

Assessment Impact by Course Objectives

Palau Community College

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

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CLO: TH 201 - Dining Room & Beverage Operations: CLO 1

Identify sources of information about the restaurant, both beverage operation and dining room operation.

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 information required to fulfill daily activities associated with the job role. Signature assignment: Midterm Exam	70% of the students assessed will perform at the proficiency level.		Yes
Identify and explain suitable sources of the required information on food and beverage and dining room operation. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 79% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 FINAL CLO# 1.PDF	01/08/2016 - Have students attend more functions so they can apply what they have learned in class and have a better understanding of the course.		2015-2016 (Fall 2015)
Midterm Exam - 12/11/2015 - 80% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 Midterm Fall 2015.PDF	12/11/2015 - My next test would just be short answers.		2015-2016 (Fall 2015)
Final Exam - 12/29/2014 - 90% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: Fall 2014 - TH 201 - Final Examination.xps	12/29/2014 - course content will remain as is.		2014 - 2015 (Fall 2014)
Midterm Exam - 12/29/2014 - 57% of students performed at the proficiency level. Expected Student Performance Met:	12/29/2014 - Comprehension skills and hands-on activities will be incorporated to encourage and/or reinforce student learning success.		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No			
Related Documents: TH 201 Midterm Exam Fall 2014.pdf			
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level			2013 - 2014 (Fall 2013)
Expected Student Performance Met: Yes			
Related Documents: TH 201.pdf			

CLO: TH 201 - Dining Room & Beverage Operations: CLO 2

Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and explain food safety and sanitation procedures, personal hygiene and personal presentation. Signature assignment: Midterm Exam	70% of the students assessed will perform at the proficiency level.		Yes
Enumerate and discuss occupational health, safety and sanitation procedures, personal hygiene and personal presentation. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 100 % of students assessed performed at the proficiency level. Expected Student Performance Met: Yes	01/08/2016 - Have a guest speaker go over how important food handling is.		2015-2016 (Fall 2015)
Related Documents: TH 201 FINAL CLO# 2.PDF			
Midterm Exam - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes	01/08/2016 - My next plan of action is to invite someone from the Sanitation Office as a guest speaker to give them a presentation on food handling.		2015-2016 (Fall 2015)
Related Documents: TH 201 Midterm Fall 2015.PDF			
Final Exam - 01/05/2015 - 90% of students assessed performed at the proficiency level. Expected Student Performance Met:	01/05/2015 - Course content will remain as is.		2014 - 2015 (Fall 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Yes			
Related Documents: Fall 2014 - TH 201 - Final Examination.xps			
Midterm Exam - 12/29/2014 - 57% of students assessed performed at the proficiency level. Expected Student Performance Met: No	01/05/2015 - Course content delivery and increase of content delivery will be considered to reinforce student learning success.		2014 - 2015 (Fall 2014)
Related Documents: TH 201 Midterm Exam Fall 2014.pdf			
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level Expected Student Performance Met: Yes			2013 - 2014 (Fall 2013)
Related Documents: TH 201.pdf			

CLO: TH 201 - Dining Room & Beverage Operations: CLO 3

Menus – Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Draft Menu Book Power Point presentation Signature assignment: Midterm Exam	70% of the students assessed will perform at the proficiency level.		Yes
Final project presentation with evaluation. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes
Teacher/student evaluation in hard copy with their signature binder and cover page. Signature assignment: Final 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
Final Project - 01/08/2016 - 95% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes	01/08/2016 - Next plan is to have students do more research and visit restaurants and go over their menu to be more creative.		2015-2016 (Fall 2015)
Related Documents:			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
TH 201 Project FALL 2015.PDF			
Final Project - 01/08/2016 - 95% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes	01/08/2016 - Next plan is to have more students be more creative with their menu.		2015-2016 (Fall 2015)
Final Exam - 01/08/2016 - 75% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 FINAL CLO# 3.PDF	01/08/2016 - My next plan is to have students go to restaurants and go over menus to get a better idea and be more creative.		2015-2016 (Fall 2015)
Midterm Exam - 12/11/2015 - 80% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 Midterm Fall 2015.PDF	12/11/2015 - My next test would just be short answers.		2015-2016 (Fall 2015)
Midterm Exam - 01/05/2015 - 50% of students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: TH 201 Midterm Exam Fall 2014.pdf	01/05/2015 - Course content delivery, methods of delivery, and increase of practical applications will be considered to support student learning success.		2014 - 2015 (Fall 2014)
Final Exam - 12/22/2014 - 90% of students assessed performed at proficiency level Expected Student Performance Met: Yes Related Documents: TH 201 Final Exam Fall 2014.pdf Menus.zip	12/22/2014 - Course will remain as is.		2014 - 2015 (Fall 2014)
Final Project - 12/22/2014 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes	12/22/2014 - No changes will be made to this course learning objective.		2014 - 2015 (Fall 2014)
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level Expected Student Performance Met: Yes Related Documents: TH 201.pdf			2013 - 2014 (Fall 2013)

CLO: TH 201 - Dining Room & Beverage Operations: CLO 4

Prepare Dining Room for service.

- a. Check dining room and customer facilities for cleanliness before the service begin.

- b. Prepare dining room environment and adjusted to insure comfort and ambience to suit customer need.
- c. Set up tables and chairs in accordance with the house rules, customer requests, convenience and safety.
- d. Menu variations and special of the day are verified with the kitchen staff based on the restaurant guidelines.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Practical - Dining/restaurant area and customer facilities are checked for cleanliness prior to service, corrective actions are taken when required; set up furniture in accordance with the establishment requirements, bookings, customer requests, convenience and safety. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 95% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 FINAL CLO# 4.PDF	01/08/2016 - Next plan is to have this class involved in more event such as setups and cleanups to be a part of the class to gain a better understanding.		2015-2016 (Fall 2015)
Final Exam - 01/05/2015 - 90% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes	01/05/2015 - Course content will remain as is.		2014 - 2015 (Fall 2014)
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201.pdf			2013 - 2014 (Fall 2013)

CLO: TH 201 - Dining Room & Beverage Operations: CLO 5

Welcome guests, customers and take and process orders.

- a. Welcome guests/customers on arrival.
- b. Checked reservations.
- c. Escort guests and seated according to requested station/table.
- d. Present menu and beverage lists to guests.
- e. Take orders properly and accurately.
- f. Suggestions to customers are made to assist with meal selection and to increase sales.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Practical - Customers are welcomed on arrival in accordance with establishment customer service standards; customers are escorted and seated according to table allocations; menus and drink list are presented to customers; and process customer orders. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 95% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 FINAL CLO# 5.PDF	01/08/2016 - These students were only able to go out on a field trip to a restaurant and observe. Next plan is to have them more involved in the class activities and club events.		2015-2016 (Fall 2015)
Final Exam - 01/05/2015 - 90% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 Final Exam Fall 2014.pdf	01/05/2015 - Course will remain as is.		2014 - 2015 (Fall 2014)
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level Expected Student Performance Met: Yes Related Documents: TH 201.pdf			2013 - 2014 (Fall 2013)

CLO: TH 201 - Dining Room & Beverage Operations: CLO 6

- Serve and clear food and beverages. Legal issues in serving alcoholic beverages to minor must be emphasize.
- Pick up food and beverage ordered from the service areas, checked and present or serve to the customer safely.
 - Flow of service and meal delivery is monitored in accordance with the establishment procedures.
 - Delays and deficiencies in service is recognized and followed up promptly for a smooth service.
 - Guest check are prepared, presented and processed in accordance with the house rules.
 - Tables are cleared with crockery and cutlery at the appropriate time with limited disruption to customer.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

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 the legal issues in serving alcoholic beverages to minors; describe the correct way to serve and clear food and beverages with limited disruption to guest; and present and process guest check in accordance with house rules. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 95% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201 FINAL CLO# 6.PDF	01/08/2016 - Next plan of action is to have students attend events and make it a part of the class.		2015-2016 (Fall 2015)
Final Exam - 01/05/2015 - 90% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: Fall 2014 - TH 201 - Final Examination.xps			2014 - 2015 (Fall 2014)
Final Exam - 01/10/2014 - 85% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 201.pdf			2013 - 2014 (Fall 2013)