

Unit Course Assessment Report - Four Column

Guam Community College

Hotel Operations & Management AS

Mission Statement: The mission of the Hotel Operations & Management Program is to provide training, education, and support services in the area of Hospitality and Hotel Operations that meets the career and employment goals of the regions workforce, and to work in partnership with the industry and its many components to advance workforce development in Guam and Micronesia.

Vision Statement: To prepare students for a wide variety of career opportunities and to enhance their growth potential within the Hospitality Industry.

Course SLO Description	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
<p>Hotel Operations & Management AS - HS150 - Welcome to Hospitality - Tourism & Hospitality Facets & Segments - SLO#1 FA 2010 - SP 2012: Upon successful completion of this course, students will be able to describe all facets and segments of tourism and hospitality industry. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 01/13/2010</p> <p>End Date: 03/14/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: N/A</p> <p>Type of Industry National Certification: N/A</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will list & describe at least 80% of all facets and segments of tourism & hospitality industry.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): Students will list & describe at least 80% of all facets and segments of tourism & hospitality industry.</p> <p>Related Documents: Answers to Exploring the Hospitality Industry 1e for Chapter 6 Matching.msg Answers to Exploring the Hospitality Industry 1e for Chapter 6 Matching.msg HS150 SLO#1.JPG</p>		
<p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: Once HS150 students complete the above mentioned SLO#1, they will have a better understanding about the facets and segments of tourism and hospitality industry, and these will assist the students to have more career choices after</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: "Students will complete a diagram similar to the one from the textbook which list 80% of all facets and segments of tourism and hospitality industry.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): Students will identify and list 80% or better</p>		

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<p>completing HS150 or completing the program.</p>	<p>on the textbook diagram related to the facets and segments of the tourism & hospitality industry.</p> <p>Related Documents: HS150 spring 2010 online quiz example.doc HS150 SLO#1.JPG</p>		
<p>Hotel Operations & Management AS - HS150 - Welcome to Hospitality - Career Opportunities - SLO#2 FA 2010 - SP2012: Upon successful completion of this course, students will be able to identify career opportunities in the tourism and hospitality industry. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 01/13/2010</p> <p>End Date: 03/14/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: N/A</p> <p>Type of Industry National Certification: N/A</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: Once HS150 students complete the above mentioned SLO#2, they will have a better understanding about the available career opportunities in the tourism & hospitality industry. And therefore, the students will be able to make informed choices related to their career.</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will list & describe potential career opportunities as discussed in the class.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): Students will list and describe at least 90% of all potential tourism and hospitality careers as discussed in the class.</p>		
<p>Hotel Operations & Management AS - HS150 - Welcome to Hospitality - Hospitality</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description:</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): Students will identify and list at least 80% or better on the textbook question.</p> <p>Related Documents: HS150 SLO#2a.JPG HS150 SLO#2b.JPG</p>		

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<p>Segments - SLO#3 FA 2010 - SP 2012: Upon successful completion of this course, students will be able to explain how tourism and hospitality segments work together to achieve objectives and goals. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/14/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: N/A</p> <p>Type of Industry National Certification: N/A</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: Students met SLO#3.</p>	<p>Students will complete a presentation to identify and describe examples in regards to how tourism and hospitality segments work together to achieve objectives and goals.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Presentations</p> <p>Criterion (Written in %): During the presentations, students will identify and describe at least three (3) examples to explain how tourism and hospitality segments work together to achieve objectives and goals.</p>		
	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete a problem from the textbook/with working papers to journalize transactions related to corporations dealing with stockholder's equity of a corporation. "</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p>		
	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete a question from the textbook to describe how tourism & hospitality segments work together to achieve goals.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): All 7 students (N = 7) will complete at least 80% of the criterion as outlined by the instructor discussed in the class.</p>		
	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete a question to identify key players in the tourism & hospitality industry, and use a</p>		

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	<p>familirization tour (FAM Tour) as an example to describe how these key players from the tourism and hospitality segments work together to acheive objectives and goals.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): All students (N = 7) will successfully identify at least 80% of the key players in tourism & hospitality industry, and explain at least 80% correct in regards to how these segments work together to achieve objectives and goals.</p>		
	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete a question from the textbook to identify the key players in the tourism & hospitality industry, and use a familirization tour (FAM Tour) as an example to discuss how they work together to acheive objectives and goals.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): All students (N = 7) will identify at least 80% or more of the key players in the tourism & hospitality industry, and will also use a familirization tour (FAM Tour) as an example to discuss at least 80% of the strategies the instructor discussed in the class in regards to how they work together to acheive objectives and goals.</p>	<p>01/21/2012 - All 7 students (7) identified and explained at least 80% correct in regards to how tourism & hospitality segments work together to achieve objectives and goals.</p> <p>Summary of Result Type: Criterion Met</p> <p>Data Collection Status/Summary of Result Status: Course Level Data Collection Status</p> <p>Budget Implications: No budget impact</p> <p>Notes: N/A</p> <p>Budget Related Performance Indicators: 1. Students achieve stated goals in classroom cometenencies.</p> <p>Related Documents: Segments achieve objectives & goals.docx</p>	<p>01/21/2012 - The instructor will continue using the same instructional method to ensure students will attain SLO#3.</p> <p>Implementation Status: 01/21/2012 - No recommended changes are needed.</p>
<p>Hotel Operations & Management AS - HS211 - Front Office Management - FO Procedures Operations & Management - SLO #1: FA 2010-SP2012</p> <p>Upon successful completion of this course, students will be able to:</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students (N=7) will complete a faculty-developed test.</p> <p>Type of</p>	<p>03/11/2012 - Please note: The instructor, Ms. Evon Wong, will complete teeaching HS211 at the end of Spring 2012; therefore, only until then, she will be able to report data collection status/summary of result (N=7) when the</p>	<p>03/11/2012 - Once Ms. Evon Wong completes teaching HS211 at the end of Spring 2012, the data collection status can be started and reported, and based on the results</p>

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<p>Explain procedures, operations, and management of the front office to include human resource management. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/12/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: Yes</p> <p>Type of Industry National Certification: N/A</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: This is the first time Ms. Evon Wong is teachig HS211, the results of the assessment will be used to modify HS211 course-level SLOs, teaching methods, etc., once she completes teaching this course in May 2012.</p>	<p>Artifact/Instrument/Rubric/Method/Tool: Faculty-developed tests</p> <p>Criterion (Written in %): Students (N=7) will score 70% and better on the faculty-developed test.</p> <p>Related Documents: Spring 2012 Syllabus</p>	<p>semester is completed.</p> <p>Summary of Result Type: Criterion Not Met</p> <p>Data Collection Status/Summary of Result Status: Course Level Implementation Status</p> <p>Budget Implications: Over \$5,000</p> <p>Notes: Please refer to AS Hotel Operations & Management program-level recommendations related to budget issues.</p> <p>Budget Related Performance Indicators: Please see recommended Hotel Operations & Management program-level budget issues.</p> <p>Related Documents: HS211 Syllabus Spring 2012.pdf</p>	<p>of data collection status, Ms. Evon Wong will be able to modify course-level SLOs, change her teaching methods (if needed) to ensure students will be able to attain SLOs.</p> <p>Implementation Status: 03/11/2012 - Any proposed changes will be conducted only until Ms. Evon Wong completed teaching HS211, and obtained data collection status.</p>
<p>Hotel Operations & Management AS - HS215 - Housekeeping Management - Effective housekeeping operations & management - SLO#1 FA 2010 - SP 2012: Upon successful completion of this course, students will be able to identify, describe and evaluate the elements needed for effective housekeeping operations and management. (Created By Hotel Operations & Management AS)</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/14/2012</p> <p>Course Outcome Status:</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete Educational Institute of American Hotel & Lodging Association's 100 multiple-choice questions at the end of Spring 2012 (EI Exam).</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Industry/National Standardized Exams</p> <p>Criterion (Written in %): Students will score a 69% or better on EI Exam. Please note: It is EI 's standard that students will award a certificate of completion if they score 69% or better on EI Exam. In other words, a score of 69% of</p>	<p>03/04/2012 - Spring 2012 HS215 Housekeeping Management is offered as a special project course: Class meets on Fridays, 1-4pm. The instructor used various teaching methods to ensure the studnets (N=6) will be able to score a 69% of better on EI Exam- an indication that the students attained course-level SLOs. Related documents (3) have already added to the "Related Documents" tab.</p> <p>Summary of Result Type: Criterion Not Met</p> <p>Data Collection Status/Summary of Result Status: Course Level Implementation Status</p>	<p>03/04/2012 - The results of students' EI Exam will be used by the instructor to assess the effectiveness of his teaching delivery methods and to what degree course-level SLOs are accomplished.</p> <p>Implementation Status: 03/04/2012 - The implementation status won't be available until the end of Spring 2012 when HS215 course is</p>

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<p>Currently being assessed</p> <p>Capstone Course/CTE Related Course: Yes</p> <p>Type of Industry National Certification: Educational Institute of American Hotel & Lodging Association</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: Upon completion of this SLO, students will be able to have a better understanding in regards to identify, describe and evaluate the elements needed for effective housekeeping operations and management.</p>	<p>better represent the students attained course-level SLOs.</p> <p>Related Documents: EI Exam</p>	<p>Budget Implications: Over \$5,000</p> <p>Notes: As stated clearly in the Hotel Operations & Management program assessment section that the department chair and the dean must allocate sufficient funds to purchase much needed Opera, Micro hospitality operations & management related computer software, other teaching materil, etc. to enable the instructor to use these to teach HS215, 211 & other hotel operations & management courses efficiently and effectively.</p> <p>Budget Related Performance Indicators: For years, Tourism department does not allocate any funds to support the Post Secondary Hotel Operations & Management program; Ms. Priscilla Johns also noticed this; therefore, it is vital for the DC & Dean to make sure the appropriate funds are appropriated accourdingly. Over the last 2 years, the instructor has already submitted two (2) quotations obtained from Opera & Micro computer softwares vendor to the DC, but no response from the DC & Dean at all in regards to how funds should be allocated to support the program.</p> <p>Related Documents: HS215 HK On Site Lab SLOs Spring 2012 Final Version.pdf HS215-01 Spring 2012 Syllabus Jan 24 Final Version[1].pdf HS215 by Wilfred Spring On-Site Lab Day 1 SLOs.pdf</p>	<p>Implementation Status: completed.</p> <hr/>
<p>Hotel Operations & Management AS - HS217 - Hotel Security Management - Setting up security program - SLO#1 FA 2010 - SP 2012:</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete EI Exam. Type of</p>	<p>03/11/2012 - As of March 7, the instructor has completed teaching 15 sessions of HS217 to 10 students (N=10) in Spring 2012. A great deal of</p>	<p>03/11/2012 - As stated clearly that the instructor will adminster EI exam at the end of Spring 2012, the</p>

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<p>students will be able to explain the key issues in developing and setting up a security program. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/14/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: Yes</p> <p>Type of Industry National Certification: Educational Institute of American Hotel & Lodging Association</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: Upon successful completion of HS217, students will be able to explain the key issues in developing and setting up a security program.</p>	<p>Artifact/Instrument/Rubric/Method/Tool: Textbook/Author Designed Tests</p> <p>Criterion (Written in %): Students will score a 69% or better on EI Exam. Please note: Educational Institute of American Hotel & Lodging Association (EI of AHLA) specifies that students score a 69% or better means that they meet SLOs.</p> <p>Related Documents: HS217-01 Spring 2012 Syllabus REVISED Final Version.pdf HS217 Chapter 2 Review Questions & Lesson Plan.pdf HS217 Feedback Re Online Course.docx HS217 Fieldtrip Reflection.pdf HS217 SLOs.pdf</p>	<p>discussions related to hotel security issues, case studies, etc.were completed. Only 50% of the Students (5)completed assigned homeworks, review questions, and research topics, etc. on weekly basis. The remaining 50% of the students (5 students) have not been able to do so due to various work related challanges or lack commitment to study.</p> <p>The instructor also conduted a survey in regards to students' perceptions about changing HS217 from a traditional course to an online course (online plus field trips/guest speakers). The majority of the students (7 out of 10 students) surveyed said it would be better to do so.</p> <p>The instructor will administer the EI exam at the end of Spring 2012. Once the results are available, the instructor will guse the results to modify SLOs, teaching methods, etc. (if needed).</p> <p>Summary of Result Type: Issues Found</p> <p>Data Collection Status/Summary of Result Status: Course Level Implementation Status</p> <p>Budget Implications: No budget impact</p> <p>Notes: Consider to offer HS217 as an online course (online plus field trips and guest speakers)</p> <p>Budget Related Performance Indicators: Set aside budget and time for instructor to develop HS217 as an online course in the future.</p>	<p>results of the exam will be used to modify SLOs, teaching methods, etc. (if needed).</p> <p>Additioanlly, GCC management should consider offering HS217 as an online course (online plus field trips and guest speakers).</p> <p>Implementation Status: 03/11/2012 - The instructor will complete this section once the students complete EI exam at the end of Spring 2012.</p>
<p>Hotel Operations & Management AS - HS219 - Training & Development in the Hospitality Industry - Hospitality Training & HR Development - SLO #1 FA2010 - SP2012: Upon successful completion of this course, students will be able to identify and</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: Students will complete various research and reflection papers on different topics as listed on HS219 textbook.</p> <p>Type of</p>	<p>03/05/2012 - 9 students or 69.2% of the students (N=13) successfully completed HS219 in Fall</p> <p>Summary of Result Type: Issues Found</p> <p>Data Collection Status/Summary of Result Status:</p>	<p>03/05/2012 - The final grade for the 9 students are as follows:</p> <ol style="list-style-type: none"> 1. A grade = 4 students 2. B grade = 1 stuednt 3. C grade = 4 students 4. D grade = 2 students (GCC policy)

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<p>describe required techniques and knowledge to manage hospitality industry human resource efficiently and effectively. (Created By Hotel Operations & Management AS)</p> <p>Assessment Cycle Domain Type: SLO-Cognitive outcomes</p> <p>Start Date: 09/06/2010</p> <p>End Date: 03/20/2012</p> <p>Course Outcome Status: Currently being assessed</p> <p>Capstone Course/CTE Related Course: Yes</p> <p>Type of Industry National Certification: N/A</p> <p>Course-level SLO Plan reflects/incorporates: ACCJC Standards</p> <p>Notes from pull/drop down list above: This is the first time that Tourism Department is offering this course since 2000. The results of the assesment will be used to guide the instructor to modify the course-level SLOs (if needed).</p>	<p>Artifact/Instrument/Rubric/Method/Tool: Activity audit</p> <p>Criterion (Written in %): Students will complete 80% or better on the research topics and reflection papers.</p>	<p>Course Level Implementation Status</p> <p>Budget Implications: No budget impact</p> <p>Notes: N/A</p> <p>Budget Related Performance Indicators: N/A</p> <p>Related Documents: HS 219 Fall 2011 Syllabus August 19 Revised Fianl Version for Students.pdf HS219 HR GCC summer practicum student SLOs.pdf</p>	<p>stated that D grade is a passing grade, but the instrutor's considered these two students did not do well in the class.)</p> <p>5. F grade = 1 student 6. I grade = 1 student</p> <p>The 2 students earned D grade were the ones who were lack of motivation to complete HS219. The 1 student who failed HS219 did not have motivation at all to complete HS219. The 1 student who earned I grade were able to completed all assignments at the beginning of Spring 2012, and consequently, the instructor will submit grade change form to the Registrar office at the end of Spring 2012.</p> <p>The instructor received positive feedback from the 9 students who successfully completed HS219. Therefore, the teaching methods used should be carried over should the instructor be assigned to teach HS219 again in the future.</p> <p>Implementation Status: 03/05/2012 - As stated in the above "Use of Summary Result" that the instructor will carry out the same teaching methods again while assigned to teach HS219 in the future.</p>