COURSE APPROVAL FORM
COVER SHEET

GCC
GUAM COMMUNITY COLLEGE
Kulehon Kumunidåt Guåhan

Trades & Professional Services
SCHOOL

Tourism & Hospitality
DEPARTMENT

HS216, Human Resources Management
COURSE ALPHA, NUMBER, TITLE

Eric Ji
AUTHOR

10/05/2015
DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

☐ Course Adoption - all signatories
☒ Course Substantive Revision - all signatories except President
☐ Non-Substantive Revision – all signatories except President and LOC Chair

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	**Norman Aguilar**	☒	☐	10/13/15	WC
REGISTRAR	**Patrick L. Clymer**				
DEAN	**Virginia C. Tudela, Ph.D.**				
LEARNING OUTCOMES COMMITTEE CHAIR	**Rose Marie Nanpei**				
VP, ACADEMIC AFFAIRS	**R. Ray D. Somera, Ph.D.**				
PRESIDENT	**Mary A. Y. Okada, Ed.D.**	☐	☐		

ACALOG
CATALOG MANAGEMENT

APPROVED

AY Catalog ___AY 2016-2017___

Date Approved ___4/13/2016___

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: **May 2015**

HS216_ISR_2016-04-13

COURSE APPROVAL FORM
FOR ADOPTION, SUBSTANTIVE REVISION AND NON-SUBSTANTIVE REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☐ Adoption

B. ☒ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

☐ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
☐ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
☒ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
☒ Identify specific changes not listed above:
Course reinstitution from archive.

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide and complete items II through XII)

Please check the appropriate box:

☐ Change in course alpha, number, or title.

NEW: ALPHA   NUMBER   TITLE

☐ Wording change in the catalog course description that does not   significantly change the course content (attach old and new wording).

☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).

☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).

☐ Change in course prerequisites where both course and prerequisite are   offered within your Department (attach old and new prerequisites).

☐ Change in maximum number of students allowed in class setting.

☐ Change in lab fees.

☐ Change in textbook.

☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

This program is connected with Associate of Science in International Hotel Management Program.

Please check appropriate box:

A. ☒ This is a CTE course and is aligned with **Hospitality & Tourism** Career Cluster and **Lodging** Career Pathway.

   (See http://www.careertech.org/career-clusters/glance/clusters-occupations.html for more information)

B. ☐ This course is part of General Education.

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description:

This course is an introduction on managing the important human resources who provide services within a hospitality operation. Students will learn the latest strategies for attracting employees, minimizing turnover, and maximizing productivity. Topics include organizational culture and social responsibility issues, including what companies are doing (and not doing) right.

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year: **n/a**   Page Numbers: **n/a**

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

1. **Describe and list major areas of equal employment opportunity laws and its implication for hospitality human resources.**
2. **Discuss planning and recruitment for human resources needs and assess the strengths and weaknesses of different types of interview approaches.**
3. **Describe the steps and identify options for establishing pay structures.**
4. **Explain the proper use of discipline in a hospitality organization.**

☒ These SLOs can be measured and learning is demonstrated.

☒ These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org/) standards.

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

A. Reason this proposal should be adopted in light of the College's mission statement and educational goals
   Tourism is Guam's number one industry. This course supports GCC's Mission Statement by providing the highest quality student-centered education and job training for Micronesia.

B. An assessment of industry or community need

C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable

D. Results of course and course guide evaluation.
With the implementation of the new International Hotel Management (IHM) degree, it is necessary to reinstate this course to fulfill the American Hotel & Lodging Educational Institute's area of specialization and hospitality management diploma requirements.

E. Program requirements (associate degree, certificate, diploma) served by this course
Associate of Science in International Hotel Management (IHM).

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

A. Resources (materials, media, and equipment) and costs
Laptop, multimedia projector, speakers, and hospitality training DVDs

B. Personnel requirements (administrative, instructional and support staff) and costs
This course is taught by full-time faculty or adjunct of the Tourism & Hospitality Department. Regular salary scales will apply. Full-time faculty is encouraged to attain the Certified Hospitality Educator's (CHE) designation to enhance student-learning outcomes. Office support normally provided to faculty will be sufficient.

C. Facility requirements and costs
Existing classroom with seating capacity for 20 students will be sufficient.

D. Funding source(s)
Local funding and revenue from tuition.

E. Impact, financial or otherwise, this course may have on the School/College
There is minimal impact financially on the College.

F. With the proposed revisions to this course, is the change meeting the program requirements for Title IV Federal Student Aid requirements as designated in Curriculum Manual page 30.
X Yes   No   Comments:

VI. IMPLEMENTATION SCHEDULE

A. Implementation date: **Fall 2016**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.

B. Course Offering: **Spring or Fall and as needed.**

VII. COURSE DESCRIPTION

A. Course
Alpha: **HS**
Number: **216**

B. Course Title(s)
Long Title: **Human Resources Management**
Abbreviated Title (30 characters maximum): **HR Management**

C. Contact Hours and Number of Students
Maximum Number of Students: **20**
Schedule Type:
   Clinical:
   Clinical Practicum:
   Co-op:
   Hybrid/Lecture & Online:
   Lab:
   Lecture: **45**
   Lecture/Lab:
   Online:

Instructional Methods:
    Distance Learning:
    Mediated:
    Non-Traditional:
    Online:
    Service Learning:
    Traditional: **X**
Total Hours: **45**

D.   Number/Type of Credits
    Carnegie Units: per semester
    Credits: **3**   per semester
E.   Prerequisite(s)   **HS150- Welcome to Hospitality**
F.   Co-requisites(s)
G.   Articulation
    Secondary Programs/Courses
    University of Guam
    Others
H.   Target Population
    Students interested in hospitality and tourism careers.
I.   Cost to Students (specify any fees)
    Tuition, fees and books.

VIII. COURSE DESIGN (INSTRUCTIONAL METHOD E.G. DISTANCE LEARNING, MEDIATED, NON-TRADITIONAL, ONLINE, TRADITIONAL)

This course is designed to provide students with the principles of human resources management. The methods of instruction include lectures, videos, field trips, guest speakers, cooperative learning activities, group projects, Internet research, group discussions, Service-Learning projects, and role play exercises.

IX. COURSE OUTLINE

1. **Employment Laws and Applications**
2. **Job Analysis and Job Design**
3. **Planning and Recruiting**
4. **Selection**
5. **Orientation, Socialization, and Culture**
6. **Training and Development**
7. **Evaluating Employee Performance**
8. **Compensation Administration**
9. **Incentive and Benefits Administration**
10. **Labor Unions**
11. **Negotiation and Collective Bargaining**
12. **Health, Safety, and Employee Assistance Programs**
13. **Turnover, Discipline, and Exits**
14. **Social Responsibility and Ethics**

X. STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

1. **Employment Laws and Applications**

1.1. Describe the equal employment opportunity commission and distinguish between equal employment opportunity laws and affirmative action.
1.2. List major areas of equal employment opportunity abuse and litigation, and identify various critical equal employment opportunity issues.
1.3. Define disability, and describe the American with Disabilities Act (ADA) and its implications for human resource managers at hospitality operations.

2. Job Analysis and Job Design
   2.1. Explain the importance of job analysis and how to analyze jobs in the hospitality industry.
   2.2. Describe how the results of job analysis and used in job descriptions and job specifications.
   2.3. Explain the importance of a staffing guide and identify the steps involved in developing a staffing guide.

3. Planning and Recruiting
   3.1. Summarize supply and demand considerations managers should keep in mind when planning for human resource needs.
   3.2. Discuss recruitment, including internal and external recruiting issues, and describe recruitment sources.
   3.3. Explain recruiting from the applicant's viewpoint, including what recruiter look for and how applicants can prepare for an interview.

4. Selection
   4.1. Describe the importance of the selection process, and compare the features of the multiple hurdles and compensatory selection strategies.
   4.2. Describe how managers use application blanks and pre-employment tests as selection tools.
   4.3. Identify the four basic rules in preparing for interviews and be able to assess the strengths and weaknesses of different types of interview approaches.

5. Orientation, Socialization, and Culture
   5.1. Explain the purpose of an orientation program.
   5.2. Distinguish between a general property orientation and a specific job orientation.
   5.3. Explain the purpose of a socialization and culture program, and identify specific socialization strategies and approaches.

6. Training and Development
   6.1. Discuss training expenditures, and identify and explain the stages of the training cycle.
   6.2. Explain how a training needs assessment is developed and conducted, and discuss the first steps in designing a training program.
   6.3. Explain how to implement and evaluate training programs and activities.

7. Evaluating Employee Performance
   7.1. Describe general performance appraisal issues and summarize the functions of performance appraisals.
   7.2. Describe the principal types of rating systems used in appraising employee performance.
   7.3. Discuss how often performance appraisals should be conducted, identify legal issues relating to performance appraisals, and summarize keys to developing an effective employee appraisal system.

8. Compensation Administration
   8.1. Describe types of compensation and outline the major influences on compensation plans.
   8.2. Describe major content and process theories of motivation and their application to compensation plan design..
   8.3. Describe the steps and identify options for establishing pay structures.

9. Incentive and Benefits Administration
   9.1. Identify the characteristics and advantages of effective incentive programs.
   9.2. Describe several common individual incentive programs and situations in which such programs might be effective or ineffective.
   9.3. Identify four general categories of employee benefits and several factors to consider when developing benefit plans.

10. **Labor Unions**
    10.1. Describe the reasons employees join unions, and analyze the statistics and trends of union membership.
    10.2. Explain the goals and content of major U.S. legislation affecting labor relations.
    10.3. Define craft and industrial unions, and outline the sequence of events in organizing and certifying or decertifying a union.
11. **Negotiation and Collective Bargaining**
    11.1. Identify mandatory, voluntary, and illegal collective bargaining issues and common economic and non-economic reasons behind bargaining.
    11.2. Differentiate between mediation and arbitration and explain how they may affect negotiations.
    11.3. Identify major sources of grievances, describe typical grievance procedures, and outline how to prevent grievances at union properties.
12. **Health, Safety, and Employee Assistance Programs**
    12.1. Summarize the history, scope, and goal of the Occupational Safety and Health Act, and describe the enforcement of OSHA stands and requirements.
    12.2. Identify sources and consequences of stress and list guidelines for reducing stress.
    12.3. Outline the implications of current health issues such as AIDS, depression, wellness programs, workplace smoking, and work life/home life issues.
13. **Turnover, Discipline, and Exits**
    13.1. Describe the hospitality industry's turnover problem, demonstrate how to calculate turnover rates, and identify and costs of turnover.
    13.2. Explain the proper use of discipline in a hospitality organization and describe approaches to employee discipline.
    13.3. Describe the appropriate use of discharge in an employee discipline program and identify several importance concerns associated with using discharge.
14. **Social Responsibility and Ethics**
    14.1. Describe philosophical perspectives on the social responsibility of business.
    14.2. Describe examples of how hospitality companies are socially responsible, and discuss how they might conduct a social responsibility audit.
    14.3. Summarize ethical issues in business, including how businesses can assess ethical behavior, recent ethical issues in American business, and ethical issues in human recourses management.

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Students are to score 70% or better in textbook chapter quizzes and exam and faculty-developed assignments, skills tests, and projects. Students who score 70% or better in the Educational Institute examination will be awarded with an American Hotel & Lodging Educational Institute course certificate.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

A. Required Textbook(s)
    Managing Hospitality Human Resources. Woods, Johanson, Sciarini. (Fifth or latest edition), American Hotel & Lodging Educational Institute, Lansing, MI. ISBN# 978-0-86612-396-9

B. Reference(s) and Bibliography
    Supervision in the Hospitality Industry. Ninemeier, Kavanaugh. (Fifth or latest edition), American Hotel & Lodging Educational Institute, Lansing, MI.

C. Equipment/Facilities
    Existing classroom facilities and equipment will suffice.

D.   Instructional Supplies
      Training DVDs, resource textbooks.
      Learning Resource Center (Library)
E.   Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

☒ Yes
☐ No

Comments: **Hotel Advisory Committee meeting, September 17, 2015.**