**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
- <u>HOST Program SLOs</u>:
  - 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.

#### \*\*Recommended Artifact:

HOST 100: Work Philosophy assignment addressing local host cultural values

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

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

#### **HOST 100**

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

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

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

#### **HOST 101**

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

Fall 2011 Faculty Responsible: Chong

#### **HOST 170**

**#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

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

Program SLOs	Evidence of Industry Validation	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment Fall 2011 <sup>1</sup>	Plan for Improvement <sup>2</sup>
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.	Student Internship (Sustainability Analysis)	EXPECTED: 70% of students to receive 70% of higher	Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze the current sustainability practices at the site and make recommendations for implementing or improving.	ACTUAL: 78% (26/33) of students received 70% or higher	MET EXPECTATION FALL 2011
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in	Student Internship (Sustainability Analysis)	EXPECTED: 70% of students to receive 70% of higher	Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze	ACTUAL: 78% (26/33) of students received 70% or higher	MET EXPECTATION FALL 2011

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	WHAT: HOW: WHO: WHEN:	EXPECTED: ACTUAL:	RESULTS: No assessment method identified, recommendation	ACTION: HOST 100 instructors to explore curriculum	Kept course competency; created new assessment – "Industry	
industry	N/A	N/A	is to combine competencies 1	changes in fall 2011	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 jobhunting 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	Refer to SLO #2 results column			
		94% (15/16)				
#4	WHAT:	EXPECTED: 70% of	RESULTS:	ACTION:	Modified and	
Utilize	ePortfolio and	students meet			proposed	
computer	Career Portfolio	expectations	MET	No further	competency	
technology to	HOW: Rubric	ACTUAL:	EXPECTATION	action needed	to read	
create a paper	WHO:	100% (22/22)			"Utilize	

based Career	Instructors	of students			computer	
Portfolio and	WHEN: Finals	achieved 70% or			technology to	
ePortfolio	week	higher for Career			create a	
		Portfolio and			paper based	
		90% (20/22)			career	
		achieved 70% or			portfolio	
		higher on ePortfolio			and/or	
		- Section 1			ePortfolio	
		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				
#5	WHAT: Mock	EXPECTED: 70% of	RESULTS:	ACTION:	NOT	ACTION
Practice	Interview	students meet			COMPLETED	NEEDED
workplace	HOW: Rubric	expectations	DID NOT MEET			
behaviors that	WHO: Instructors	ACTUAL:	EXPECTATION	Refer to SLO		
display	WHEN: Finals	68% (15/22)	FOR MOCK	#2 action step		
professionalism,	week	of students	INTERVIEW	column		
such as		achieved 70% or	_			
teamwork,		higher – Section 1	Refer to SLO #2			
appropriate			result column			
dress, and		65% (13/20) and				

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	WHAT: In-class Activity	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:	Modified and proposed	
ethical	HOW: Chapter 5	expectations	MET	DAIE.	competency	
principles	in-class	ACTUAL:	EXPECTATION	No further	to read	
associated with	discussion and	100% (22/22)	LAILCIATION	action needed	"Explain the	
the hospitality	Laulima	of students		action needed	ethical	
and tourism	Discussion Board	achieved 70% or			principles	
industry and	postings	higher – Section 1			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:	ACTION NEEDED: ASSESSMENT METHOD

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

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

**COURSE:** HOST 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	What & When: Online Test; end of semester	Expected: 70% of	Results: 78% of	Expectation met
Differentiate	What & When: Team Project; end of semester	students will achieve a	students achieved a	but instructor
the products	How & Who: Rubric; Instructor	level of 70% or higher	level of 70% or higher	suggested that
and services				HOST 101
offered by			MET EXPECTATION	faculty create
various sectors				more
of the				competency-
hospitality and				focused
tourism				activities
industry, and				Date: 1/2012
describe how				

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	

#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	

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

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
<b>Average</b> % of Achievers	<b>77</b> %	<b>71</b> %	84%	<b>54</b> %	<b>76</b> %	<b>77</b> %	<b>76</b> %	<b>72</b> %

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	<b>78</b> %

#### 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**%

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

				covered in		
				HOST 171.		
#2	WHAT: None	EXPECTED:	RESULTS:	ACTION:		
Explain the	HOW:	ACTUAL:		Course		
geographic	WHO:			Competency		
routing	WHEN:			Revision		
direction for the				DATE:		
major tourism				2011/2012		
destination				HOST 170		
areas within	N/A	N/A	N/A	course		
IATA 1 (North				competencies		
America,				will be		
Central				updated		
America,				within the		
Caribbean, and				next year and		
South America),				this		
IATA 2 (Europe,				competency		
Middle East,				will be		
and Africa) and				deleted as it is		
IATA 3 (Eastern				covered in		
Russia, Asia and				HOST 171		
the Pacific)				Airline		
				Ticketing and		
				Reservations.		
#3	WHAT: Chapter	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Define the	Assignments and	of the students to	Students do		COMPLETED	NEEDED
major	Region Test	achieve a 70% or	very well on	No action		
attractions in	HOW: PowerPoint	better.	this project.	needed for		
IATA regions 1,	Presentation Rubric	ACTUAL:	The 6 students	face-to-face		
2, and 3 and	WHO: Instructor	27/43 students	that did not	section		

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

including IATA		higher. 9 students	were on-line	Faculty to		
airport and city		received scores of	students.	monitor		
codes.		80 to 89. 1 student		online		
		less than 80. 6 on-		students as to		
		line students did		whether		
		not complete the		trend		
		assignment.		continues		
#6	WHAT: Chapter	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Explain climatic	Assignments	of the students to	Students do		COMPLETED	NEEDED
differences in	HOW: PowerPoint	achieve a 70% or	very well on	No action		
IATA regions 1,	Presentation Rubric	better.	this project.	required for		
2, and 3 and	WHO: Instructor	ACTUAL:	The 6 students	face-to-face		
how they affect	WHEN: Throughout	27/43 students	that did not	section		
tourism	the semester	received a 90% or	complete it			
		higher. 9 students	were on-line	Faculty to		
		received scores of	students.	monitor		
		80 to 89. 1 student		online		
		less than 80. 6 on-		students as to		
		line students did		whether		
		not complete the		trend		
		assignment.		continues		
#7	WHAT: Ke Kula O	EXPECTED: 100%	RESULTS:	ACTION:	NOT	ACTION
Interpret the	Hawaii Certification	of the students to	Students do		COMPLETED	NEEDED
cultural	HOW: Automatic	achieve 84% or	very well with	No action		
patterns unique	On-Line Test	better.	this	required for		
to major foreign	WHO: HVCB	ACTUAL: 32/43	certification	face-to-face		
destinations	WHEN: Week 5 of	students received	assignment.	section		
	Semester	an 84% or better –	The 8 students			
		1 student got a	that did not	Faculty to		
		83%, 1 student a	take the test	monitor		

		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 online 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

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

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

**SEMESTER: FALL 2011** 

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

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

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

requirements of a	the Front Office at	with a 70% or	NOT MEASURED	ASSESS/GRADE
front office.	the Kapi'olani	better grade.		USING RUBRIC
	Resort & Spa"	ACTUAL: Did not		
	HOW: Rubric	assess via rubric,		DATE:
	WHO: Instructor	just had in-class		
	WHEN: Week 15	discussion.		Spring 2012

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

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

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

#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.	she left to have a baby and one student changed his status from credit/no credit.  EXPECTED: 100% of the students to achieve at least a 70% or higher.  ACTUAL: 15/20 students achieved a 70% or higher. Three student's scores were 65%, 56%, and 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	Decoding Test	achieve at least a	passed the final with	needed, the class
codes.	WHO: Instructor	70% or higher.	50% receiving an A.	did well.
	WHEN: End of		The students who	
	semester	ACTUAL:	failed attendance	
		16/20 achieved a	were poor	
		70% or better on	especially the last	
		the final exam and	month of class.	
		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.		
#8 Access	WHAT:VIASINC and	EXPECTED: 100% of	RESULTS:	ACTION:
information on	Apollo	the students to	While 75% of the	No action
the Airline	HOW: Lessons, Test	achieve at least a	class passed the	needed. Two of
computer	in Building PNRs	70% or higher.	VIASINC class the	the three
reservation	WHO: Instructor		three students who	students who
systems	WHEN: 2 <sup>nd</sup> month	ACTUAL:	failed had	failed the
	through end of the	15/20 students	difficulties with the	VIASINC test
	semester.	achieved a 70% or	concept of building	grasped the
		higher. Three	PNR's.	concept of
		student's scores		building PNR's
		were 65%, 56%, and		while working
		55%. One student is		on the "live"
		receiving an		system and

	1	T.		
		incomplete because she left to have a baby and one		passed the final exam. The student who failed was not
		student changed his status from		attending class
		credit/no credit.		regularly
		, ,		therefore was
				not ready for the
				final.
				D 4 27 7
				DATE:
#9 Explain how	WHAT:	EXPECTED: 100% of	RESULTS:	ACTION
the history of	International	the students to	80% of the students	NEEDED:
the Domestic	Ticketing Test	achieve at least a	did well, and the	Competency 9
Airline Industry	HOW: Essay	70% or higher.	three students who	and 10 can be
shaped the	Question		failed the test did	combined and
transportation	WHO: Instructor	ACTUAL:	not spend enough	revised.
industry	WHEN: week 8 of	16/20 students	time preparing for	DATE:
including the	the semester.	achieved a 70% or	the test.	Curriculum
impact of the		higher, three		update Spring
Civil Aviation		students scores		2012 to take
Bureau (CAB)		were a 32%, 40%		affect Fall 2012
and the Airline		and 44%.		
Reporting		One student		
Corporation		changed his status		
(ARC).		to credit/no credit.		
#10 Critique	WHAT:	EXPECTED: 100% of	RESULTS: 80% of	ACTION
deregulation's	International	the students to	the students did	NEEDED:
success or	Ticketing Test	achieve at least a	well, and the three	Competency 9
failure.	HOW: Essay	70% or higher.	students who failed	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%	the test did not spend enough time preparing for the test.	combined and revised. DATE: Curriculum update Spring 2012 to take affect Fall 2012
		and 44%. One student changed his status to credit/no credit.		
#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: 2 <sup>nd</sup> 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: 2 <sup>nd</sup> 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	EXPECTED LEVEL	RESULTS OF FALL	ACTION STEPS
	METHOD	OF ACHIEVEMENT	2011	FOR SPRING 2012
			ASSESSMENT	
#1 Explain the	WHAT: Professional	EXPECTED: 70% of	RESULTS:	ACTION:
importance of,	Development Plan	students meet		
and develop a	Assignment	assignment criteria	MET EXPECTATION	No action needed
personal career	HOW: Established	ACTUAL:		
advancement	assignment criteria	83% (57/69)		
plan	(rubric)	received a 70% or		
	WHO: Instructor	higher.		
	WHEN: By end of			
	semester			
#2 Identify and	WHAT: The	EXPECTED: 70% of	RESULTS:	ACTION:
explain the	Supervisor and the	students meet		
various roles of	Management	assignment criteria	MET EXPECTATION	No action needed
a manager	Process (ch.1) case	ACTUAL:		
	study—"I never	Assignment: 87%		
	wanted to be a	(39/45) received a		
	supervisor anyway"	70% or higher - two		
	HOW: group	students were		

	submission includes	absent.		
	key concepts as	absent		
	listed in manual	Final Exam: 78%		
	WHO: Instructor	(54/69) passed with		
	WHEN: Week two	a 70% or higher.		
	Or	a 70% of Higher.		
	See Assessment in			
	SLO #3			
#3 Describe the	WHAT: Written in-	EXPECTED: 70% of	RESULTS:	ACTION:
			KESULIS:	ACTION:
management	class assignment	students meet	MET EVECTATION	Manager and d
functions of	HOW: Students	assignment criteria	MET EXPECTATION	No action needed
planning,	identify key	ACTUAL:		
organizing,	concepts as listed in	Assignment:		
staffing,	pages 7 through 16	82% (37/45)		
coordinating,	in <u>Supervision in the</u>	achieved a 70% or		
directing,	Hospitality Industry	higher – Two		
controlling and		students were		
evaluating, and	WHO: Instructor	absent.		
analyze the	WHEN: Week two			
efficiency and	Or see assessment	Final Exam: 78%		
effectiveness of	SLO #2	(54/69) passed with		
each in a local		a 70% or higher.		
hospitality				
organization.				
#4 Describe the	WHAT: N/A	EXPECTED: N/A	RESULTS: N/A	ACTION:
current and	HOW:	ACTUAL:	·	DELETE
possible future	WHO:			COMPETENCY
uses of	WHEN:			
technology in				DATE:
hospitality				SPRING 2012

management				
#5 Describe and	WHAT:	EXPECTED: 70% of	RESULTS:	ACTION:
discuss the	Recruitment and	students meet		
decision-	Selection (ch.3) case	assignment criteria	MET EXPECTATION	No action needed
making	study—"Hobson's			
processes	choice: Finding the	ACTUAL:		
within the	best server for the	Case Study		
various	<i>job</i> " or	Assignment:		
managerial	Discipline (ch.7)	83% (57/69)		
levels of	case study	achieved a 70% or		
hospitality	"Explosion in the	higher six students		
organizations	kitchen"	were absent.		
	HOW: Submission	Final Exam: 78%		
	includes key	(54/69) passed with		
	concepts as listed in	a 70% or higher.		
	manual (rubric)			
	WHO: Instructor			
	WHEN: Week three			
#6 B 1 1 1	& eight	EVEROPER FOOL C	D FIGURE MG	A CITY O M
#6 Explain how	WHAT: Time	EXPECTED: 70% of	RESULTS:	ACTION:
personal	management	students meet		Recommend re-
attitudes, values	assignment: a)Time	assignment criteria	Combined	assessing
and ethics are	management log; b)	A CITILIA I	assessments = 73%	assignment for
formed,	Time management	ACTUAL:		online course in
modified or	matrix	Assignment: 67%	DID NOT MEET	SPRING 2012
changed in	Ethica Oui 242:	(46/69) achieved a	DID NOT MEET	
individuals and	Ethics Quiz p. 242 in	70% or higher, two students were	ASSIGNMENT EXPECTION in	
how they affect	Supervision in the			
employee performance	<u>Hospitality Industry</u>	absent.	ONLINE COURSE	
periorinance				

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

within	HOW: Student	absent.		
hospitality	engagement			
organizations	activity; key	Final Exam: 78%		
	concepts included in	(54/69) passed with		
	written responses.	a 70% or higher.		
	WHO: Instructor			
	WHEN: Week eleven			
	Or SLO #2			
#9 Describe the	WHAT: Case study:	EXPECTED: 70% of	RESULTS:	ACTION:
process of	"Hobson's Choice:	students meet		
effective	Finding the best	assignment criteria	MET EXPECTATION	No action needed
employee	server for the job"	ACTUAL:		
selection,		Case Study		
recruitment,	Conduct group	Assignment: 83%		
selection,	training or	(57/69) achieved a		
placement,	orientation session	70% or higher, six		
orientation,		students were		
training,	Situational appraisal	absent.		
appraisal and	and discipline group			
discipline	assignment	Final Exam: 80%		
•	0r	(54/69) passed with		
	Foul Language in	a 70% or higher.		
	The Kitchen Case			
	Study	Training session:		
		91% (20/22)		
	HOW: Group	passed with a 70%		
	submission for case	or higher		
	includes key			
	concepts pertaining			
	to employee			

	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 Supervision in the Hospitality Industry 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	plan; training	students meet		
evaluate a	presentation;	assignment criteria	MET EXPECTATION	Recommend
training session	training evaluation	ACTUAL:	for face-to-face	creating/assessing
	HOW: Rubric	Faculty #1 did not	class.	training
	WHO: Instructor	require a training		assignment for
	WHEN: Week five	session for chapter		online course in
		4. In lieu of training		SPRING 2012
		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		

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

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

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

**COURSE: HOST 290** 

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

REVISED COMPETENCY (proposed- 11/11)	CURRENT COMPETENCY	REVISED ASSESSMENT METHOD (proposed- 11/11)	CURRENT ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
	#1 Explain the importance of, and develop a personal career advancement plan		WHAT: Professional Development Plan Assignment HOW: Established assignment criteria (rubric) WHO: Instructor WHEN: By end of semester	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:
#2 Define fundamental	#2 Identify and explain the		WHAT: The Supervisor and	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:

supervisory	various roles of	the Management	assignment	
responsibilities		Process (ch.1)	criteria	
responsibilities			ACTUAL:	
	(DELETE)	case study—"I	ACTUAL:	
		<mark>never wanted to</mark>		
		<mark>be a supervisor</mark>		
		<mark>anyway"</mark>		
		HOW: group		
		<u>submission</u>		
		includes key		
		concepts as listed		
		in manual		
		WHO: Instructor		
		WHEN: Week		
		two		
		Or		
		OI OI		
		WHAT: Written		
		in-class		
		assignment		
		HOW: Students		
		identify key		
		concepts as listed		
		in pages 7		
		through 16 in		
		Supervision in		
		the Hospitality		
		Industry		
		<del></del>		
		WHO: Instructor		
1		vv110. IIISti uctoi	1	

	WI	EN: Week )			
#3 Describe the		AT: Written	EXPECTED: 70%	RESULTS:	ACTION:
management		class	of students meet		DATE:
functions of		ignment	assignment		
planning,	_	W: Students	criteria		
organizing,		ntify key			
staffing,		cepts as listed	ACTUAL:		
coordinating,		ages 7			
directing,		ough 16 in			
controlling and		<u>ervision in</u>			
evaluating, and	the the	<u>Hospitality</u>			
analyze the	Inc	<u>ustry</u>			
efficiency and					
effectiveness of	WH	O: Instructor			
each in a local	WH	IEN: Week			
hospitality	two	)			
organization.	Or	see			
(DELETE)	ass	essment SLO			
	#2				
	(DI	ELETE)			
#4 Describe the	WI	IAT: N/A	EXPECTED:	RESULTS:	ACTION:
current and	НО	W:	ACTUAL:		DATE:
possible future	WI	IO:			
uses of	WI	IEN:			
technology in					
hospitality					
management					
(DELETE)					

#2 Evolvin	#5 Describe and discuss the decision- making processes within the various managerial levels of hospitality organizations (DELETE)	WHAT:	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:  EXPECTED: 70%	RESULTS:	ACTION:  ACTION:
#3 Explain	#6 Explain how		WHAT: Time		KESULIS:	
leadership	personal	Leadership	management	of students meet		DATE:
styles, factors	attitudes,	styles handout	assignment:	assignment		
affecting them,	values and	HOW: Student	a)Time	criteria		

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 Supervision in the Hospitality Industry  HOW: Embedded student reflection identifies key concepts (rubric)  WHO: Instructor WHEN: Week eight & twelve	ACTUAL:		ACTIVON
#4 Explain various	#7 Explain various	WHAT: What do	WHAT: Leadership styles	EXPECTED: 70% of students meet	RESULTS:	ACTION: DATE:
<mark>motivational</mark>	motivational	<mark>employees</mark>	assignment;	assignment		
theories	theories and	want from	What do	criteria		
	apply these	<mark>their job</mark>	employees want	ACTUAL:		
	theories within	assignment	from their job			
	various	HOW:	assignment			

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

			<mark>eleven</mark>			
#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	WHAT: Case		70% of students	
the different	study (ch 6):		meet assignment	
approaches to	"Raising the		criteria	
performance	Performance		ACTUAL:	
evaluation	Bar"			
	HOW: HOW:			
	Submission			
	includes key			
	concepts as listed in			
	manual			
	(rubric)			
	WHO:			
	Instructor			
	WHEN: Week			
	seven			
#8 Apply the	WHAT:		70% of students	
components of	<b>Discipline</b>		meet assignment	
a progressive	(ch.7) case		criteria	

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

	industry and develop strategies designed to enhance this relationship	submission includes key concepts as listed in Supervision in the Hospitality Industry 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:  Managing with Aloha reflection paper HOW: Rubric WHO: Instructor	EXPECTED: 70% of students meet assignment criteria ACTUAL:	RESULTS:	ACTION: DATE:

(DI	ELETE)	WHEN: Week six, nine, fifteen		
		(DELETE)		
	3 Discuss the	WHAT: Managing	EXPECTED: 70%	
	ationship	with Aloha	of students meet	
and		reflection paper	assignment	
	sponsibilities	HOW: Rubric	criteria	
	tween the	WHO: Instructor	ACTUAL:	
	spitality	WHEN: Week six,		
	dustry and	nine, fifteen		
tne	e community	(DELETE)		
(D)	ELETE)	(DELETE)		
וע)	ELETE)			
#1	2 Relate	WHAT: Managing	EXPECTED: 70%	
	<mark>waiian</mark>	<u>with Aloha</u>	of students meet	
	<mark>lues in</mark>	<mark>reflection paper</mark>	assignment	
	<mark>anagement</mark>	HOW: Rubric	criteria	
pra	<mark>actices</mark>	WHO: Instructor	ACTUAL:	
		WHEN: Week six,		
		nine, fifteen		
#13 Identify				
the steps				
supervisors				
can take to communicate				
effectively on				
the job				
the job				

	I		I		
#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		WHAT: Time		70% of students	
time usage to		<mark>management</mark>		meet assignment	
create more		assignment:		criteria	
efficient		a)Time		ACTUAL:	
procedures		management			
and reduce		log; b) Time			
time robbers		management			
		matrix			
		HOW:			
		Embedded			
		Lindeduca	<u> </u>		

## 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			

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

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

				folding it into a larger midterm report. DATE: SPRING 2012
#3 Identify the personal qualities, attitudes and work habits required of guest-contact employees.	WHAT: Mentor Interview HOW: Mentor Interview Presentation Grading Rubric WHO: Instructor WHEN: seventh week of school	EXPECTED: 70% of students to receive 70% of higher ACTUAL: 82% (27/33) of students received 70% or higher	RESULTS:  MET EXPECTATION	No action needed
#4 Apply classroom knowledge and skills in the workplace.	WHAT: Employer Assessment HOW: Employer Assessment Form WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive scores of 3 or better on employer evaluation ACTUAL:	RESULTS: Department Assessment Coordinator's note: This was left blank by instructor	ACTION: NEED TO REASSESS OR UPDATE FORM WITH STUDENT SCORES DATE: SPRING 2012
#5 Perform duties at the internship site according to industry standards.	WHAT: Employer Assessment HOW: Employer Assessment Form WHO: Instructor WHEN: end of semester	EXPECTED: 70% of students to receive scores of 3 or better on employer evaluation ACTUAL: 72% (24/33) of 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	WHAT: Sustainability Analysis	EXPECTED: 70% of	RESULTS:	No action
Assess how sustainable	HOW: Sustainability Grading	students to receive		needed
tourism concepts are applied	Rubric	70% of higher	MET	
at an internship site.	WHO: Instructor	ACTUAL:	EXPECTATION	
	WHEN: twelfth week of	78% (26/33) of		
	semester	students received		
		70% or higher		