Assessment Impact by Course Objectives
Palau Community College
Program (TH) - Tourism and Hospitality (THFB, THHM, THHO & THTS)

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CLO: TH 222 - Managing for Quality in the Hospitality Industry: CLO 1

Identify and describe the principles for Managing Hospitality Service and guest experiences.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

CLO Status: Active

Means of Assessment			
Means of Assessment	**Expected Student Performance**	**Notes**	**Active**
Identify and describe the roles and functions of management. Compare/Contrast roles and functions in the service industry from the manufacturing industry. - **Signature assignment:** Test	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	**Use of Results**	**Follow-Up**	**Semester Assessed**
Test - 12/10/2015 - 100 % of the students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 CLO #1.PDF	12/10/2015 - Will continue to have students involved in reading and involved in events and other activities.		2015-2016 (Fall 2015)
Test - 01/22/2014 - 100% of thes students assessed performed at proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 Test.pdf th222_test#2.pdf TH222-3.pdf Final Project.pdf	01/22/2014 - Course remains as is.		2013 - 2014 (Fall 2013)

CLO: TH 222 - Managing for Quality in the Hospitality Industry: CLO 2

Use the principles learned to guide in a diagramming hospitality organization, describe the Hospitality serve, train, motivate and empower employees or staff.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

CLO Status: Active

Means of Assessment

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
Identify, describe, and plan for hospitality service. Describe the elements of services—basics of WOW!, planning to meet expectations, and setting the scene. **Signature assignment:** Test	70% of the students assessed will perform at the proficiency level.		Yes
Identify, describe, and plan for hospitality service. Describe the elements of services—basics of WOW!, planning to meet expectations, and setting the scene. **Signature assignment:** Project	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Project - 12/10/2015 - 100% of these students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 CLO #2 Project.PDF	01/08/2016 - Students were able to attend functions and gain knowledge.		2015-2016 (Fall 2015)
Test - 12/10/2015 - 100 % of these students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 CLO #2.PDF	12/10/2015 - My next project would actually have students interview Professionals for their projects.		2015-2016 (Fall 2015)
Project - 01/28/2014 - 100% of students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** Final Project.pdf	01/28/2014 - Course will remain at same level. Opportunities to enhance or develop critical thinking skills will be explored and incorporated.		2013 - 2014 (Fall 2013)
Test - 01/22/2014 - 100% of students assessed performed at proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** th222_test#2.pdf	01/22/2014 - Course remains as is.		2013 - 2014 (Fall 2013)

CLO: TH 222 - Managing for Quality in the Hospitality Industry: CLO 3

Identify and describe major concerns regarding quality service delivery in the hospitality management.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

CLO Status: Active

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active

<table>
<tr><th colspan="4" align="center">Means of Assessment</th></tr>
<tr><th>Means of Assessment</th><th>Expected Student Performance</th><th>Notes</th><th>Active</th></tr>
<tr>
<td>Explain how hospitality organization select, train, motivate, and empower the service staff. Describe the importance of having the right people to deliver the right experience.

Signature assignment:
Test</td>
<td>70% of the students assessed will perform at the proficiency level.</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Explain how hospitality organization select, train, motivate, and empower the service staff. Describe the importance of having the right people to deliver the right experience.

Signature assignment:
Project</td>
<td>70% of the students assessed will perform at the proficiency level.</td>
<td></td>
<td>Yes</td>
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</table>

<table>
<tr><th colspan="4" align="center">Results</th></tr>
<tr><th>Summary of Data Collected</th><th>Use of Results</th><th>Follow-Up</th><th>Semester Assessed</th></tr>
<tr>
<td>Project - 01/08/2016 - 100 % of students assessed performed at the proficiency level.
Expected Student Performance Met:
Yes

Related Documents:
TH 222 CLO #3 Project.PDF</td>
<td>01/08/2016 - Students were able to apply what they have gained from this class on their project and presentation.</td>
<td></td>
<td>2015-2016 (Fall 2015)</td>
</tr>
<tr>
<td>Test - 01/08/2016 - 100% of the students assessed performed at the proficiency level.
Expected Student Performance Met:
Yes

Related Documents:
TH 222 CLO #3.PDF</td>
<td>01/08/2016 - Students were able to apply what they learned from the course.</td>
<td></td>
<td>2015-2016 (Fall 2015)</td>
</tr>
<tr>
<td>Project - 01/28/2014 - 100% of student assessed performed at the proficiency level.
Expected Student Performance Met:
Yes

Related Documents:
Final Project.pdf</td>
<td>01/28/2014 - Course content will remain as same level.
Opportunities to develop and enhance critical thinking skills will be further explored and/or emphasized.</td>
<td></td>
<td>2013 - 2014 (Fall 2013)</td>
</tr>
<tr>
<td>Test - 01/28/2014 - 100% of the students assessed performed at the proficiency level.
Expected Student Performance Met:
Yes

Related Documents:
TH222-3.pdf</td>
<td>01/28/2014 - Course will remain as is.</td>
<td></td>
<td>2013 - 2014 (Fall 2013)</td>
</tr>
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CLO: TH 222 - Managing for Quality in the Hospitality Industry: CLO 4

Define and develop the organizational culture of hospitality industry where everyone serves.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

CLO Status: Active

Means of Assessment

Means of Assessment	Expected Student Performance	Notes	Active
Define, develop, and communicate hospitality service. Design a service delivery system that is effective or efficient (or both) in meeting and maybe exceeding guest expectations. **Signature assignment:** Test	70% of the students assessed will perform at the proficiency level.		Yes
Define, develop, and communicate hospitality service. Design a service delivery system that is effective or efficient (or both) in meeting and maybe exceeding guest expectations. **Signature assignment:** Project	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Project - 12/10/2015 - 100% of these students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 CLO #4 Project.PDF TH 222 CLO #4 Project PG. 2.PDF	12/10/2015 - Have students interview professionals.		2015-2016 (Fall 2015)
Test - 12/10/2015 - 100 % of the students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 CLO #4.PDF	12/10/2015 - Next plan is to have students more involved in activities and events.		2015-2016 (Fall 2015)
Project - 01/28/2014 - 100% of the students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** Final Project.pdf	01/28/2014 - Course content and material will remain at same level. Design assessment to better assess the critical thinking level/skills.		2013 - 2014 (Fall 2013)
Test - 01/28/2014 - 100% of the students assessed performed at the proficiency level. **Expected Student Performance Met:** Yes **Related Documents:** TH 222 Test.pdf TH222-3.pdf	01/28/2014 - Course will remain as is.		2013 - 2014 (Fall 2013)