

Program and Course Assessment Report for Spring 2012

Program Name: Hospitality and Tourism Education Department

Date: June 1, 2012 - Submitted by: Rosalie Fernandez

This report is an update based on the Spring and Fall of 2011 reports.

HOST TIMELINE:

Spring 2011 (2 or more sections being offered)

HOST 100, 101 and 170

All 9 of the HOST's Programs SLOs were assessed with 2 (7 & 8) determine as "NOT MET"

Fall 2011 (2 or more sections being offered)

HOST 152, 171, 290, 293

HOST Program SLOs that were "NOT MET" (7 & 8) in the Spring 2011 assessment were re-assessed based on improvements made to activities, rubrics and measurements and were determine to "MET EXPECTATIONS"

Spring 2012 (1 section being offered)

HOST 150, 154, 168, 256, 258,261, 265, 278

All fifteen of the HOST courses have had the course competencies completely assessed.

These course assessments gave us an opportunity to update our course competencies and to have a closer look at our methods of assessing these competencies. Several of our courses have or will be going through a curriculum review because of the results of these assessments. These course learning reports will continue to be a working document as we work on rubrics and additional

assignments that can better assess the course competencies. We will now create a 5-year time line and schedule to revisit these assessments.

Course Assessment Plan:

Additionally, I submitted to Sally Pestana, on April 19, 2012 fifteen Course Assessment Plans covering each of the HOST courses. A copy of the CAP's can also be found under resources in the HOST Department Laulima site.

Course Learning Reports:

In March of 2012 the Program and Course Assessment Report was revised to include a column for program student learning outcomes and renamed the Course Learning Report:

Please find below the Course Learning Reports for HOST 150, 154, 168, 256, 258,261, 265 and 278 that include a summary of each assessment

The following Student Learning Outcome Legend can be used for all of the Course Learning Reports:

PROGRAM SLOs Legend

1. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
2. Apply the concepts and skills necessary to achieve guest satisfaction.
3. Demonstrate leadership and teamwork to achieve common goals.
4. Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
5. Communicate effectively and confidently in the classroom, community and industry.

6. Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
7. Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers.

Course Learning Report

Course: HOST 150 Housekeeping Operations

Date: Spring 2012

Author: One Instructor

Summary: All twelve competencies were assessed, and expectations were met. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in fall of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2017.

PROGRAM OUTCOME <i>Refer Legend below</i>	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
1,3,9	Competency 1 Plan the tasks and responsibilities carried out in various	WHAT: In Class Task HOW: Practicum/Quiz WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: 19 out of 20 students or 95% achieved 70%. One student did	Action: None Competencies and a course review was completed and approved in

	housekeeping positions.			not achieve due to missing 10 out of 14 quizzes, and 1 out of 2 practicums.	Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
3,6	Competency 2 Unite inter/intra departmental relationships with Hawaiian/host culture values	WHAT: In Class Assignment HOW: Group Project WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: 19 out of 20 students or 95% achieved 70%. One student did not achieve due to missing 10 out of 14 quizzes, and 1 out of 2 practicums.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
4,6,7	Competency 3 Analyze the personal attitudes, characteristics, and work practices.	WHAT: In Class Task HOW: Practicum/Observation WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1	Competency 4 Demonstrate and perform proper institutional cleaning procedures.	WHAT: In Class Task HOW: Practicum/Quiz/Observation WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum

					update by 2017.
8,9	Competency 5 Operate general housekeeping equipment.	WHAT: In Class Task HOW: Practicum/Observation WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,6,8	Competency 6 Plan the housekeeper's role in facility renovation and rehabilitation activities.	WHAT: In Class Task HOW: Practicum/Quiz WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8	Competency 7 Set up linen and uniform room operations and controls	WHAT: In Class Task HOW: Practicum/Quiz WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8	Competency 8 Design and set up the on-premise	WHAT: In Class Task HOW: Practicum/Quiz/Observation WHO: Instructor	EXPECTED: 70% of the students to achieve a 70% or	Results: All 20 students achieved above	Action: None Competencies and a course review

	laundry activities.	WHEN: Throughout Semester	higher	70%.	was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
8	Competency 9 Identify and determine appropriate application of the best practices of sustainability within the hotel and housekeeping operations	WHAT: Project HOW: Quiz/Research WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,5,6,7	Competency 10 Critique the techniques for recruiting, selecting, training, scheduling, and motivating.	WHAT: Project HOW: Quiz/Research/Observation WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: All 20 students achieved above 70%.	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8	Competency 11 Select appropriate chemicals, safety practices and loss control prevention activities.	HOW: Practicum/Quiz/Observation/Research/ Final Exam WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: 18 out of 20 students or 90% achieved 70%. Two students did not achieve due to missing the Final	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for

				Exam – One dropped class, the other returned to home country India.	Spring 2015 with Curriculum update by 2017.
1,9	Competency 12 Plan the budgeting and record-keeping activities.	WHAT: In Class Task HOW: Quiz/ Final Exam WHO: Instructor WHEN: Throughout Semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: 18 out of 20 students or 90% achieved 70%. Two students did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.

Course Learning Report

Course: HOST 154 Food & Beverage Operations
Date: Spring 2012
Author: One Instructor

Summary: All eleven competencies were assessed, and expectations were met. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in fall of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2017.

PROGRAM OUTCOME <i>Refer Legend below</i>	COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
1,2,5,6,7	#1 Assess quality service	WHAT: In Class Task HOW: Team Project WHO: Instructor	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: All 27 students	Action: None Competencies and a course review was

	to guests	WHEN: Throughout semester		achieved above 70%	completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
8,9	#2 Define recent trends in the hospitality industry and apply them to the food and beverage sector	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,6,8,9	#3 Assemble a marketing plan for a food and/or beverage operation	WHAT: In Class Task HOW: Exams, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: All 27 students achieved above 70%	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,9	#4 Apply sound nutrition principles in menu planning that meets the wants/needs of today's guests	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for

					Spring 2015 with Curriculum update by 2017.
1,8,9	#5 Design a sanitation and safety program as it pertains to guests, employees, equipment and facilities	WHAT: In Class Task HOW: Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: All 27 students achieved above 70%	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,3,4	#6 Illustrate the appropriate processes, policies and safeguards in the purchasing, production, and service of food and beverage operations	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,4,9	#7 Demonstrate the basic accounting techniques as they apply to food and beverage operations	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.

1,8,9	#8 Compose the equipment layout of a food and beverage operation that meets the standards of operational efficiency and profitability.	WHAT: In Class Task HOW: Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,9	#9 Calculate and assess the various cost, revenue, and profit ratios that are essential in the successful operation of a food and beverage establishment	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2	#10 Develop a menu that applies principles of sound costing and pricing, meets guest interests and, is consistent with current trends.	WHAT: In Class Task HOW: Exams, Final Exam, Team Project WHO: Instructor WHEN: Throughout semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 26 students or 96% achieved above 70% 1 student did not achieve due to missing the Final Exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8	#11 Propose programs and	WHAT: In Class Task HOW: Team Project	EXPECTED: 70% of the students to achieve a	RESULTS: 26 students or 96%	Action: None Competencies and a

	processes that are applicable within the food and beverage industry that represent the best practices of sustainability	WHO: Instructor WHEN: Throughout semester	70% or higher	achieved above 70% 1 student did not achieve due to missing the Final Exam	course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
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Course Learning Report

COURSE: HOST 168 Tour Directing

SEMESTER: Spring 2012

AUTHOR: One Instructor

Summary: All eleven competencies were assessed, and expectations were met. However more assessment methods will be considered including the creation of more rubrics. This course will be submitted to curriculum central for a course competency and 5 year course review update by the fall of 2013. A course learning report should be updated by spring 2015.

PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
9	#1 Identify career opportunities in the Travel and Tourism Industry	What: 1. Quiz #1 How: 1. 20-point quiz Who : Instructor When: 1. Week three	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 96% of the students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 1

		2. First 1/3 of semester.			Date: Fall 2012
2,3,4, 6,7,9	#2 Profile the traits and skills needed to be a successful tour leader.	What: 1. Quiz #1 2. KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour How: 1. 20-point quiz 2. Oahu Bus Tour Score Who : Instructor When: 1. Week four 2. First 1/3 of semester 3. First 1/3 of semester.	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 94% of the students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 1 Aloha Rubric Assessment form created for future grading/ Assessment of each tour Date: Fall 2012
3,9	#3 List the role and function of various types of Guides, including multi-day Tour Leaders.	What: 1. Quiz #1 and #2 2. KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour How: 1. 20-point quiz 2. 25-point quiz 3. Oahu Bus Tour Score Who : Instructor	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 93% of the students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 1 & 2 Aloha Rubric Assessment form created for future

		<p>When:</p> <ol style="list-style-type: none"> 1. Week 4 and week six 2. First 1/3 of semester; and second 2/3 of semester 			<p>grading/assessment of each tour</p> <p>Date:</p> <p>Fall 2012</p>
1, 3,4,5,6,9	<p>#4</p> <p>Discuss strategies for managing tour group behaviors.</p>	<p>What:</p> <ol style="list-style-type: none"> 1. Quiz #2 2. KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour <p>How:</p> <ol style="list-style-type: none"> 1. 25-point quiz 2. Oahu Bus Tour Score <p>Who : Instructor</p> <p>When:</p> <ol style="list-style-type: none"> 1. Week 6 2. Second 2/3 of semester 	<p>EXPECTED: 70% of the students to achieve a 70% or higher</p>	<p>Results:</p> <p>Excellent Results</p> <p>91% of the students achieved 70% or higher</p>	<p>Action:</p> <p>Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 2</p> <p>Aloha Rubric Assessment form created for future grading/ Assessment of each tour</p> <p>Date:</p> <p>Fall 2012</p>
2,3,4,5,6,9	<p>#5</p> <p>Interact with tour suppliers (airlines, hotels, ground operators) to assure that guest expectations and</p>	<p>What:</p> <ol style="list-style-type: none"> 1. Guest speakers Discussion question 2. Oahu Bus Tour <p>How:</p> <ol style="list-style-type: none"> 1. Oahu Bus Tour Score <p>Who : Instructor</p> <p>When:</p>	<p>EXPECTED: 70% of the students to achieve a 70% or higher</p>	<p>Results:</p> <p>Excellent Results</p> <p>93% of the students achieved 70% or higher</p>	<p>Action:</p> <p>Daily pre and post 5 point assessment scores will be tracked. Guest Speaker Discussion Question will</p>

	reservation arrangements are met.	1. Week eight 2. Week 5; and week 9			be tracked Aloha Rubric Assessment form created for future grading/ assessment of tour Date: Fall 2012
1,2,3,4,6,9	#6 Outline procedures for dealing with unexpected challenges (lost, damaged, or stolen client property; flight delays or cancellations; client illness, accidents, or deaths; hotel fires; and other emergencies).	What: 1. Quiz #2 How: 1. 25-point quiz Who : Instructor When: 1. Week 10 2. Second 2/3 of semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 90% of the students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 2 Date: Fall 2012

6,9	#7 Describe the principles for creating a successful tour itinerary	What: 1. Quiz #2 How: 1. 25-point quiz Who : Instructor When: 1. Week 10 2. Second 2/3 of semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 90% of the students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 2 Date: Fall 2012
9	#8 Review industry publications as reference material in tour escorting.	What: 1. Quiz #2 2 KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour How: 1. 25-point quiz 2. Oahu Bus Tour Score Who : Instructor When: 1. Week 10 2. Second 2/3 of semester	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 91% of students achieved 70% or higher	Action: Daily pre and post 5 point assessment scores will be tracked , in addition to Quiz 2 Aloha Rubric Assessment form created for future grading/ Assessment of each tour Date: Fall 2012
9	#9	What: 1. Quiz #2	EXPECTED: 70% of the students	Results: Excellent	Action: Daily pre and

	Prepare industry tour forms for lodging, food, transportation, and attractions.	<p>How: 1. 25-point quiz</p> <p>Who : Instructor</p> <p>When: 1. Week 10 2. Second 2/3 of semester</p>	to achieve a 70% or higher	Results 90% of students achieved 70% or higher	post 5 point assessment scores will be tracked , in addition to Quiz 2 Date: Fall 2012
2,4,5,6,7,8,9	#10 Provide interesting and accurate information about the language, history, culture and sites of Hawai'i.	<p>What: 1. Tour Guide Exam 2. KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour</p> <p>How: 1. 50-point Exam 2. Oahu Bus Tour Score</p> <p>Who : Instructor</p> <p>When: Final 3/3 of semester</p>	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 86% of the students achieved a 70% or higher	Action: Aloha Rubric Assessment form created for future grading/ Assessment of each tour Date: Fall 2012
2,4,5, 6, 9	#11 Demonstrate the ability to conduct walking and bus tours.	<p>What: 1. KCC Walking Tour, Waikiki Walking Tour, Downtown Walking Tour, Oahu Bus Tour</p> <p>How: 1. Oahu Bus Tour Score</p>	EXPECTED: 70% of the students to achieve a 70% or higher	Results: Excellent Results 93% of the students achieved a 70% or higher	Action: Aloha Rubric Assessment form created for future grading/ assessment of each tour

		Who: Instructor			Date: Fall 2012
		When: 1. Second 2/3 of semester 2. Final 3/3 of semester			

Course Learning Report

Course: HOST 256 Hospitality Accounting
 Date: Spring 2012
 Author: One Instructor

Summary: All ten competencies were assessed, and expectations were met. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in fall of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2017.

PROGRAM OUTCOME	COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
1,9	#1 Define basic accounting principles, terminology and concepts.	WHAT: In Class Task HOW: Exam, Final Exam WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,9	#2 Analyze the various	WHAT: In Class Task HOW: Exam, Final Exam	EXPECTED: 70% of the students to achieve a	RESULTS: 20 students out of 23	Action: None Competencies and a course review was

	forms of business formation.	WHO: Instructor WHEN: Mid & End sem	70% or higher	or 87% achieved 70%+. 3 students did not due to failing final exam	completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,9	#3 Prepare and analyze financial statements	WHAT: In Class Task HOW: Exam,Final Exam WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,3,5,6,7	#4 Create a Business Plan for an operating hospitality department.	WHAT: In Class Task HOW: Exam,Final Exam, Presentation WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8,9	#5 Identify expense accounting and controls used in travel/hospitality/food and beverage	WHAT: In Class Task HOW: Exam,Final Exam, Presentation, Papers WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for

	operations.				Spring 2015 with Curriculum update by 2017.
1,2,3,8,9	#6 Develop an operations budget for a housekeeping operating department.	WHAT: In Class Task HOW: Exam,Final Exam, Presentation, Papers WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,9	#7 Analyze controls procedures and activities for Labor, Supplies, Materials, Inventory.	WHAT: In Class Task HOW: Exam,Final Exam, Presentation, Papers WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,9	#8 Describe the accounting procedures for the various profit and support centers of a hospitality operation.	WHAT: In Class Task HOW: Exam,Final Exam, Papers WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.

1,9	#9 Synthesize budget preparation using zero-based and incremental techniques, and value analyses.	WHAT: In Class Task HOW: Exam,Final Exam, Presentation, Papers WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,8	#10 Justify cost variances for environmentally friendly products and activities.	WHAT: In Class Task HOW: Exam,Final Exam, Presentation WHO: Instructor WHEN: Mid & End sem	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 20 students out of 23 or 87% achieved 70%+. 3 students did not due to failing final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.

Course Learning Report

Course: HOST 258 – Hospitality & Tourism Marketing

Date: Spring 2012

Author: One Instructor

Summary: All twelve competencies were assessed, and expectations were met. However the instructor will be looking further into specific questions in a test that relate to the competencies and more exercises that can be used as an assessment. A course competency may be deleted or revised in the next curriculum update. This course was submitted and approved through curriculum central for a course

competency and 5 year course review update in the spring of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2016.

PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
1 & 9	Competency 1 Explain what marketing is; the unique nature of marketing with the manufacturing of service as the product of Hospitality and Tourism; and why marketing should be viewed as a philosophy not just a business function.	What, How & When: Progress Test One; First 4-weeks of the semester Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82% MET	Action: Identify specific questions from exam that specifically addresses competency Date: fall 2012 semester
1 & 8	Competency 2 Illustrate best practices of organizations within Hospitality and Tourism that demonstrate effective strategies to address the challenges of producing service as a product.	What, How & When: Progress Test One; First 4-weeks of the semester Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82% MET	Action: Identify specific questions from exam that specifically addresses competency Date: fall 2012 semester
1, 8 & 9	Competency 3 Select relevant trends in the macro-environments that are	What: Marketing Plan Project Presentation – Part One How & Who: Rubric;	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 83% MET	Action: Separate competency from other parts of the project grading

	influencing the strategic directions of organizations within Hospitality and Tourism.	Instructor When: In first 6-weeks of the semester			rubric Date: fall 2012 semester
1,2, 3, 5, 8 & 9	Competency 4 Create a marketing research plan, including defining the problem and research objective, implementing the plan, and interpreting and reporting findings.	What: Marketing Plan Project Presentation – Part One How & Who: Rubric; Instructor When: In first 6-weeks of the semester	Expected: Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 83% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester
1,2, & 6	Competency 5 Distinguish the major characteristics affecting consumer behavior, and apply some of the specific cultural, social, personal, and psychological factors that influence consumers in promotional initiatives.	What & How: Progress Test Two; exam question Who: Instructor When: First 8-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 87.2% MET	Action: Identify & measure specific questions from exam that specifically addresses competency Date: fall 2012 semester
2 & 6	Competency 6 Distinguish the major group markets that comprise the Hospitality and Tourism industry and assess the positive	What & How: Progress Test Two; exam question Who: Instructor When: First 8-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 87.2% MET	Action: Identify & measure specific questions from exam that specifically addresses competency Date: fall 2012

	attributes of each market				semester
1 & 6	Competency 7 Differentiate the various strategies to used segment markets; select specific markets based on the appraisal of the appropriate targeting strategies; and, apply the best positioning strategy that would provide a competitive advantage	What: Marketing Plan Project Presentation – Part Two How & Who: Rubric; Instructor When: In first 12-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 81.4% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester
1, 2, & 6	Competency 8 Separate the various product levels (core, facilitating, supporting, and augmented) that combine to deliver the holistic experience of the product to the guest.	What: Marketing Plan Project Presentation – Part Two How & Who: Rubric; Instructor When: In first 12-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 81.4% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester
1, 2, & 6	Competency 9 Detect the key aspects and conditions that define successful hospitality and tourism brands.	What: Marketing Plan Project Presentation – Part Two How & Who: Rubric; Instructor When: In first 12-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 81.4% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester
	Competency 10	What & How: Progress	Expected: 70% of	Results: 100% of	Action: Develop and

1 & 9	Calculate the price elasticity of demand and assess the level of quality and brand strength associated with the various services and products in the hospitality and tourism industry.	Test 3; Test questions calculation Who : Instructor When: In the first 12-weeks of the semester	students will achieve a level of 70% or higher	students achieved a level of 69.8% NOT MET	assess a specific in-class exercise for this specific competency Date: fall 2012
1 & 9	Competency 11 Calculate pricing for services and products in hospitality and tourism based on generally accepted industry pricing approaches.	What & How: Progress Test 3; Test questions calculation Who : Instructor When: In the first 12-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 69.8% NOT MET	Action: Develop and assess a specific in-class exercise for this specific competency Date: fall 2012
1	Competency 12 Compose a channel of distribution that would include the appropriate marketing intermediaries to connect/distribute hospitality and tourism services to the customer.	What: Not accessed How: Who : When:	Expected: N/A	Results: N/A	Action: Delete competency as while the topic is discussed this activity is not part of an exam or group project Date: fall 2012
1	Competency 13 Distinguish effective strategies in advertising, including	What: Marketing Plan Project Presentation – Part Three How & Who: Rubric;	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82.2% MET	Action: Separate competency from other parts of the project grading

	creating goals, objectives and budgets; creating the advertising message; selecting advertising media, and evaluating advertising effectiveness.	Instructor When: In first 16-weeks of the semester			rubric Date: fall 2012 semester
1, 2, & 9	Competency 14 Design a comprehensive public relations effort that involves the various public relations activities: press relations, product publicity, corporate communications, lobbying, counseling, and crisis management.	What: Marketing Plan Project Presentation – Part Three How & Who: Rubric; Instructor When: In first 16-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82.2% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester
1	Competency 15 Elaborate on the various strategies and steps for the effective representation and selling of service products in the hospitality and tourism industry: prospecting, qualifying, presenting,	What & How: Progress Test 4; Short answer and fill-in-the-blank test questions Who : Instructor When: In the first 16-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 78% MET	Action: Identify & measure specific questions from exam that specifically addresses competency Date: fall 2012 semester

	overcoming objections, closing and follow through.				
6	Competency 16 Illustrate how hospitality and tourism organizations have responded to the internet and other technologies with databases, direct and online marketing strategies.	What: Marketing Plan Project Presentation – Part Three How & Who: Rubric; Instructor When: In first 16-weeks of the semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82.2% MET	Action: Separate competency from other parts of the project grading rubric Date: fall 2012 semester

Course Learning Report

Course: HOST 261 Events Management
Date: Spring 2012
Author: One Instructor

Summary: All ten competencies were assessed, and expectations were met. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in fall of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2017.

PROGRAM OUTCOME <i>Refer Legend below</i>	COMPETENCY	ASSESSMENT METHOD	EXPECTED LEVEL OF ACHIEVEMENT	RESULTS OF ASSESSMENT	NEXT STEPS
1,2,5,6,9	#1 Identify the role of the Catering and Convention Services	WHAT: Test HOW: Final Exam WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the	Action: None Competencies and a course review was completed and approved in Fall

	Manager.			final exam	2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,3,4,5,6,9	#2 Explain how to effectively promote and market events.	WHAT: Test/Presentation HOW: Final Exam/Power Point Presentation WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,3,4,5,9	#3 Perform the steps of servicing functions, special events, and conventions.	WHAT:Test/Presentation HOW: Final Exam/ppt Presentation/Research Project WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,3,4,5,9	#4 Create effective meeting manifests, event resumes, and	WHAT: Test/Presentation HOW: Final Exam/ppt Presentation	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+	Action: None Competencies and a course review was completed and approved in Fall

	banquet event orders.	WHO: Instructor WHEN: End of Semester		2 students missed the final exam	2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2	#5 Identify the necessary support requirements.	WHAT: Test/Presentation HOW: Final Exam/ppt Presentation WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,3,5,9	#6 Analyze the coordination of multimedia and technology.	WHAT: Test HOW: Final Exam WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,3,4,5,6,9	#7 Analyze the complexity of the jobs of meeting planners	WHAT: Test/Presentation HOW: Final Exam/ppt Presentation	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+	Action: None Competencies and a course review was completed and approved in Fall

	and convention service managers.	WHO: Instructor WHEN: End of Semester		2 students missed the final exam	2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,3,4,5,9	#8 Synthesize all of the components required to plan and administer successful events.	WHAT: Test Presentation HOW: Final Exam/ppt Presentation WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70%+	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,9	#9 Demonstrate the techniques of making floor plans and table settings.	WHAT: Test/Presentation HOW: Final Exam/Power Point Presentation WHO: Instructor WHEN: End of Semester	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+ 2 students missed the final exam	Action: None Competencies and a course review was completed and approved in Fall 2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
1,2,6,7,8	#10 Select appropriate decorations that are environmentally	WHAT: Test/Presentation HOW: Final Exam/ppt Presentation/Research	EXPECTED: 70% of the students to achieve a 70% or higher	RESULTS: 22 students out of 24 or 92% achieved 70%+	Action: None Competencies and a course review was completed and approved in Fall

	friendly and reflect the host culture	Project WHO: Instructor WHEN: End of Semester		2 students missed the final exam	2012 Date: Next CLR for Spring 2015 with Curriculum update by 2017.
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Course Learning Report

Course: HOST 265 – Tourism Destination Development and Planning

Date: Spring 2012

Author: One Instructor

Summary: All twelve competencies were assessed, and expectations were met. However the instructor will be looking further into creating projects, assignments and rubrics to better assess come of competencies. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in the spring of 2011. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2016.

PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
1	Competency 1 Elaborate on the definitions of tourism as presented by the principle agencies, associations and organizations that define and develop tourism policy.	What, How & When: Mid-Term Exam; First 8-weeks of the semester Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82% MET	Action: Create a specific project that creates the opportunity to measure this specific competency Date: fall 2012 semester
	Competency 2	What: In-class project	Expected: 70% of	Results: 100% of	Action: NONE

1	Compare and contrast the costs and benefits of tourism, economically, environmentally, and socially/culturally in context of the various stakeholders (residents, visitors, owners/operators and government) of tourism.	How: Project Rubric When: Within first 2 weeks of class Who : Instructor	students will achieve a level of 70% or higher	students achieved a level of 86% MET	Date:
1	Competency 3 Calculate and assess the multiplier factor and economic impact of tourism for various destinations.	What: In-class project How: Project Rubric When: Within first 4weeks of class Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 84% MET	Action: NONE Date:
2	Competency 4 Distinguish the various factors that contribute to the motivation and propensity of individuals to travel.	What, How & When: Mid-Term Exam; First 8-weeks of the semester Who : Instructor	Expected: Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 82% MET	Action: Create a specific project that creates the opportunity to apply and measure this specific competency Date: fall 2012 semester
1	Competency 5 Describe the various associations and organizations that comprise the development and management of	What: Presentation Project One How: Rubric Who: Instructor When: First 4-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 100% of students achieved a level of 90% MET	Action: NONE Date:

	tourism internationally, nationally, regionally, and locally and explain the mission, goals and activities of each.				
1	Competency 6 Distinguish the key aspects that define the structure, elements and processes of developing policies that guides tourism.	What: In-class project with evaluation of the Hawai'i Tourism Authority Strategic Plan How: Project Rubric When: Within first 6-weeks of class Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 72% MET	Action: Improve criteria on Rubric to more clearly assess the comprehension of the concepts & the key elements of the HTA strategic plan Date: fall 2012 semester
1	Competency 7 Using a regression formula, and applying the appropriate factors, assess the strength of the correlation of the dependent variables to forecast demand for travel.	What: In-class project with worksheet How: Worksheet When: Within first 12-weeks of class Who : Instructor	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 87% MET	Action: NONE Date:
2 & 3	Competency 8 Illustrate successful examples of planning and development for tourism.	What: Presentation Project Three How: Rubric Who: Instructor When: First 12-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 86.8% MET	Action: NONE Date:
1	Competency 9 Detect the various	What, How & When: Mid-Term Exam; First	Expected: 70% of students will achieve a	Results: 100% of students achieved a	Action: Develop an in-class project to

	trends affecting the future and progress of tourism.	8-weeks of the semester Who : Instructor	level of 70% or higher	level of 82% MET	challenge students to research and determine significant trends and their impacts on tourism Date: fall 2012
2 & 5	Competency 10 Propose the principles, components and approaches that go into the development of resorts.	What: Presentation Project Three How: Rubric Who: Instructor When: First 12-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 86.8% MET	Action: NONE Date:
5 & 8	Competency 11 Elaborate on the social/cultural and environmental impacts, both positive and negative of tourism on a destination.	What: Presentation Project Four How: Rubric Who: Instructor When: First 16-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 87.6% MET	Action: Consider a reflection assignment based on guest speaker Date: fall 2012
1, 3 & 8	Competency 12 Distinguish the concepts and principles of sustainability (economic, environmental, and social/cultural) and appraise the best practices of destinations, resorts, and tourism	What: Presentation Project Four How: Rubric Who: Instructor When: First 16-weeks of semester	Expected: 70% of students will achieve a level of 70% or higher	Results: 95.6% of students achieved a level of 87.6% MET	Action: NONE Date:

operations.

Course Learning Report

Course: HOST 278 Travel and Tour Operations

Date: Spring 2012

Author: One Instructor

Summary: All nine competencies were assessed, and expectations were met. This course was submitted and approved through curriculum central for a course competency and 5 year course review update in spring of 2012. A course learning report should be updated by spring 2015 prior to the next Curriculum Central course review in fall of 2017.

PROGRAM OUTCOME	Competency	Assessment Method	Expected Level of Achievement	Results of Assessment	Next Steps *
1,9	#1 Outline the requirements which must be met by travel agencies, for ARC and IATA appointments	WHAT: Travel Agency Test WHAT: Final Exam HOW: Essay question on type of travel agency. HOW: Research Project Report and PowerPoint Presentation WHO: Instructor WHEN: First month of the semester	EXPECTED: 70% of the students to achieve a 70% or better.	Results: Expectations were met. Travel Agency Test: 17/19 achieved a 70% or higher. 2 students failed. Final Exam: 18/19 Passed with a 70% or better. One student has not attended class since 2/15.	Action: Curriculum Update Date: Spring 2012

		and end of the semester			
1,2,4,5,9	#2 Analyze the product lines of suppliers for retail and wholesale travel and explain the concept of preferred suppliers.	WHAT: Travel Agency Test WHAT: Final Exam HOW: Essay question on wholesale and retail agencies. HOW: Research Project Report and PowerPoint Presentation WHO: Instructor WHEN: First month of the semester and end of the semester	EXPECTED: 70% of the students to achieve a 70% or better.	RESULTS: Expectations were met. Travel Agency Test: 17/19 achieved a 70% or higher. 2 students failed. Final Exam: 18/19 Passed with a 70% or better. One student has not attended class since 2/15.	Action: Curriculum Update Date: Spring 2012

1,2,4,5,6,7,8,9	<p>#3</p> <p>Demonstrate professional and personable telephone etiquette and client service and to determine the travel wants and needs of the client.</p>	<p>WHAT: Test</p> <p>HOW: Essay Question on completing a sale scenario</p> <p>WHO: Instructor</p> <p>WHEN: Second month of the semester.</p>	<p>EXPECTED: 70% of the students to achieve a 70% or better.</p>	<p>RESULTS:</p> <p>Expectations were met.</p> <p>17/19 achieved a 70% or higher. 2 students failed.</p>	<p>Action:</p> <p>Curriculum Update Date: Spring 2012</p>
1,5,9	<p>#4</p> <p>Assess the impact the role of automation and internet presence has had on agency operations</p>	<p>WHAT: Final Exam</p> <p>HOW: Research Project Report and PowerPoint Presentation</p> <p>WHO: Instructor</p> <p>WHEN: End of the Semester</p>	<p>EXPECTED: 70% of the students to achieve a 70% or better.</p>	<p>RESULTS:</p> <p>Expectations were met.</p> <p>18/19 passed with a 70% or better. One student has not attended class since 2/15.</p>	<p>Action:</p> <p>Curriculum Update Date: Spring 2012</p>
1,2,5,9	<p>#5</p> <p>Construct and sell Amtrak, air segments, hotel, and cars on a computer reservations system</p>	<p>WHAT: Test</p> <p>HOW: PNR test on live Apollo and Amtrak</p> <p>WHO: Instructor</p>	<p>EXPECTED: 70% of the students to achieve a 70% or better.</p>	<p>RESULTS:</p> <p>Expectations were met.</p> <p>Amtrak test – 15/19 achieved a 70% or better. 4</p>	<p>Action:</p> <p>Curriculum Update Date: Spring 2012</p>

		<p>WHEN: Amtrak- First month of the semester</p> <p>Apollo - Last month of the semester</p>		<p>students failed.</p> <p>Apollo Test – 16/19 achieved a 70% or better. 2 students received a 69 and one student did not take the test.</p>	
All 1-9	<p>#6</p> <p>Assess the components of a tour and sell tour and cruise itineraries.</p>	<p>WHAT: Test</p> <p>HOW: Selling tours from a tour brochure and on-line</p> <p>WHO: Instructor</p> <p>WHEN: Third month of the semester</p>	<p>EXPECTED: 70% of the students to achieve a 70% or better.</p>	<p>RESULTS:</p> <p>Expectations were met.</p> <p>17/19 students achieved a 70% or better One student received a 68 and one student did not take the test.</p>	<p>Action: Curriculum Update Date: Spring 2012</p>
1,4,5	<p>#7</p> <p>Describe the Legal Aspects of Operating a Travel Company</p>	<p>WHAT: Test</p> <p>HOW: Essay Question on Discipline and Discrimination</p> <p>WHO: Instructor</p>	<p>EXPECTED: 70% of the students to achieve a 70% or better.</p>	<p>RESULTS:</p> <p>Expectations were met.</p> <p>17/19 achieved a 70% or higher. 2 students failed.</p>	<p>Action: Curriculum Update Date: Spring 2012</p>

		WHEN: Second month of the semester.			
1,2,4,5,6,9	#8 Assemble product lines, travel products and packages that are appropriate for the wants and needs of the client	WHAT: Test HOW: Essay Question on Completing a sale and finding the right product for the right customer WHO: Instructor WHEN: Second month of the semester.	EXPECTED: 70% of the students to achieve a 70% or better.	RESULTS: Expectations were met. 17/19 achieved a 70% or higher. 2 students failed.	Action: Curriculum Update Date: Spring 2012
1,2,4,5,6,9	#9 Apply the components of a complete sales cycle from qualifying the client to closing the transaction	WHAT: Test HOW: Essay Question on completing a sale scenario WHO: Instructor WHEN: Second month of the semester.	EXPECTED: 70% of the students to achieve a 70% or better.	RESULTS: Expectations were met. 17/19 achieved a 70% or higher. 2 students failed.	Action: Curriculum Update Date: Spring 2012