

Assessment Impact by Course Objectives

Palau Community College

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

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CLO: TH 215 - Front Office Operations: CLO 1

Explain the functions and roles of the front office operations.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and describe the various roles and functions found in front office operations. Illustrate and discuss the organizational structure of a hotel. Compare and contrast front office operations of at least two types of hotels. Identify front line jobs in front office operations; discuss job descriptions and specifications required. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Identify and describe the various roles and functions found in front office operations. Illustrate and discuss the organizational structure of a hotel. Compare and contrast front office operations of at least two types of hotels. Identify front line jobs in front office operations; discuss job descriptions and specifications required. Signature assignment: Project	70% of the students assessed will perform at the proficiency level.		Yes
Explain and perform the standard procedures to operate and manage the front office. Signature assignment: Midterm Exam	70% of students assessed will perform at proficiency level.		Yes
Explain and perform the standard procedures to operate and manage the front office. Signature assignment: Final Exam	70% of students assessed will perform at proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 07/18/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Final Exam CLO 1 - 6 Spring 2015.pdf	07/18/2015 - No changes will be made to assessment tool at this time.		2014 - 2015 (Spring 2015)
Midterm Exam - 07/03/2015 - 83.3% of students performed at proficiency level. Expected Student Performance Met:			2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Yes Project - 06/23/2015 - 50% of students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Project CLO 1-5 SP 2015.pdf			2014 - 2015 (Spring 2015)
Test - 06/09/2015 - 50% of the students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Test One CLO 1 Spring 2015.pdf	06/23/2015 - Students with poor attendance and/or low proficiency in English performed were unable to develop proficiency. Tips for studying and test-taking will be introduced to encourage the proper academic and work performance		2014 - 2015 (Spring 2015)
Midterm Exam - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Midterm Exam Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of the students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: Th 215 Test One _ CLO 1 Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)

CLO: TH 215 - Front Office Operations: CLO 2

Identify/explain the reservation process.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Illustrate and explain the reservations process. Describe the different types of reservations. Explain the functions of reservations in the hotel operations. Demonstrate taking reservations. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Illustrate and explain the reservations process. Describe the different types of reservations. Explain the functions of reservations in the hotel operations. Demonstrate taking reservations. Signature assignment: Project	70% of the students assessed will perform at the proficiency level.		Yes

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify the required components of a reservation, describe the function/role of a reservation, and compare/contrast confirmed and guaranteed reservation. Signature assignment: Midterm Exam	70% of students assessed will perform at proficiency level.		Yes
Identify the required components of a reservation, describe the function/role of a reservation, and compare/contrast confirmed and guaranteed reservation. Signature assignment: Final Exam	70% of students assessed will perform at proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 07/18/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Final Exam CLO 1 - 6 Spring 2015.pdf	07/18/2015 - No changes will be made to assessment tool at this time.		2014 - 2015 (Spring 2015)
Test - 06/23/2015 - 50% of students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Test 2 CLO 2 SP2015.xps	06/23/2015 - Students with poor attendance and/or low proficiency in English performed were unable to develop proficiency. Tips for studying and test-taking will be introduced to encourage the proper academic and work performance.		2014 - 2015 (Spring 2015)
Final Exam - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 FINAL EXAM SPRING 2014 Signed.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of the students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Test Three _ CLO 2 3 6 Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)

CLO: TH 215 - Front Office Operations: CLO 3

Explain guest service and rate structures.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Explain guest services and room rate structures. Discuss the guest cycle and activities involved in each segment of the cycle. Demonstrate check-in/check-out procedures. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Explain guest services and room rate structures. Discuss the guest cycle and activities involved in each segment of the cycle. Demonstrate check-in/check-out procedures. Signature assignment: Project	70% of the students assessed will perform at the proficiency level.		Yes
Describe common guest services that guest expect at a lodging establishment. Describe hotel rate structures and identify factors that may affect rates offered to guests. Signature assignment: Final Exam	70% of students assessed will perform at proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 07/19/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Final Exam CLO 1 - 6 Spring 2015.pdf	07/19/2015 - No changes will be made to course or assessment tool at this time.		2014 - 2015 (Spring 2015)
Test - 06/23/2015 - 33.3% of students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Test 3 CLO 3 SP 2015.pdf	06/23/2015 - The timing of the assessment proved to be a significant factor in the poor student performance. In addition, students were not utilizing the simulation software as recommended due to either they do not have access to proper software or equipment OR due to time management/conflict. It is recommended that assessment will be conducted after at least one hotel visit and one in-class simulation.		2014 - 2015 (Spring 2015)
Test - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Test Three _ CLO 2 3 6 Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Test Three _ CLO 2 3 6 Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)

CLO: TH 215 - Front Office Operations: CLO 4

Discuss the hotel revenue cycle.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Discuss guest folio management from initial reservations to post-check-out. Demonstrate basic payment procedures during the billing cycle. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Discuss guest folio management from initial reservations to post-check-out. Demonstrate basic payment procedures during the billing cycle. Signature assignment: Project	70% of the students assessed will perform at the proficiency level.		Yes
Describe activities revolving within the revenue cycle during the various stages in the guest cycle. Signature assignment: Final Exam	70% of students assessed will perform at proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 07/19/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Final Exam CLO 1 - 6 Spring 2015.pdf	07/19/2015 - No changes will be made to course or assessment tool at this time.		2014 - 2015 (Spring 2015)
Test - 06/23/2015 - 33.3% of students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Test Three CLO Four SP 2015.pdf	06/23/2015 - The timing of the assessment proved to be a significant factor in the poor student performance. In addition, students were not utilizing the simulation software as recommended due to either they do not have access to proper software or equipment OR due to time management/conflict. It is recommended that assessment will be conducted after at least one hotel visit and one in-class simulation.		2014 - 2015 (Spring 2015)
Test - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)

CLO: TH 215 - Front Office Operations: CLO 5

Describe the night audit including duties.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Discuss the role of the night auditor and importance of managing guest folios. Perform simple front office bookkeeping duties. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Complete a simplified night audit. Signature assignment: Mini Project	70% of students assessed will perform at proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Test - 06/23/2015 - 50% of the students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 215 Test Four CLO Five SP 2015.pdf	06/23/2015 - Students who had poor participation and attendance were unable to demonstrate proficiency during the assessment. Recommendations to improve performance will include more in-class exercises, increase use of simulation software, and better assessment tool.		2014 - 2015 (Spring 2015)
Mini Project - 05/26/2014 - 75% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Night Audit _ CLO 5 Spring 2014.pdf	05/26/2014 - Three of the four students who completed the course turned in the auditing project which resulted in the 75% performance. Plans to emphasize practical application or in-class presentation by a night auditor will be incorporated for the next delivery.		2013 - 2014 (Spring 2014)

CLO: TH 215 - Front Office Operations: CLO 6

Discuss technology and the effectiveness of integrated communication systems in solving complaints.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify technology used in typical front office operations and discuss their roles and functions. Describe the changes and trends in technology and equipment used in the front office and in guest rooms. Discuss the purpose and functions of property management systems. Signature assignment: Test	70% of the student assessed will perform at the proficiency level.		Yes

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
Identify technology used in typical front office operations and discuss their roles and functions. Describe the changes and trends in technology and equipment used in the front office and in guest rooms. Discuss the purpose and functions of property management systems. Signature assignment: Project	70% of the students assessed will perform at the proficiency level.		Yes
Identify common front office technology used in providing guest services at a hotel. Describe the function/role technology has in guest expectation/satisfaction or front office operations. Signature assignment: Final Exam	70% of students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 07/19/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Final Exam CLO 1 - 6 Spring 2015.pdf	07/19/2015 - No changes to course or assessment will be made at this time.		2014 - 2015 (Spring 2015)
Final Exam - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 FINAL EXAM SPRING 2014 Signed.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 215 Test Three _ CLO 2 3 6 Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)