** COURSE CURRICULUM FORM  
 Cover Sheet**

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| Trades and Professional Services |
| **SCHOOL** |
| Tourism & Hospitality |
| **DEPARTMENT** |
| HS292 Travel and Hospitality Practicum |
| **TITLE** |
| Eric Chong, CHA, CHE, CRDE |
| **AUTHOR(S)** |
| November 21, 2016 |
| **DATE SUBMITTED** |

***Check the action to be taken and have the indicated people sign:***

Adoption - all signatories

Substantive Revision - all signatories except President

Non-Substantive Revision - all signatories except President

Archival - all signatories except President

Re-Institution - all signatories except President

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|  | **APPROVED BY NAME** | **APPROVED** | **DISAPPROVED** | **DATE** | **ACTION** |
| **DEPARTMENT CHAIR** | **Marivic Schrage** |  |  |  |  |
| **REGISTRAR** | **Dr. Julie Ulloa-Heath** |  |  |  |  |
| **DEAN** | **Dr. Gina Tudela** |  |  |  |  |
| **LEARNING OUTCOMES COMMITTEE CHAIR** | **Tressa Dela Cruz** |  |  |  |  |
| **VP, ACADEMIC AFFAIRS** | **Dr. R. Ray D. Somera** |  |  |  |  |
| **PRESIDENT** | **Dr. Mary A.Y. Okada** |  |  |  |  |

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

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

**Course Review Form**

I. TYPE OF ACTION

*Check the type of action that applies. If previous Program Approval Form exists, please attach.*

A.  Adoption (complete sections II through XII)

B.  Substantive Revision (attach Course Form, complete sections II through XII)

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

Change in number of credit hours: II, III, IVA, IVD, VI, VII, VIII, XI, X.

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

Change (addition, revision, etc.) in Student Learning Outcomes (SLOs); attach old and new SLOs.

Describe above changes and specify changes not listed above:

Old SLOs:

1. Demonstrate their knowledge, skills, and attitudes by analyzing, solving, evaluating and completing the requirements set by their Practicum experience.
2. Demonstrate knowledge of the similarities and differences of domestic and international travel and its impact on the traveler.
3. Plan and execute an itinerary to include necessary documentation to fit the needs of the travelers and their destination.
4. Demonstrate the proper attitude and commitment to excellence in marketing, selling and customer service through the use of variety of technologies.

Change in course title.

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| NEW TITLE: | Travel and Hospitality Practicum |

C. **Non-Substantive Revision** (attach Course Form).

Check 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 program content (attach old and new wording).

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:

D.  **Archival** (attach Course Form, skip sections II through XII)

Justification for program archival:

Plans and implementation date for phasing out this program:

Plans for students currently enrolled in the program:

E.  **Re-Institution** (attach Course Form, skip sections II through XII)

Justification for program reinstitution:

Plans and implementation date for updating program guide (if older than five years)

II. INTRODUCTION

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

Please check appropriate box:

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

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

1. This course is part of General Education.

II. Course Description & Student Learning Outcomes

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

Course Description:

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| **This course provides students with the opportunity to apply their knowledge and skills on-the-job training in the Travel and Hospitality industry.** |

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

Catalog Year: 2016-17 Page number: (online; no page number provided)

Student Learning Outcomes – Course level (List 3-5)

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

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| 1. **Describe different management styles observed in the workplace.** |
| 1. **Explain the importance of customer service in the travel or hospitality industry.** |
| 1. **Demonstrate worksite behaviors such as punctuality, communications, and proper appearance.** |

These SLOs can be measured and learning is demonstrated.

These SLOs aligned to States’ Career Cluster Initiatives (SCCI) ([www.careertech.org/](http://www.careertech.org/)) standards.

IV. RATIONALE FOR PROPOSAL

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

1. Reason this proposal should be adopted in light of the College's mission statement and educational goals

**This course is required to complete the program requirements in the Tourism and Travel and/or International Hotel Management programs.**

1. An assessment of industry or community need

**This course will provide on-the-job experiences to students to prepare them for the world work.**

1. 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.

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| **Dual Credit Articulated Programs of Study (DCAPS) for secondary CTE programs.** |

1. Results of course and course guide evaluation.

**This course revision is necessary due to the DCAPS agreement.**

1. Program requirements (associate degree, certificate, diploma) served by this course

**This is a technical requirement of the Associate of Science in Tourism and Travel and Associate of Science in International Hotel Management.**

V. RESOURCE REQUIREMENTS AND COSTS (pending availability of funds)

A. Resources (materials, media, equipment and LRC) and costs

**No additional materials or equipment are required.**

B. Personnel requirements (administrative, instructional and support staff) and costs

**Existing faculty will be utilized.**

C. Facility requirements and costs

**Worksite facilities will be used.**

D. Funding source(s)

**Tuition and fees.**

1. Impact, financial or otherwise, this course may have on the School/College

**The practicum instructor will be reimbursed for mileage.**

1. 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 31.

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| --- | --- | --- | --- |
| Yes | No | Comments: |  |

VI. IMPLEMENTATION SCHEDULE

1. Implementation date: **Fall 2017**

*\* 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.*

1. Course Offering: **Fall, Spring, Summer**

VII. COURSE DESCRIPTION

A. Course:

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| --- | --- |
| Alpha: | **HS** |
| Number: | **292** |

B. Course Title(s):

|  |  |  |
| --- | --- | --- |
| Long Title: | **Travel and Hospitality Practicum** | |
| Abbreviated Title (30 characters maximum): | | **Travel & Hospitality Practicum** |

1. Contact Hours and Number of Students

|  |  |  |
| --- | --- | --- |
| Maximum Number ofStudents: | **6 (in accordance with Special Project Adjunct Rate)** | |
| Schedule Type: | | |
| Clinical: |  | |
| Co-op: |  | |
| Hybrid (Lecture & Online): |  | |
| Lab: |  | |
| Lecture: |  | |
| Lecture/Lab: |  | |
| Online: |  | |
| Practicum: **135 hours** |  | |
| Instructional Method: |  | |
| Distance Learning |  | |
| Hybrid |  | |
| Mediated |  | |
| Non-Traditional |  | |
| Online |  | |
| Service Learning |  | |
| Traditional |  | |
| Total Hours: **135 hours** |  | |
|  | |

D. Number/Type of Credits

|  |  |  |
| --- | --- | --- |
| Carnegie Units: |  | per semester |
| Credits: | **3** | per semester |

E. Prerequisite(s)  **HS150, HS152**

F. Co-requisites(s) **None**

G. Articulation

Secondary Programs/Courses: **Dual Credit Articulated Programs of Study (DCAPS)**

University of Guam: **n/a**

Others: **n/a**

1. Target Population:

**Students majoring in Tourism & Travel and International Hotel Management programs**

1. Cost to Students (specify any fees): **tu**ition and fees

VIII. COURSE DESIGN (instructional method e.g. distance learning, mediated, non-traditional, online, traditional)

**This course is designed for students to perform on-the-job training in the travel and hospitality industry. Students will be placed in a company in their career and technical field and will be under the guidance of a work site supervisor. A practicum contract between GCC and employer is necessary to recognize this practicum experience. The worksite supervisor, at the conclusion of the practicum, will complete a performance evaluation.**

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IX. COURSE OUTLINE

1. **Personal Development**
2. **Skills Development**
3. **Employment Readiness Development**
4. **Final Evaluation**

X. student LEARNING OUTCOMES - Detailed (based on Course Outline)

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

1. **Personal Development**
   1. **Describe the importance of good management and supervision at the worksite.**
   2. **Reflect and keep a journal about worksite experiences.**
   3. **Document job experience in a portfolio.**
2. **Skills Development**
   1. **Apply and practice proper guest relations and customer service.**
   2. **Chart and document progress of skills learned at worksites.**
3. **Employment Readiness Development** 
   1. **Demonstrate appropriate problem solving skills.**
   2. **Demonstrate appropriate worksite behavior such as reporting on time, communications, and proper dressing..**
4. **Final Evaluation**
   1. **Discuss formal work performance with supervisor at the conclusion of the practicum assignment.**
   2. **Provide an exit interview with practicum instructor after the worksite performance evaluation.**
   3. **Create and submit a presentation about practicum experience.**

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XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

**Evaluation of student will consist of the worksite performance evaluation conducted by the worksite supervisor, weekly journals, a PowerPoint presentation, and an exit interview with the practicum instructor. Student will earn a grade of not less than 75% or better.**

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

A. Required Textbook(s) **No required textbook**

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| --- | --- |
| **Title:** |  |
| **ISBN-10:** |  |

B. Reference(s) and Bibliography

**Leadership and Management in the Hospitality Industry. Woods, Robert, King, J. American Hotel and Lodging Association – EI. (2nd edition or latest) Lansing, Michigan.**

C. Equipment/Facilities

**Work site facilities**

1. Instructional Supplies

**None**

Learning Resource Center (Library)

1. Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

Yes, include Advisory Committee minutes

No

Comments: **Advisory Committee met on Oct 28, 2016 and concurred (see below)**

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| GUAM COMMUNITY COLLEGE **Hotel Advisory Committee**  **Location: Hyatt Regency Guam – Glass Boardroom**  **Friday, October 28, 2016, 3:00 p.m.** |

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| **ATTENDEES:** | Eric Ji - GCC | | Eric Chong - GCC | | William Shinozaki - Hilton | |
|  | David Dingcong - GCC  Vicky Schrage - GCC  Carol Cruz - GCC | | Narciso Cosico - GCC  Sophia Chu - Hyatt  Claire Garcia - Hyatt | | Lea Panes - Outrigger | |
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**MEETING CHAIRED BY:** Eric Ji **RECORDING SECRETARY:**  Eric Chong

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Meeting called to order at 3:03 p.m.

Introduction of Hotel Advisory Committee Members:

Sophia Chu, General Manager, Hyatt Regency Guam

Claire Garcia, Human Resources Manager, Hyatt Regency Guam

William Shinozaki, Assistant General Manager, Hilton Guam Resort & Spa

Lea Panes, Talent Resource Manager, Outrigger Guam Beach Resort

Vicky Schrage, Department Chair and Assistant Professor

Carol Cruz, Assistant Professor, assigned to JFK High School Lodging Management Program

David Dingcong, Instructor, assigned to Southern High School Lodging Management Program

Narciso Cosico, Instructor, assigned to Okkodo High School Lodging Management Program

Eric Ji, Instructor, assigned to GW High School Lodging Management Program

Eric Chong, Professor, assigned to Simon Sanchez High School Lodging Management Program

Purpose of GCC Hotel Advisory Committee:

* The Tourism & Hospitality Department values partnership with the industry and is guided accordingly by our industry partners.
* The advisory committee serves an important role in reviewing curricula to ensure the student learning outcomes (SLOs) meet industry needs. All GCC career and technical program curricula require advisory committee review before they are approved by GCC administration.
* The advisory committee will guide the department with regards to latest industry trends, employment outlook, and regulatory requirements.
* The advisory committee will meet at a minimum of twice a year (one in fall; and another in spring).
* The advisory committee component is an integral part of our institution’s accreditation process. Our next accreditation visit to GCC is in 2018.
* The GCC Board of Trustee and GCC president officially recognizes the appointment of members to this advisory committee.

Election of committee officers was conducted and the results are as follows:

* William Shinozaki, chair
* Eric Ji, vice chair
* Eric Chong, secretary

Curricula review for the following:

Program Guides: Associate of Science in Restaurant and Foodservice Management

Associate of Science in International Hotel Management

Course Guides: CTTT054 - Lodging Management Program I (secondary)

CTTT064 - Lodging Management Program II (secondary)

HS150 - Welcome to Hospitality

HS208 – Managing Food and Beverage Service

HS292 - Travel and Hospitality Practicum

Department Chair Vicky introduced curricula to be reviewed starting with the AS in Restaurant and Foodservice Management (renamed from AS in F&B Management); This program is revamped so as to aligned with the National Restaurant Association Educational Foundation and students can earn the Manage First Restaurant Professional and Foodservice Professional credentials upon successful completion of this program.

Our department’s goal is to always align our curricula with national educational organizations so that students can earn stackable credentials upon graduation. By aligning our programs with National Restaurant Association Educational Foundation and the American Hotel & Lodging Educational Institute, our students will be learning industry standards and possibly articulation with other educational institutions with tourism and hospitality programs.

Another goal of our curricula revision is to reduce the number of credits in our associate’s degree required for graduation; this will help hospitality students complete in a timely manner. The recommended number of credits for a two-year associate’s degree is between 60 and 65 credits.

Our secondary program articulates to our postsecondary program via the Dual Credit Articulated Program of Study (DCAPS) agreement. When secondary students complete three years of Lodging Management Program with a “B” grade or better and at least 180 hours of work experience; they can earn 9 college credits at GCC when they enroll in one of the tourism and hospitality associate’s degree programs. Hence, there is a need to align the student learning outcomes (SLOs) for secondary and postsecondary programs. The revised curricula reflect this alignment to effectuate this articulation agreement.

Proposed bachelor’s degree programs in hospitality and culinary arts:

Vicky introduced this area for discussion. Community colleges are authorized by its accreditation body to offer one to two bachelor’s degrees that are not offered by the four-year university on island. Tourism and Hospitality department has been invited to submit a proposal for a bachelor’s degree program to the administration. Vicky inquired with industry members about the need for such a degree.

Here are some comments for this discussion: William supports the need for a bachelor’s degree for hospitality graduates so as to raise the standards. However, Sophia and Claire emphasized the bachelor’s degree does not automatically guarantee employment or promotion but rather it is based on evaluation per individual’s performance. Lea also chimed in that the industry is really looking for people willing to work hard and have the professional attitude to serve the guests; the bachelor’s degree will definitely count when there is a tie between two equally qualified and capable associates for promotion. Lea added that having a bachelor’s degree does not promise any higher pay initially.

Further discussions include Sophia affirming the need to develop local talent for the industry. She is optimistic about the employment opportunities in tourism. Lea congratulated our program for making a difference. She can tell that our students are more prepared for the industry versus the applicants without GCC training and education. William agreed that skilled workers are in high demand and they will eventually take up management positions in hotels.

Committee members are tasked with reviewing the curricula and providing feedback within a week. It is agreed that the advisory committee will utilize electronic means (emails) in lieu of a face-to-face meeting to move the documents forward.

Adjournment:

Thank you to Hyatt for hosting our meeting today.

* Meeting adjourned at 4:50 p.m.

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| Results of Course Review – 2016 (via email on 11/4/16) |  |  |  |
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| **Advisory Member Names:** |  |  |  |
| William Shinozaki (Assistant General Manager, Hilton) |  |  |  |
| Claire Garcia (Director of Human Resource, Hyatt) |  |  |  |
| Sophia Chu (General Manager, Hyatt) |  |  |  |
| Lea Panes (Training Manager, Outrigger) |  |  |  |
|  |  |  |  |
| **Course Name** | **Concurrence** | |  |
| **Yes** | **No** |
| Lodging Management Program I (secondary) | X |  |  |
| Lodging Management Program II (secondary) | X |  |  |
| HS 150 - Welcome to Hospitality | X |  |  |
| HS 254 - Hospitality Sales and Marketing | X |  |  |
| HS 292 - Travel and Hospitality Practicum | X |  |  |
| Associate of Science in International Hotel Management | X |  |  |
| Associate of Science in Restaurant and Food Service Management | X |  |  |