

Unit Assessment Report - Four Column

Guam Community College

Tourism & Travel Management AS

Mission Statement: The mission of the Tourism & Travel Management Program is to provide training, education, and support services in the area of Tourism & Travel 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 Tourism and Travel industry.

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
<p>Tourism & Travel Management AS - Competency Demonstration - SLO#1 FA 2010 - SP 2012:</p> <p>Upon successful completion of this program, students will be able to demonstrate competency in the skills needed to work as a professional in the tourism & travel industry.</p> <p>Program Level SLO Domain Types: SLO-Behavioral outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/12/2012</p> <p>SLO Status: Currently being assessed</p> <p>Program Level SLO Industry National Certification: N/A</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description:</p> <p>The method used for testing will be a 55 question examination that will include the following methods: True and False, fill in the blank, explain the diagrams and/or create your own question(s), multiple choice.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Internship/Co-op/Practicum Evaluation</p> <p>Criterion (Written in %): The student will have to earn a 70% grade in order to pass this examination.</p> <p>Anticipated Use of Assessment Result: The results will help better prepare the students to meet the needs of the Tourism industry with hands on training and it will prepare them for the real work experience.</p> <p>Budget-Related Proposed Outcomes: 3. Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments? assessment (TracDat) plan.</p>		
<p>Tourism & Travel Management AS - Preparedness to take and pass a National Exam - SLO#2 FA 2010 - SP 2012:</p> <p>Upon successful completion of this program, students will be able to</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description:</p> <p>The student will pass with 70% from a teacher prepared examination.What steps would be taken in order to complete the</p>		

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
<p>demonstrate preparedness to successfully pass one of several local and/or nationally recognized tourism and travel tests.</p> <p>Program Level SLO Domain Types: SLO-Behavioral outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/12/2012</p> <p>SLO Status: Currently being assessed</p> <p>Program Level SLO Industry National Certification: Yes</p> <p>Type of Industry National Certification: Institute of Certified Travel agents (ICTA)</p>	<p>Clients travel experience. Five questions will require critical thinking and reasoning process. There will be 25 True and False as well as 25 Fill in the Blank questions.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Skills proficiency checklist</p> <p>Criterion (Written in %): The student taking the test must earn a 70% to pass the examination.</p> <p>Anticipated Use of Assessment Result: The outcomes from these evaluations will assist in capturing the weak areas of the students and solidifying those areas that they excel in. This is a positive work in progress.</p> <p>Budget-Related Proposed Outcomes: 3. Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments? assessment (TracDat) plan.</p>		
<p>Tourism & Travel Management AS - Work Ethic - SLO#3 FA 2010 - SP2012: Upon successful completion of this program, students will be able to apply an appropriate work ethic and professional demeanor as it relates to the tourism and travel industry.</p> <p>Program Level SLO Domain Types: SLO-Behavioral outcomes</p> <p>Start Date: 10/11/2010</p> <p>End Date: 03/12/2012</p> <p>SLO Status: Currently being assessed</p> <p>Program Level SLO Industry National Certification:</p>	<p>Artifact/Instrument/Rubric/Method/Tool Description: The student will complete a test with 75 questions. There will be 20 questions that will be answered either written or orally depending on the examination presented. The next section will have 20 questions related to industry skills, communication, professional requirements that will require governmental requirements and restrictions that involve the Travel industry. The next 20 questions will be related to the interactions among the related industries that affect the Tourism and Travel clients. The next ten questions will be a What would you do if their is are unexpected delays? The last five questions will be of their own but may not have any</p>		

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
N/A	<p>similarities to the aforementioned questions that were on the overall test. The test will last 2 hours.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Lab/Skills Test</p> <p>Criterion (Written in %): The Student taking this test will have to complete it with a 75% or higher to pass this examination.</p> <p>Anticipated Use of Assessment Result: With the results I will improve my training and see how to assist the students to improve their scores.</p> <p>Budget-Related Proposed Outcomes: Goals established will be met by faculty with respect to numbers of students achieving established norms and learning outcomes as stated in the departments? assessment (TracDat) plan.</p>		
<p>Tourism & Travel Management AS - 2011-2012 Catalog SLO#1 - SLO#1 FA-SP: Upon successful completion of the AS in Tourism & Travel Management program, students will be able to Demonstrate competency in the skills needed to work as a professional in the tourism and travel industry.</p> <p>Program Level SLO Industry National Certification: N/A</p>			
<p>Tourism & Travel Management AS - 2011-2012 Catalog SLO#2 - SLO#2 FA-SP: Upon successful completion of the AS in Tourism & Travel Management program, students will be able to demonstrate preparedness to successfully pass one of</p>			

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
several local and/or nationally recognized tourism and travel tests. Program Level SLO Industry National Certification: N/A			
Tourism & Travel Management AS - 2011-2012 Catalog SLO#3 - SLO#3 FA-SP: Upon successful completion of the AS in Tourism & Travel Management program, students will be able to apply an appropriate work ethic and professional demeanor as it relates to the tourism and travel industry. Program Level SLO Industry National Certification: N/A			
Tourism & Travel Management AS - Competency Demonstration_1 - SLO#1 FA 2010 - SP 2012: Upon successful completion of this program, students will be able to demonstrate competency in the skills needed to work as a professional in the tourism & travel industry. Program Level SLO Domain Types: SLO-Behavioral outcomes Start Date: 10/11/2010 End Date: 03/12/2012 SLO Status: Currently being assessed			