

Assessment Impact by Course Objectives

Palau Community College

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

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

CLO: TH 219 - Human Resources Management: CLO 1

Study, discuss and compare the ROP labor law to that of US Civil Rights laws and other regulations. In addition, identify and understand rules that businesses, companies and hospitality industry follow to hire foreign or guest workers.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
<p>Explain the Republic of Palau, PNC Title 30 (Labor Laws) and Identify rights of resident workers as well as foreigners (guest workers) under the Labor Laws. In addition, describe the Minimum Wage Law and applications of a step by step process to obtaining work permit.</p> <p>Signature assignment: Test</p>	70% of the students assessed will perform at the proficiency level.		Yes
<p>Explain the Republic of Palau, PNC Title 30 (Labor Laws) and Identify rights of resident workers as well as foreigners (guest workers) under the Labor Laws. In addition, describe the Minimum Wage Law and applications of a step by step process to obtaining work permit; Review and compare ROP Labor Laws with that of US Civil Rights Laws and define key terms such as EEO, Discrimination, Disability Act, Sexual Harassment, and Drug Free Workplace with their implications in the two countries.</p> <p>Signature assignment: Midterm Exam</p>	70% of the students assessed will perform at the proficiency level.		Yes
<p>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.</p> <p>Signature assignment: Test</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>Midterm Exam - 06/02/2015 - 90 % of the students assessed performed at the proficiency level.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: CLO # 1-3 MIDTERM.pdf</p>	06/02/2015 - The expected students performance of 90% was met; however, students are encourage to be more involved in class activities to help boost their self-esteem to be able to speak comfortably in front of others.		2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Test - 06/02/2015 - 70 % of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 1 & 2 CH. 1 TEST.pdf	06/02/2015 - The expected students performance of 70% was met; however, students are encouraged to be more involved in class activities to help boost their self-esteem to be able to speak comfortably in front of others. What I think would have helped these students was to bring in a Guest Speaker but due to the class time which was very late in the day and early evening hours, I wasn't able to bring in a Guest Speaker.		2014 - 2015 (Spring 2015)
Midterm Exam - 05/28/2014 - 100% of the students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Final Exam Marked Spring 2014.pdf	05/28/2014 - 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 the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Labor Laws Test CLO 1 2 5 Spring 2014.pdf	05/26/2014 - No changes needed.		2013 - 2014 (Spring 2014)

CLO: TH 219 - Human Resources Management: CLO 2

Explain the importance of Job analysis and Job design, and describe the process of planning, recruiting, selecting, orienting and socializing new employees.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Review and compare the Civil Rights Laws of the United States with the Republic of Palau Labor Laws. In the discussion, students will explain the Equal Employment Opportunity, Discrimination, Disability Act, Sexual Harassment, and Drug Free Workplace and their implications to employees in the Republic of Palau. 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>Explain the Republic of Palau, PNC Title 30 (Labor Laws) and Identify rights of resident workers as well as foreigners (guest workers) under the Labor Laws. In addition, describe the Minimum Wage Law and applications of a step by step process to obtaining work permit; Review and compare ROP Labor Laws with that of US Civil Rights Laws and define key terms such as EEO, Discrimination, Disability Act, Sexual Harassment, and Drug Free Workplace with their implications in the two countries.</p> <p>Signature assignment: Midterm Exam</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>Midterm Exam - 06/02/2015 - 84 % of the students assessed performed at the proficiency level.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: CLO # 1-3 MIDTERM.pdf</p>	06/02/2015 - 84 % of the students assessed performed at the proficiency level. More time should be spent on the Civil Rights Laws as well as the Palau laws for these students to learn more about the Palau laws but it was hard to teach Palau Labor Laws since the last update of the PNC was in 2005 which is outdated.		2014 - 2015 (Spring 2015)
<p>Test - 06/02/2015 - 88 % of the students assessed performed at the proficiency level.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: CLO # 1 & 2 CH. 1 TEST.pdf</p>	06/02/2015 - 88 % of these students assessed performed at the proficiency level. Most of these students haven't had job experience so they can't really relate to real life experience in the workplace. By bringing in a Guest Speaker with experience and knowledge of the workforce, I think it would have given these students an idea of how it is in the US and Palau.		2014 - 2015 (Spring 2015)
<p>Test - 05/26/2014 - 70% of the students assessed performed at the proficiency level.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: TH 219 Labor Laws Test CLO 1 2 5 Spring 2014.pdf</p>	05/26/2014 - Students assessed immediately after course delivery show higher results than when re-assessed later. Need to evaluate method of delivery and assessment to improve student performance levels.		2013 - 2014 (Spring 2014)
<p>Test - 05/26/2014 - 90% of the students assessed performed at the proficiency level.</p> <p>Expected Student Performance Met: Yes</p> <p>Related Documents: TH 219 Final Exam Marked Spring 2014.pdf</p>	05/26/2014 - No changes needed.		2013 - 2014 (Spring 2014)

CLO: TH 219 - Human Resources Management: CLO 3

Identify and explain the importance of employee training, incentive and benefits disciplinary methods and termination policy.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Identify and describe knowledge and key managerial skills of Human Resources Manager, Leader and/or Supervisor. In addition, describe the important roles and functions of Human Resources in areas of planning, recruiting, selecting, handling personnel records and issues with special emphasis on building interpersonal relations and Teamwork. 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 - 06/02/2015 - 70% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 1-3 MIDTERM.pdf	06/02/2015 - By adding more in-class activities or Guest Speakers, this might have helped these students get a better understanding in this area.		2014 - 2015 (Spring 2015)
Test - 06/02/2015 - 77% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 3 CH. 2 TEST.pdf	06/02/2015 - By giving more class activities, I think these students would learn more and improve in this area and if we would have had Guest Speakers or field trips, it would have helped.		2014 - 2015 (Spring 2015)
Test - 05/26/2014 - 70% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Final Exam Marked Spring 2014.pdf	05/26/2014 - Students assessed immediately after course delivery show higher results than when re-assessed later. Need to evaluate method of delivery and assessment to improve student performance levels.		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 219 Training and Orientation Test CLO 3 4 5 Spring 2014.pdf	05/26/2014 - No changes needed.		2013 - 2014 (Spring 2014)

CLO: TH 219 - Human Resources Management: CLO 4

Identify and describe performance appraisals, its functions, characteristics of effective appraisals, pitfalls to avoid, methods used in appraisals, and legal issues relating to performance appraisals.

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
Identify and explain the vital roles Human Resource Management plays in employees' orientation, socialization, trainings, benefits, personnel rules and regulations, disciplinary actions and termination of employees. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Research, interview, create and develop an orientation and socialization program as well as training development programs for a company or business of a student's choice. The project should have the following information and description as follows: •The nature of the business, name, location and owner. •property's orientation & socialization program •List of the material resources kit or package needed for the orientation and socialization program. •Explain the vital roles of orientation and socialization programs. •Identify and describe orientation techniques and training programs available for staff. •Explain the benefits and/or rewards for business, organization, agency and other establishments to conduct these programs. 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
Test - 06/02/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 4 CH. 7 TEST.pdf	06/02/2015 - No changes needed.		2014 - 2015 (Spring 2015)
Test - 06/02/2015 - 48% of the students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: CLO # 4 REACTION PAPER.pdf	06/02/2015 - 48% of the students assessed performed at the proficiency level. 3 out of 5 students were able to submit their papers while 2 of the students failed to submit their project. More time should be given to do such project.		2014 - 2015 (Spring 2015)
Test - 05/26/2014 - 70% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Final Exam Marked Spring 2014.pdf	05/26/2014 - Need to evaluate method of delivery and assessment to improve student performance levels.		2013 - 2014 (Spring 2014)
Test - 05/26/2014 - 100% of students assessed performed at proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Training and Orientation Test CLO 3 4 5 Spring 2014.pdf	05/26/2014 - No changes needed.		2013 - 2014 (Spring 2014)

CLO: TH 219 - Human Resources Management: CLO 5

Review and compare Standard Operating Procedures (SOP), which guide the establishment and staff to accomplish their goals and improve attitude toward work and each other.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Explain Standard Operating Procedures (SOP), which guides the hospitality establishment and staff to work to accomplish their goals and improve their attitudes toward work and each other. Signature assignment: Test	70% of the students assessed will perform at the proficiency level.		Yes
Research, interview, create and develop an orientation and socialization program as well as training development programs for a company or business of a student's choice. The project should have the following information and description as follows: <ul style="list-style-type: none"> •The nature of the business, name, location and owner. •property's orientation & socialization program •List of the material resources kit or package needed for the orientation and socialization program. •Explain the vital roles of orientation and socialization programs. •Identify and describe orientation techniques and training programs available for staff. •Explain the benefits and/or rewards for business, organization, agency and other establishments to conduct these programs. 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 - 06/02/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 5 REACTION PAPER.pdf	06/02/2015 - See CLO # 4 Final Projects		2014 - 2015 (Spring 2015)
Test - 06/02/2015 - 84 % of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO # 1-5 FINAL.pdf	06/02/2015 - No Changes needed.		2014 - 2015 (Spring 2015)
Test - 05/26/2014 - 70% of students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH 219 Final Exam Marked Spring 2014.pdf TH 219 Training and Orientation Test CLO 3 4 5 Spring 2014.pdf	05/26/2014 - Evaluate means of delivery and assessment to improve results.		2013 - 2014 (Spring 2014)

