

Assessment Impact by Course Objectives

Palau Community College

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

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CLO: TH 217 - Hotel Security & Facilities Management: CLO 1

Identify and explain the key issues in developing and setting up a security program that would include liaison with law enforcement, security staffing and elements of training and legal concepts regarding societal concerns.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and explain the key issues in developing and setting up a security program that would include liaison with law enforcement, security staffing and elements of training and legal concepts regarding societal concerns. Signature assignment: Test	70% of students assessed will perform at the proficiency level.		Yes
Identify and explain the key issues in developing and setting up a security program that would include liaison with law enforcement, security staffing and elements of training and legal concepts regarding societal concerns. 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 - 07/29/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam CLO 1-5 SP 2015.pdf	07/29/2015 - Proficiency level was met, therefore no changes to the course or assessment tool will be made at this point.		2014 - 2015 (Spring 2015)
Test - 07/29/2015 - 16.7% of students assessed performed at proficiency level. Expected Student Performance Met: No Related Documents: TH 217 Test One CLO One SP 2015.pdf	07/29/2015 - Legal terms and jargon need reinforcement prior to assessment. In addition, assessment tool may need modification to better measure student proficiency.		2014 - 2015 (Spring 2015)
Test - 02/16/2015 - 22.2% of students assessed performed at the proficiency level. Expected Student Performance Met: No	02/16/2015 - The main factor that contributed to the low proficiency level was students (33%) not having their own textbooks to study/prepare with. Students performed poorly in the vocabulary/jargon section. This CLO will be re-assessed either within the next		2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 05/26/2014 - 71.42% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam Spring 2014.pdf	05/26/2014 - Three students did not take the final exam, thus resulting in a lowered student proficiency level.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Test One Marked.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)

CLO: TH 217 - Hotel Security & Facilities Management: CLO 2

Identify critical elements of concerns related to physical security, perimeter control equipment, guestroom security and discuss security procedures that all staff follows.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify critical elements of concerns related to physical security, perimeter control equipment, guestroom security and discuss security procedures that all staff follows. Signature assignment: Test	70% of students assessed will perform at proficiency level.		Yes
Identify critical elements of concerns related to physical security, perimeter control equipment, guestroom security and discuss security procedures that all staff follows. 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 - 07/29/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam CLO 1-5 SP 2015.pdf	07/29/2015 - Proficiency level was attained, therefore no changes to course delivery or assessment tool required at this point.		2014 - 2015 (Spring 2015)
Test - 07/29/2015 - 83.3% of students assessed performed at proficiency level. Expected Student Performance Met: Yes	07/29/2015 - Proficiency level was met, however improvements to course delivery may be considered to improve student performance level.		2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Related Documents: TH 217 Test 2 CLO 2 SP 2015.pdf			
Final Exam - 05/26/2014 - 71.42% of students assessed performed at the 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)
Related Documents: TH 217 Final Exam Marked.pdf			
Test - 05/26/2014 - 100% of students assessed performed at the 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)
Related Documents: TH 217 Test Two.pdf TH 217 Test One Marked.pdf			

CLO: TH 217 - Hotel Security & Facilities Management: CLO 3

Explain SOP procedures covering guest concerns like key and keycard control, surveillance and access control procedures, patrols, unauthorized persons, safe deposit box, in-room safe, lost and found.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Explain SOP procedures covering guest concerns like key and keycard control, surveillance and access control procedures, patrols, unauthorized persons, safe deposit box, in-room safe, lost and found. Signature assignment: Test	70% of students assessed will perform at proficiency level.		Yes
Explain SOP procedures covering guest concerns like key and keycard control, surveillance and access control procedures, patrols, unauthorized persons, safe deposit box, in-room safe, lost and found. 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 - 07/31/2015 - 100% of assessed performed at proficiency level. Expected Student Performance Met: Yes	07/31/2015 - Proficiency level was attained, no changes will be made to the course delivery or assessment tools at this time.		2014 - 2015 (Spring 2015)
Related Documents: TH 217 Final Exam CLO 1-5 SP 2015.pdf			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Test - 07/29/2015 - 100% of student assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Test Three CLO Three and Four SP 2015.pdf	07/29/2015 - Proficiency level was attained, therefore no changes to the course delivery or assessment tool will be made at this time.		2014 - 2015 (Spring 2015)
Final Exam - 05/26/2014 - 71.42% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam 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 217 - Hotel Security & Facilities Management: CLO 4

Identify and discuss all natural and human threats and develop comprehensive emergency plan of action in case such threats occur example of: bombs and bomb threats, fire typhoons, floods, earthquakes, blackouts, robberies, medical and terrorism.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and discuss all natural and human threats and develop comprehensive emergency plan of action in case such threats occur example of: bombs and bomb threats, fire typhoons, floods, earthquakes, blackouts, robberies, medical and terrorism. Signature assignment: Test	70% of students assessed will perform at proficiency level.		Yes
Identify and discuss all natural and human threats and develop comprehensive emergency plan of action in case such threats occur example of: bombs and bomb threats, fire typhoons, floods, earthquakes, blackouts, robberies, medical and terrorism. 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 - 07/29/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam CLO 1-5 SP 2015.pdf	07/29/2015 - Proficiency level was attained, therefore no changes to course delivery and assessment tool will not be made at this time.		2014 - 2015 (Spring 2015)
Test - 07/29/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes	07/29/2015 - Proficiency level was attained, therefore no changes to course delivery or assessment tool will be made at this time.		2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Related Documents: TH 217 Test Three CLO Three and Four SP 2015.pdf			
Final Exam - 05/26/2014 - 71.42% of students assessed performed at the 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)
Related Documents: TH 217 Final Exam Spring 2014.pdf			
Test - 05/26/2014 - 86.67% of students assessed performed at the 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)
Related Documents: TH 217 Test CLO 4 Spring 2014.pdf			

CLO: TH 217 - Hotel Security & Facilities Management: CLO 5

List and describe departmental responsibilities to guest, employees and asset protection, protection of funds, and media relations including safety issues in the swimming pool, health, fitness services and security reports and records.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
List and describe departmental responsibilities to guest, employees and asset protection, protection of funds, and media relations including safety issues in the swimming pool, health, fitness services and security reports and records. Signature assignment: Test	70% of students assessed will perform at proficiency level.		Yes
List and describe departmental responsibilities to guest, employees and asset protection, protection of funds, and media relations including safety issues in the swimming pool, health, fitness services and security reports and records. 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 - 07/29/2015 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes	07/31/2015 - Proficiency level was attained, no changes will be made to the course delivery and assessment tool at this time.		2014 - 2015 (Spring 2015)
Related Documents: TH 217 Final Exam CLO 1-5 SP 2015.pdf			

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 05/26/2014 - 71.42% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 217 Final Exam Spring 2014.pdf	05/26/2014 - No action needed at this time as the expected outcome has been met.		2013 - 2014 (Spring 2014)