Fall 2011 Faculty Responsible: Chong

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

Fall 2011 Faculty Responsible: Fernandez, Keolanui

PART 2—Fall 2011 New Course Assessment Assignments:

HOST 152

Faculty Responsible: Keolanui

HOST 171

Faculty Responsible: Fernandez, Arrington

HOST 290

Faculty Responsible: Burke, Fernandez, Keolanui

HOST 293

Faculty Responsible: Sellers

Fall 2011 Timeline:
August/September: Identify assessment methods
September-December: Develop and modify assessment tool; gather evidence, organize and analyze evidence, create improvement plan

Program and Course Assessment Report

<table>
<tr><th colspan="6">SECTION 4: HOST PROGRAM SLO ASSESSMENT RESULTS/REPORT-FALL 2011
(CARRY OVER FROM SPRING 2011)</th></tr>
<tr><th>Program SLOs</th><th>Evidence of Industry Validation</th><th>Expected Level of Achievement</th><th>Assessment Strategy/ instrument</th><th>Results of Program Assessment Fall 2011[1]</th><th>Plan for Improvement[2]</th></tr>
<tr><td>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.</td><td>Student Internship (Sustainability Analysis)</td><td>EXPECTED: 70% of students to receive 70% of higher</td><td>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.</td><td>ACTUAL: 78% (26/33) of students received 70% or higher</td><td>MET EXPECTATION FALL 2011</td></tr>
<tr><td>8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in</td><td>Student Internship (Sustainability Analysis)</td><td>EXPECTED: 70% of students to receive 70% of higher</td><td>Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze</td><td>ACTUAL: 78% (26/33) of students received 70% or higher</td><td>MET EXPECTATION FALL 2011</td></tr>
</table>

the industry.			the current sustainability practices at the site and make recommendations for implementing or improving.		

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	ACTION: HOST 100 instructors to explore curriculum changes in fall 2011	Kept course competency; created new assessment – "Industry Careers Profile"	

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

answering job interview questions	week	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 higher – Section 2 & 3 Mock Interview: 65% (13/20) and 94% (15/16) of students achieved 70% or higher – Section 2 & 3	Refer to SLO #2 results column			
#4 Utilize computer technology to create a paper	WHAT: ePortfolio and Career Portfolio HOW: Rubric WHO:	EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22)	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	
based Career Portfolio and ePortfolio	Instructors WHEN: Finals week	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 Portfolio – Section 2 & 3 ePortfolio not assessed for Section 2 & 3			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	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	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

business etiquette		94% (15/16) of students achieved 70% or higher – Section 2 & 3			
#6 Identify Hawaiian Values, their importance in the workplace, and create a work philosophy based on these values	WHAT: 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 – Section 1 95% (21/22) and 94% (15/16) of students achieved 70% or higher – Section 2 & e	RESULTS: MET EXPECTATION	ACTION: No further action needed	N/A
#7 Explain the ethical principles associated with the hospitality and tourism industry and	WHAT: In-class Activity HOW: Chapter 5 in-class discussion and Laulima Discussion Board postings	EXPECTED: 70% of students meet expectations ACTUAL: 100% (22/22) of students achieved 70% or higher – Section 1	RESULTS: MET EXPECTATION	ACTION: DATE: No further action needed	Modified and proposed competency to read "Explain the ethical principles associated

demonstrate behaviors consistent with those ethical principles	WHO: Instructors WHEN: Upon completion of assignment	100% (22/22) and 100% (16/16) of students achieved 70% or higher – Section 2 & 3			with the hospitality and tourism industry and determine behaviors consistent with those ethical principles."	
#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	Competency deleted	
#9 Recognize and handle dissatisfied	WHAT: HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS: No assessment method identified,	ACTION: HOST 100 instructors to	Competency changed to: Identify	ACTION NEEDED: ASSESSMENT METHOD

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

			recommend to revise competency to "explain customer loyalty and identify behaviors to win customer loyalty" or remove competency	curriculum changes in fall 2011	and tourism organizations win customer loyalty	BE IDENTIFIED
	N/A	N/A				

COURSE: **HOST 101-Introductory to Hospitality and Tourism (five of five sections)**
SEMESTER: FALL 2011
NOTE: Table reflects new course competencies; all course competencies were reassessed/met expectations

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF FALL 2011	ACTION STEPS FOR SPRING 2012
#1 Differentiate the products and services offered by various sectors of the hospitality and tourism industry, and describe how	What & When: Online Test; end of semester What & When: Team Project; end of semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 78% of students achieved a level of 70% or higher MET EXPECTATION	Expectation met but instructor suggested that HOST 101 faculty create more competency-focused activities Date: 1/2012

the sectors are interrelated.				
#2 Distinguish the organizational and operational characteristics of transportation, lodging, foodservice, and recreation businesses and organizations.	What & When: Online Test; end of semester What & When: Written Report; during semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 81% of students achieved a level of 70% or higher MET EXPECTATION	
#3 Identify and compare the career opportunities in the various sectors of the hospitality and tourism industry.	WHAT & WHEN: Online Test; end of semester WHAT & WHEN: Written Report; during semester HOW & WHO: Rubric; Instructor	EXPECTED: 70% of students will achieve a level of 70% or higher	RESULTS: 87% of students achieved a level of 70% or higher MET EXPECTATION	

Program and Course Assessment Report

#4 Analyze the impact of tourism on the society of a destination, and explain the benefits of developing sustainable tourism practices.	What & When: Online Test; end of semester What & When: Written Report; during semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 72% of students achieved a level of 70% or higher MET EXPECTATION	Expectation met but instructor suggested that HOST 101 faculty create more competency-focused activities Date: 1/2012
#5 Identify the hospitality and tourism market's needs and motivations	What & When: Online Test; end of semester What & When: Written Report; during semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 83% of students achieved a level of 70% or higher MET EXPECTATION	
#6 Describe the tourism systems and services designed to serve the leisure travel	What & When: Online Test; end of semester What & When: Team Project; end of semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 78% of students achieved a level of 70% or higher MET EXPECTATION	Expectation met but instructor suggested that HOST 101 faculty create more competency-

market.				focused activities Date: 1/2012
#7 Describe the tourism systems and services designed to serve the business travel market, including meetings, conventions, and expositions.	WHAT & WHEN: Online Test; end of semester WHAT & WHEN: Written Report; during semester HOW & WHO: Rubric; Instructor	EXPECTED: 70% of students will achieve a level of 70% or higher	RESULTS: 83% of students achieved a level of 70% or higher MET EXPECTATION	
#8 Explain the sales and marketing activities utilized in the hospitality and tourism industry.	What & When: Online Test; end of semester What & When: Written Report; during semester How & Who: Rubric; Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 81% of students achieved a level of 70% or higher MET EXPECTATION	

Program and Course Assessment Report

Percentage of students who earned 70+% for **Report 1** = Achievers/Total Enrolled

	Total Enrolled	Achievers	%
CRN 31536	31	31	100
CRN 32595	34	33	97
CRN 31553	33	33	100
CRN 31742	22	18	82
CRN 32201	14	12	86

Percentage of students who earned 70+% for **Report 2** = Achievers/Total Enrolled

	Total Enrolled	Achievers	%
CRN 31536	31	29	94
CRN 32595	34	32	94
CRN 31553	33	32	97
CRN 31742	22	19	86
CRN 32201	14	10	71

Percentage of students who earned 70+% for **Report 3** = Achievers/Total Enrolled

	Total Enrolled	Achievers	%
CRN 31536	31	29	94
CRN 32595	34	31	91
CRN 31553	33	32	97
CRN 31742	22	19	86
CRN 32201	14	10	71

Summary: Average percentage of students who earned 70+% for **Written Report** = Average of (R1% + R2% + R3%) / 3 for each CRN

	%
CRN 31536	96
CRN 32595	94
CRN 31553	98
CRN 31742	85

Program and Course Assessment Report

CRN 32201	76
Average	**90**%

Percentage of students who earned 70+% for each HOST 101 competency as measured by **Online Test**:

	#1	#2	#3	#4	#5	#6	#7	#8
CRN 31536	74	64	79	44	68	67	69	67
CRN 32595	76	82	84	52	74	82	83	76
CRN 31553	74	64	79	44	68	67	69	67
CRN 31742	81	66	82	64	82	82	81	78
CRN 32201	79	79	96	66	90	86	79	73
Average % of Achievers	**77**%	**71**%	**84**%	**54**%	**76**%	**77**%	**76**%	**72**%

Percentage of students who earned 70+% for **Team Project** = Achievers/Total Enrolled

	Total Enrolled	Achievers	%
CRN 31536	31	20	65
CRN 32595	34	30	88
CRN 31553	33	25	76
CRN 31742	22	19	86
CRN 32201	14	10	71
Average	134	104	**78**%

FINAL RESULTS

Percentage of students who earned 70+% for each competency listed below = (Test Average for #__ + Team Project Average) / 2

#1: Differentiate the products and services offered by various sectors of the hospitality and tourism industry, and describe how the sectors are interrelated. Achievers = **78**%

Program and Course Assessment Report

#**6**: Describe the tourism systems and services designed to serve the leisure travel market. Achievers = **78**%

Percentage of students who earned 70+% for each competency listed below = (Test Average for #__ + Written Report Average) / 2

#**2**: Distinguish the organizational and operational characteristics of transportation, lodging, foodservice, and recreation businesses and organizations. Achievers = **81**%

#**3**: Identify and compare the career opportunities in the various sectors of the hospitality and tourism industry. Achievers = **87**%

#**4**: Analyze the impact of tourism on the society of a destination, and explain the benefits of developing sustainable tourism practices. Achievers = **72**%

#**5**: Identify the hospitality and tourism market's needs and motivations. Achievers = **83**%

#**7**: Describe the tourism systems and services designed to serve the business travel market, including meetings, conventions, and expositions. Achievers = **83**%

#**8**: Explain the sales and marketing activities utilized in the hospitality and tourism industry. Achievers = **81**%

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 METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	ACTION STEPS FOR FALL 2011	RESULTS OF FALL 2011	ACTION STEPS FOR SPRING 2012
#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, Caribbean, and South America), IATA 2 (Europe, Middle East, and Africa) and IATA 3 (Eastern Russia, Asia and the Pacific)	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.		
#3 Define the major attractions in IATA regions 1, 2, and 3 and	WHAT: Chapter Assignments and Region Test HOW: PowerPoint Presentation Rubric WHO: Instructor	EXPECTED: 100% of the students to achieve a 70% or better. ACTUAL: 27/43 students	RESULTS: Students do very well on this project. The 6 students that did not	ACTION: No action needed for face-to-face section	NOT COMPLETED	ACTION NEEDED

explain their significance to tourism	WHEN: Throughout the semester	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.	complete it were on-line students.	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 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	NOT COMPLETED	ACTION NEEDED
#5 Identify the capitals and major cities in each country in IATA regions 1, 2, and 3,	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	RESULTS: Students do very well on this project. The 6 students that did not complete it	ACTION: No action required for face-to-face section	NOT COMPLETED	ACTION NEEDED

including IATA airport and city codes.		higher. 9 students received scores of 80 to 89. 1 student less than 80. 6 on-line students did not complete the assignment.	were on-line students.	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 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	NOT COMPLETED	ACTION NEEDED
#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 84% or better. ACTUAL: 32/43 students received an 84% or better – 1 student got a 83%, 1 student a	RESULTS: Students do very well with this certification assignment. The 8 students that did not take the test	ACTION: No action required for face-to-face section Faculty to monitor	NOT COMPLETED	ACTION NEEDED

		70% and 1 student a 67% 8 students did not take the on-line 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.	online students as to whether trend continues		
#8 List motivational factors that encourage a traveler to visit major destinations	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	NOT COMPLETED	ACTION NEEDED

Program and Course Assessment Report

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 METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF FALL 2011 ASSESSMENT	ACTION STEPS FOR SPRING 2012
#1 Identify the tasks and responsibilities carried out in various front office positions.	WHAT: Ch. 3 Group Job Descriptions HOW: Rubric WHO: Instructor WHEN: Week 4	EXPECTED: 70% or more students pass with a 70% or better grade. ACTUAL: Did not assess with rubrics (just did an in-class group exercise)	RESULTS: NOT MEASURED	ACTION: ASSESS/GRADE USING RUBRIC DATE: Spring 2012
#2 Describe the interrelationships between the front office and other departments of a hotel.	WHAT: Ch. 2 Group Mini-Case Study: "A Compass for the Kapi'olani Resort & Spa" HOW: Rubric WHO: Instructor WHEN: Week 3	EXPECTED: 70% or more students pass with a 70% or better grade. ACTUAL: Did not assess with rubrics (just did an in-class group exercise)	RESULTS: NOT MEASURED	ACTION: ASSESS/GRADE USING RUBRIC DATE: Spring 2012
#3 Identify the personal attitudes,	WHAT: Group Interview a Front Office Manager,	EXPECTED: 70% or more students pass with a 70% or	RESULTS: MET EXPECTATION	ACTION: No action

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

acceptance and processing of credit cards.	WHO: Instructor WHEN: Week 12	ACTUAL: 77% (17/22) completed exercise with a 70% or better score.		
#7 Demonstrate effective complaint handling procedures.	WHAT: Case Study: "Service Recovery at the Simpson Hotel" Individual Student Papers HOW: Rubric WHO: Instructor WHEN: Week 8	EXPECTED: 70% or more students pass with a 70% or better grade. ACTUAL: Did not assess via rubric, just had in-class discussion.	RESULTS: NOT MEASURED	ACTION: ASSESS/ GRADE USING RUBRIC DATE: Spring 2012
#8 Demonstrate effective telephone call handling techniques.	WHAT: In class role plays HOW: Rubric WHO: Instructor WHEN: Week 5-11	EXPECTED: 70% or more students pass with a 70% or better grade. ACTUAL: Did not assess via rubric, just observed in class role plays	RESULTS: NOT MEASURED	ACTION: ASSESS/ GRADE USING RUBRIC DATE: Spring 2012
#9 Produce and analyze management reports.	WHAT: Front Office Audit in class exercise HOW: Rubric WHO: Instructor WHEN: Week 12	EXPECTED: 70% or more students pass with a 70% or better grade. ACTUAL: 77% (17/22) completed exercise with a 70% or better score.	RESULTS: MET EXPECTATION	ACTION: No action needed
#10 Identify staffing	WHAT: Ch 14 Mini Case Study "Staffing	EXPECTED: 70% or more students pass	RESULTS:	ACTION:

Program and Course Assessment Report

| requirements of a front office. | the Front Office at the Kapi'olani Resort & Spa" HOW: Rubric WHO: Instructor WHEN: Week 15 | 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 |

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

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

		achieved a 69%.		
#3 Explain fare basis codes and fare rules.	WHAT: International Ticketing Test HOW: Multiple choice or matching questions. WHO: Instructor WHEN: Week 8 of the semester.	EXPECTED: 100% of the students to 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.	RESULTS: 80% of the students did well, and the three students who failed the test did not spend enough time preparing for the test.	ACTION: No action needed.
#4 Retrieve and identify an airline flight availability display.	WHAT:VIASINC and Live Apollo HOW: Lessons and Test 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	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

		status from credit/no credit.		student who failed was not attending class regularly therefore was not ready for the final.
#5 Identify the five mandatory parts of a Passenger Name Record (PNR).	WHAT: Domestic Ticketing Test, VIASINC, Live Apollo HOW: List, lessons, test WHO: Instructor WHEN: 2nd week through the end of the semester.	EXPECTED: 100% of the students to achieve at least a 70% or higher. ACTUAL: Domestic Ticketing Test : 19/20 students achieved a 70% or higher, one student achieved a 69% VIACINC Test 15/20 students achieved a 70% or higher. Three student's scores were 65%, 56%, and 55%. One student is receiving an incomplete because	RESULTS: Domestic Ticketing Test - Majority of the students have done well. 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.

		she left to have a baby and one student changed his status from credit/no credit.		
#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	WHAT: Final Exam HOW: Encoding and	EXPECTED: 100% of the students to	RESULTS: 80% of the class	ACTION: No action

and airline codes.	Decoding Test WHO: Instructor WHEN: End of semester	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 credit/no credit.	passed the final with 50% receiving an A. The students who failed attendance were poor especially the last month of class.	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: 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	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

		incomplete because she left to have a baby and one student changed his status from credit/no credit.		passed the final exam. The student who failed was not attending class regularly therefore was not ready for the final. DATE:
#9 Explain how the history of the Domestic Airline Industry shaped the transportation industry including the impact of the Civil Aviation Bureau (CAB) and the Airline Reporting Corporation (ARC).	WHAT: International Ticketing Test HOW: Essay Question WHO: Instructor WHEN: week 8 of the semester.	EXPECTED: 100% of the students to 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.	RESULTS: 80% of the students did well, and the three students who failed the test did not spend enough time preparing for the test.	ACTION NEEDED: Competency 9 and 10 can be combined and revised. DATE: Curriculum update Spring 2012 to take affect Fall 2012
#10 Critique deregulation's success or failure.	WHAT: International Ticketing Test HOW: Essay	EXPECTED: 100% of the students to achieve at least a 70% or higher.	RESULTS: 80% of the students did well, and the three students who failed	ACTION NEEDED: Competency 9 and 10 can be

	Question WHO: Instructor WHEN: week 8 of the semester.	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.	the test did not spend enough time preparing for the test.	combined and revised. DATE: Curriculum update Spring 2012 to take affect Fall 2012
#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 Spring 2012 to take affect Fall 2012
#12Elaborate on the role of IATA (past, present and	WHAT: International Ticketing Test HOW: Essay	EXPECTED: 100% of the students to achieve at least a 70% or higher.	RESULTS: 80% of the students did well, and the three students who failed	ACTION NEEDED: Delete past, present and future

future) in regulating international travel.	Question WHO: Instructor WHEN: week 8 of the semester.	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.	the test did not spend enough time preparing for the test.	DATE: Curriculum update Spring 2012 to take affect Fall 2012
#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 Spring 2012 to take affect Fall 2012
#14 Analyze the impact that the "open skies" and freedoms of	WHAT: NONE HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS:	ACTION NEEDED: Students are not tested on this,

the air have on the international airline industry.				however covered by instructor in the class lecture – delete this competency DATE: Curriculum update Spring 2012 to take affect Fall 2012
#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: 2nd 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 status from credit/no credit.	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 Presentation WHO: Instructor WHEN: Last month of the semester	EXPECTED: 100% of the students to achieve a 70% or higher. 15/20 achieved a 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.	RESULTS: 75% of the students did well and the three students who failed this assignment did not do quality research work.	ACTION: No action taken. This is simply a research assignment that 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 Manual (TIM).	WHAT:VIASINC and Apollo Final Exam HOW: Lessons, 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: 16/20 achieved a 70% or better on the final exam and two students received failing grades. One student is receiving	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.

		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 METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF FALL 2011 ASSESSMENT	ACTION STEPS FOR SPRING 2012
#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: 83% (57/69) received a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed
#2 Identify and explain the various roles of a manager	WHAT: The Supervisor and the Management Process (ch.1) case study—*"I never wanted to be a supervisor anyway"* HOW: group	EXPECTED: 70% of students meet assignment criteria ACTUAL: Assignment: 87% (39/45) received a 70% or higher – two students were	RESULTS: MET EXPECTATION	ACTION: No action needed

	submission includes key concepts as listed in manual WHO: Instructor WHEN: Week two Or See Assessment in SLO #3	absent. Final Exam: 78% (54/69) passed with a 70% or higher.		
#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.	WHAT: Written in-class assignment HOW: Students identify key concepts as listed in pages 7 through 16 in <u>Supervision in the Hospitality Industry</u> WHO: Instructor WHEN: Week two Or see assessment SLO #2	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 technology in hospitality	WHAT: N/A HOW: WHO: WHEN:	EXPECTED: N/A ACTUAL:	RESULTS: N/A	ACTION: DELETE COMPETENCY DATE: SPRING 2012

management				
#5 Describe and discuss the decision-making processes within the various managerial levels of hospitality organizations	WHAT: Recruitment and Selection (ch.3) case study—*"Hobson's choice: 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	EXPECTED: 70% of students meet assignment criteria ACTUAL: Case Study Assignment: 83% (57/69) achieved a 70% or higher six students were absent. Final Exam: 78% (54/69) passed with a 70% or higher.	RESULTS: MET EXPECTATION	ACTION: No action needed
#6 Explain how personal attitudes, values and ethics are formed, modified or changed in individuals and how they affect employee performance	WHAT: Time management assignment: a)Time management log; b) Time management matrix Ethics Quiz p. 242 in <u>Supervision in the Hospitality Industry</u>	EXPECTED: 70% of students meet assignment criteria ACTUAL: Assignment: 67% (46/69) achieved a 70% or higher, two students were absent.	RESULTS: Combined assessments = 73% DID NOT MEET ASSIGNMENT EXPECTION in ONLINE COURSE	ACTION: Recommend re-assessing assignment for online course in SPRING 2012

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

within hospitality organizations	HOW: Student engagement activity; key concepts included in written responses. WHO: Instructor WHEN: Week eleven Or SLO #2	absent.

Final Exam: 78% (54/69) passed with a 70% or higher. | | |
| #9 Describe the process of effective employee selection, recruitment, selection, placement, orientation, training, appraisal and discipline | 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: Case Study Assignment: 83% (57/69) achieved a 70% or higher, six students were absent.

Final Exam: 80% (54/69) passed with a 70% or higher.

Training session: 91% (20/22) passed with a 70% or higher | RESULTS:

MET EXPECTATION | ACTION:

No action needed |

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

| conduct and evaluate a training session | plan; training presentation; training evaluation HOW: Rubric WHO: Instructor WHEN: Week five | students meet 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.

Faculty #3 had students create a training plan, a training session, and a evaluation of a training session: 91 % (20/22) passed | MET EXPECTATION for face-to-face class. | Recommend creating/assessing training assignment for online course in SPRING 2012 |

		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: <u>Managing with Aloha</u> 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: <u>Managing with Aloha</u> 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: <u>Managing with Aloha</u> 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

Program and Course Assessment Report

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 fundamental	#2 Identify and explain the		WHAT: The Supervisor and	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:

| supervisory responsibilities | various roles of a manager (DELETE) | | the Management Process (ch.1) case study—*"I never wanted to be a supervisor anyway"* HOW: group submission includes key concepts as listed in manual WHO: Instructor WHEN: Week two

Or

WHAT: Written in-class assignment HOW: Students identify key concepts as listed in pages 7 through 16 in <u>Supervision in the Hospitality Industry</u>

WHO: Instructor | assignment criteria ACTUAL: | | |

			==WHEN: Week two==			
	#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. (DELETE)		WHAT: Written in-class assignment HOW: Students identify key concepts as listed in pages 7 through 16 in <u>Supervision in the Hospitality Industry</u> WHO: Instructor WHEN: Week two Or see assessment SLO #2 (DELETE)	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:
	#4 Describe the current and possible future uses of technology in hospitality management (DELETE)		WHAT: N/A HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS:	ACTION: DATE:

	#5 Describe and discuss the decision-making processes within the various managerial levels of hospitality organizations (DELETE)		WHAT: Recruitment and Selection (ch.3) case study— "*Hobson's choice: 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)	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:
#3 Explain leadership styles, factors affecting them,	#6 Explain how personal attitudes, values and	WHAT: Leadership styles handout HOW: Student	WHAT: Time management assignment: a)Time	EXPECTED: 70% of students meet assignment criteria	RESULTS:	ACTION: DATE:

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

| | hospitality workplace environments

(DELETE) | <mark>Students identify key concepts as listed in pages 301 through 308 in Supervision in the Hospitality Industry WHO: Instructor WHEN: Week eleven</mark> | HOW: Students identify key concepts as listed in pages 301 through 308 in Supervision in the Hospitality Industry WHO: Instructor WHEN: Week eleven

(DELETE) | | | |
|---|---|---|---|---|---|---|
| <mark>#5 Differentiate between management and leadership, and describe issues supervisors should be aware of as they assume the role of a team leader.</mark> | #8 Differentiate between management and leadership and comprehend their relationship within hospitality organizations (DELETE) | | WHAT: <mark>Leadership styles assignment; management vs. leadership checklist Leadership styles expert teams</mark> HOW: <mark>Student engagement activity; key concepts included in written responses.</mark> WHO: Instructor WHEN: Week | EXPECTED: 70% of students meet assignment criteria ACTUAL: | RESULTS: | ACTION: DATE: |

		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 selection, recruitment,	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

			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		WHAT: Case study (ch 6): *"Raising the Performance Bar"* HOW: HOW: Submission includes key concepts as listed in manual (rubric) WHO: Instructor WHEN: Week seven		70% of students meet assignment criteria ACTUAL:		
#8 Apply the components of a progressive		WHAT: Discipline (ch.7) case		70% of students meet assignment criteria		

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

Program and Course Assessment Report

	industry and develop strategies designed to enhance this relationship		submission includes key concepts as listed in <u>Supervision in the Hospitality Industry</u> pages 243 to 252 WHO: Instructor WHEN: Week eight Or AH&LA Certification Exam or Progress Test			
#11 Plan an orientation and training session	#11 Plan, conduct and evaluate a training session (DELETE)		WHAT: Training plan; training presentation; training evaluation HOW: Rubric WHO: Instructor WHEN: Week five	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:
	#12 Define organizational culture and identify factors that influence it		WHAT: <u>Managing with Aloha</u> reflection paper HOW: Rubric WHO: Instructor	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

	(DELETE)		WHEN: Week six, nine, fifteen (DELETE)			
	#13 Discuss the relationship and responsibilities between the hospitality industry and the community (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:		
	#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:		
#13 Identify the steps supervisors can take to communicate effectively on 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 efficient procedures and reduce time robbers		WHAT: Time management assignment: a)Time management log; b) Time management matrix HOW: Embedded		70% of students meet assignment criteria ACTUAL:		

Program and Course Assessment Report

		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						

Program and Course Assessment Report

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

COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF FALL 2011 ASSESSMENT	ACTION STEPS FOR SPRING 2012
#1 Apply job readiness skills to obtain an internship	WHAT: Completed training agreement between student, site and instructor HOW: forms completed WHO: school WHEN: second week of school	EXPECTED: 100% of forms turned in ACTUAL: 94% (31/33) of students turned in forms Two students who did not turn anything in did not participate in my class nor did they drop the class.	RESULTS: Students who attended course met expectation. The two students who did not complete the assignment did not obtain and complete internships. They disappeared from the course.	ACTION: HOST DEPARTMENT TO DISCUSS HOW TO HANDLE MIA STUDENTS DATE: SPRING 2012
#2 Describe the technical and human skills required of workers in the hospitality industry	WHAT: Midterm Report HOW: Midterm Report Grading Rubric WHO: Instructor WHEN: ninth week of school	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 63% (21/33) of students received 70% or higher	RESULTS: STUDENTS DID NOT MEET EXPECTATION	ACTION: Instructor to look into a separate assignment that only 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 students received 70% or higher	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	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 WHO: Instructor WHEN: tenth week of	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 72% (24/33) of students	RESULTS: MET EXPECTATION	No action needed

Program and Course Assessment Report

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