

Assessment Impact by Course Objectives

Palau Community College

Program (TH) - Tourism and Hospitality (THFB, THHM, THHO & THTS)

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CLO: TH 210 - Housekeeping Management: CLO 1

Define the scope of the lodging industry, asses the vital role the housekeeping department plays in the success of all lodging establishments, identify various classifications of products, types of ownership and explains how these product types and ownership structures affect housekeeping operations.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Describe the scope of the lodging industry and explain the vital role the housekeeping department plays in the success of all lodging establishments. In addition, identify classifications of products, types of ownership and explains how they affect housekeeping operations. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Interview, write and present in class the Job of the Professional Housekeeper. Report must identify and describe the technical duties as well as managerial roles and functions needed by the Professional Executive Housekeeper, Manager or Supervisor. Signature assignment: Mini Project	70% of the students assessed will perform at the proficiency level.		Yes

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
<p>Describe the Job of the Professional Housekeeper as well as discuss the vital roles housekeeping department plays on the overall success of hotel establishment operations; Identify and explain tasks and duties in guestroom cleaning, bathroom and public areas. Include in this objective are lists of equipment, items necessary to stocking the cart or trolley. In addition, a step by step procedure in stripping and making the bed and turndown service; Describe the essential knowledge, skills and tasks needed to wash, clean and store hotel linens and guests laundry; Identify areas known as front of the house and back of the house and explain the correct procedures to clean such areas. In addition, list essential supplies and safety usage of chemicals/liquid to clean; List types of floors, cleaning solutions and explain proper procedures to clean floors; Identify and explain the proper procedures for lifting heavy objects; and Discuss safety and security challenges, executive housekeepers /managers face and follow these standards:</p> <ul style="list-style-type: none"> • Set-up procedures for working with chemicals, • Develop procedures dealing with blood borne pathogens, • Comply with health and safety regulations, • Establish programs for fire prevention, • Develop loss prevention programs for staff and hotel guests. <p>Signature assignment: Major Project</p>	70% of students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>Major Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 FINAL PROJECT CLO #1 TO 5.PDF</p>	12/11/2015 - I WOULD ASK TO SEE THEIR FIRST DRAFT.		2015-2016 (Fall 2015)
<p>Mini Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 1.PDF</p>	12/11/2015 - I would not change anything but maybe ask to see a first draft.		2015-2016 (Fall 2015)
<p>Test - 12/11/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 1.PDF</p>	12/11/2015 - I wouldn't change anything. I learned that by giving these students short answer, I would know whether they understood the concept of the course or not.		2015-2016 (Fall 2015)
<p>Mini Project - 12/29/2014 - Not assessed this semester Expected Student Performance Met: No</p>			2014 - 2015 (Fall 2014)
<p>Major Project - 12/22/2014 - 100% of students assessed performed at the proficiency level</p>	12/22/2014 - Course content will remain the same. Plans to increase more guest speakers in		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Expected Student Performance Met: Yes Related Documents: Report A.pdf Report B.pdf	fields to strengthen overall course success.		
Test - 12/22/2014 - 85.7% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 Test One _ Fall 2014.pdf	12/22/2014 - Course will remain as is		2014 - 2015 (Fall 2014)
Mini Project - 01/22/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase more hands-on tasks in the guestrooms and public areas.		2013 - 2014 (Fall 2013)
Test - 01/22/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: Spring 2013 Documents.zip	01/22/2014 - The course remains as it is. Increase more hands-on tasks in guestrooms and public areas.		2013 - 2014 (Fall 2013)

CLO: TH 210 - Housekeeping Management: CLO 2

Diagram the organizational chart of housekeeping department and thoroughly explain the hierarchy of the property, the chain of command and career paths.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Describe the organizational chart of housekeeping department and with it listings of job titles/positions and clearly explain the hierarchy or chain of commands. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Interview, write and present in class the Job of the Professional Housekeeper. Report must identify and describe the technical duties as well as managerial roles and functions needed by the Professional Executive Housekeeper, Manager or Supervisor. Signature assignment: Mini Project	70% of the students assessed will perform at the proficiency level.		Yes

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
<p>Describe the Job of the Professional Housekeeper as well as discuss the vital roles housekeeping department plays on the overall success of hotel establishment operations; Identify and explain tasks and duties in guestroom cleaning, bathroom and public areas. Include in this objective are lists of equipment, items necessary to stocking the cart or trolley. In addition, a step by step procedure in stripping and making the bed and turndown service; Describe the essential knowledge, skills and tasks needed to wash, clean and store hotel linens and guests laundry; Identify areas known as front of the house and back of the house and explain the correct procedures to clean such areas. In addition, list essential supplies and safety usage of chemicals/liquid to clean; List types of floors, cleaning solutions and explain proper procedures to clean floors; Identify and explain the proper procedures for lifting heavy objects; and Discuss safety and security challenges, executive housekeepers /managers face and follow these standards:</p> <ul style="list-style-type: none"> • Set-up procedures for working with chemicals, • Develop procedures dealing with blood borne pathogens, • Comply with health and safety regulations, • Establish programs for fire prevention, • Develop loss prevention programs for staff and hotel guests. <p>Signature assignment: Major Project</p>	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>Major Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 FINAL PROJECT CLO #1 TO 5.PDF</p>	12/11/2015 - ONLY CHANGES I WOULD MAKE IS TO SEE THEIR FIRST DRAFT.		2015-2016 (Fall 2015)
<p>Mini Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 MINI PROJECT CLO # 1 TO 2.PDF</p>	12/11/2015 - WOULD WANT TO SEE THEIR FIRST DRAFT.		2015-2016 (Fall 2015)
<p>Test - 12/11/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 2.PDF</p>	12/11/2015 - No changes made. Realized that giving students short answers is better than giving multiple choice tests.		2015-2016 (Fall 2015)
<p>Major Project - 12/22/2014 - 100% of students assessed performed at proficiency level Expected Student Performance Met: Yes</p> <p>Related Documents:</p>	12/22/2014 - Course content will remain as is.		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Report A.pdf Report B.pdf Report C.pdf Report D.pdf			
Test - 12/22/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 Test One _ Fall 2014.pdf	12/22/2014 - Course content will remain as is.		2014 - 2015 (Fall 2014)
Mini Project - 01/22/2014 - 90% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase more hands-on tasks in the guestrooms and public areas.		2013 - 2014 (Fall 2013)
Test - 01/22/2014 - 90% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase more hands-on tasks in the guestrooms and public areas.		2013 - 2014 (Fall 2013)

CLO: TH 210 - Housekeeping Management: CLO 3

Identify and describe the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and explain the performance outcomes, skills and knowledge required to prepare guestroom including stripping and making bed, and cleaning the bathroom for guests.	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Test			

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
<p>Describe the Job of the Professional Housekeeper as well as discuss the vital roles housekeeping department plays on the overall success of hotel establishment operations; Identify and explain tasks and duties in guestroom cleaning, bathroom and public areas. Include in this objective are lists of equipment, items necessary to stocking the cart or trolley. In addition, a step by step procedure in stripping and making the bed and turndown service; Describe the essential knowledge, skills and tasks needed to wash, clean and store hotel linens and guests laundry; Identify areas known as front of the house and back of the house and explain the correct procedures to clean such areas. In addition, list essential supplies and safety usage of chemicals/liquid to clean; List types of floors, cleaning solutions and explain proper procedures to clean floors; Identify and explain the proper procedures for lifting heavy objects; and Discuss safety and security challenges, executive housekeepers /managers face and follow these standards:</p> <ul style="list-style-type: none"> • Set-up procedures for working with chemicals, • Develop procedures dealing with blood borne pathogens, • Comply with health and safety regulations, • Establish programs for fire prevention, • Develop loss prevention programs for staff and hotel guests. <p>Signature assignment: Major Project</p>	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>Major Project - 12/11/2015 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 FINAL PROJECT CLO #1 TO 5.PDF</p>	12/11/2015 - NEXT PLAN IS TO ASK TO SEE FIRST DRAFT FROM STUDENTS.		2015-2016 (Fall 2015)
<p>Test - 12/11/2015 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 3.PDF</p>	12/11/2015 - No changes made. Realized that giving students short answers is better than giving multiple choice tests.		2015-2016 (Fall 2015)
<p>Major Project - 12/22/2014 - 75% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: Report A.pdf Report B.pdf Report C.pdf Report D.pdf</p>	12/22/2014 - Course content will remain as is. Not all areas were covered equally; some learning objectives were more in-depth than others. Supportive learning materials have been requested to reinforce overall learning success.		2014 - 2015 (Fall 2014)
<p>Test - 12/22/2014 - 71.4% of students assessed performed at the proficiency level.</p>	12/22/2014 - Course learning objectives were met. Supporting materials have been requested to		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Expected Student Performance Met: Yes Related Documents: TH210 Test Two _ Fall 2014.pdf	reinforce practice and individual guest room cleaning skills.		
Major Project - 01/22/2014 - 80% of the student assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase more hands-on tasks in guestrooms and public areas.		2013 - 2014 (Fall 2013)
Test - 01/22/2014 - 80% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase more hands-on tasks in the guestrooms and public areas.		2013 - 2014 (Fall 2013)

CLO: TH 210 - Housekeeping Management: CLO 4

Identify and describe the performance outcomes, skills, and knowledge required to launder lines and guest clothes.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and discuss the performance outcomes, skills and knowledge needed to launder linens, uniforms and guest clothing. Also identify equipment and explain their importance in the housekeeping department.	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Test			

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
<p>Describe the Job of the Professional Housekeeper as well as discuss the vital roles housekeeping department plays on the overall success of hotel establishment operations; Identify and explain tasks and duties in guestroom cleaning, bathroom and public areas. Include in this objective are lists of equipment, items necessary to stocking the cart or trolley. In addition, a step by step procedure in stripping and making the bed and turndown service; Describe the essential knowledge, skills and tasks needed to wash, clean and store hotel linens and guests laundry; Identify areas known as front of the house and back of the house and explain the correct procedures to clean such areas. In addition, list essential supplies and safety usage of chemicals/liquid to clean; List types of floors, cleaning solutions and explain proper procedures to clean floors; Identify and explain the proper procedures for lifting heavy objects; and Discuss safety and security challenges, executive housekeepers /managers face and follow these standards:</p> <ul style="list-style-type: none"> • Set-up procedures for working with chemicals, • Develop procedures dealing with blood borne pathogens, • Comply with health and safety regulations, • Establish programs for fire prevention, • Develop loss prevention programs for staff and hotel guests. <p>Signature assignment: Major Project</p>	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>Major Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 FINAL PROJECT CLO #1 TO 5.PDF</p>	01/08/2016 - Next plan of action would require more field trips as our classroom does not have these equipment's.		2015-2016 (Fall 2015)
<p>Test - 12/11/2015 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 4.PDF</p>	12/11/2015 - No changes made. Realized that giving students short answers is better than giving multiple choice tests.		2015-2016 (Fall 2015)
<p>Test - 12/22/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH210 Test Three _ Fall 2014.zip</p>	12/22/2014 - Course content will remain as is.		2014 - 2015 (Fall 2014)
<p>Major Project - 12/22/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents:</p>	12/22/2014 - Course content will remain as is. Plans to increase hours of job shadowing or work placement are being considered for next course offering.		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Reports.zip Major Project - 01/22/2014 - 90% of students assessed performed at the proficiency. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase hands-on activities in guestrooms and public areas.		2013 - 2014 (Fall 2013)
Test - 01/22/2014 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH210 fall 13 evidences.pdf	01/22/2014 - Course remains as is. Increase hands-on activities in the guestrooms and public areas.		2013 - 2014 (Fall 2013)

CLO: TH 210 - Housekeeping Management: CLO 5

Identify and define key roles and responsibilities of the Professional Housekeeper.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and define key roles, functions and responsibilities of the Professional Housekeeper. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
<p>Describe the Job of the Professional Housekeeper as well as discuss the vital roles housekeeping department plays on the overall success of hotel establishment operations; Identify and explain tasks and duties in guestroom cleaning, bathroom and public areas. Include in this objective are lists of equipment, items necessary to stocking the cart or trolley. In addition, a step by step procedure in stripping and making the bed and turndown service; Describe the essential knowledge, skills and tasks needed to wash, clean and store hotel linens and guests laundry; Identify areas known as front of the house and back of the house and explain the correct procedures to clean such areas. In addition, list essential supplies and safety usage of chemicals/liquid to clean; List types of floors, cleaning solutions and explain proper procedures to clean floors; Identify and explain the proper procedures for lifting heavy objects; and Discuss safety and security challenges, executive housekeepers /managers face and follow these standards:</p> <ul style="list-style-type: none"> • Set-up procedures for working with chemicals, • Develop procedures dealing with blood borne pathogens, • Comply with health and safety regulations, • Establish programs for fire prevention, • Develop loss prevention programs for staff and hotel guests. <p>Signature assignment: Major Project</p>	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>Major Project - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 FINAL PROJECT CLO #1 TO 5.PDF</p>	12/11/2015 - I would ask to see their first draft and make sure they covered all the objectives.		2015-2016 (Fall 2015)
<p>Test - 12/11/2015 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: TH 210 CLO # 5.PDF</p>	12/11/2015 - No changes made. Realized that giving students short answers is better than giving multiple choice tests.		2015-2016 (Fall 2015)
<p>Major Project - 12/22/2014 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents: Final Reports.zip</p>	12/22/2014 - Course content will remain as is. Plans to increase work placement hours or job shadowing will be considered for next course offering.		2014 - 2015 (Fall 2014)
<p>Major Project - 01/22/2014 - 80% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes</p> <p>Related Documents:</p>	01/22/2014 - Course remains as is. Increase hands-on activities in guestrooms and public areas.		2013 - 2014 (Fall 2013)

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
<p>TH210 fall 13 evidences.pdf</p> <p>Test - 01/22/2014 - 80% of students assessed performed at proficiency.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: TH210 fall 13 evidences.pdf</p>	<p>01/22/2014 - Course remains as is. Increase more hands-on activities in guestroom and public areas.</p>		<p>2013 - 2014 (Fall 2013)</p>