Assessment Report Worksheet #3

Hospitality and Tourism Management (HTM)   Fall 2011 to Spring 2012

Unit/Office/Program (3-1)	**Assessment Period Covered (3-2)**
( ) Formative Assessment (3-3)	Debra W. Perman, 10/5/2012
(X) Summative Assessment (3-4)	**Submitted by & Date Submitted (3-5)**
	Endorsed by: (3-5a)

Evaluation Question (Use a different form for each evaluation question)(3-6):

Q#1: Are students able to demonstrate professional lodging specific technical skills, supervisory techniques and management skills?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)): HTM170 Teaching Hotel Observation Sheet and HTM250 Supervisors' Evaluation Forms.

1a. Means of Unit Assessment & Criteria for Success (3-8):

Students were assessed based on written exams, quizzes and performance (Purple Inn- teaching laboratory)

The assessment tool used in performance is the rubric rating 4- Excellent, 3- Good, 2- Satisfactory, 1-Poor. Where; 4 Excellent – student actively works with partner to accomplish task. Works well, is on task and is a contributing member. 3 Good- student works with partner to accomplish task. Works well, is mostly on task, and contributing member with few needed cues from the teacher. 2 Satisfactory- students work with partner, but somewhat off task. His /her partner does a greater share of the work. 1 Poor- student is off task and contributes little to nothing to the group.

1b. Summary of Assessment Data Collected (3-9):
The following table summarized the results of data as collected:

Course	# of students	excellent	good	satisfactory	poor
HTM 170	11	3	4	4	0

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):
Students who are rated as satisfactory need more time to practice.
Submitted by: Anna Dela Cruz, Instructor for HTM170.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:
 Students were assessed based on performances (mock interview and field work) and their supervisor's evaluation.
Rating Scale:
5   Excellent (Students who passed the (mock interview & field work) with 90% -100% based on supervisors evaluation
4   Good   (Students who passed the(mock interview & field work)with 80%-89 % based on supervisors evaluation
3   Fair   (students who passed the (mock interview & field work) with 70-79% based on

supervisors evaluation

2   ***Poor***   *(students with 60-below during the(mock interview & field work)based on*
supervisors evaluation

1   ***Unacceptable (students that did poorly in all performances required in the course.***

1. JOB MASTERY
- *Shows good command and knowledge of all aspects of the job*
- *Recognizes what is expected and needed to be done and do it.*

2. COMMUNICATION
- *Speaks and listens in a way as clear as possible.*
- *Has a good command of English and uses the language when talking to guests.*

3. ATTENDANCE
- *Comes to work on time.*
- *Uses time as effectively as possible.*

4. COURTESY
- *Can get along well with guests and coworkers.*
- *Shows interest for the well-being of guests while in the premises.*

5. ATTITUDE TOWARD JOB:
- *Accepts corrections with a positive attitude.*
- *Willing to learn more from supervisor/manager.*
- *Focused and attentive to details in all facets of hotel/restaurant work.*

Successful completion of this objective will be indicated by more than 50% of students receiving a C grade or higher.

2b. Summary of Assessment Data Collected:
The following table is a summarized result of data collected

Course	Semester	# of student	Excellent	Good	Fair	Poor	Unacceptable
HTM 250	Su 11	4	0	75%		25%	0
	Fall 11	6	50%	16.7%	0	16.7%	16.7%

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Students who were rated poorly needs to improve on their skills on their job mastery, communication, attendance (time management), courtesy and attitude toward job. Students that were rated in unacceptable needs to complete their field work hours to get a better grade.
Submitted by: Joyce Roby, Instructor for HTM250

Evaluation Question (Use a different form for each evaluation question)(3-6):

Q#2. Are students able to demonstrate proper food service operations skills in a restaurant setting?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)): HTM 165 & HTM220 Student Surveys; HTM250 Supervisor's Evaluation

1a. Means of Unit Assessment & Criteria for Success (3-8):   HTM 165 A practical lessons is identified and also assess by written exams and quizzes. Prior to accessing student performances, all lessons are introduced to the students, practices is demonstrated by an instructor and each student were given a time to practice and participate in the kitchen.   Student's performances are evaluated by following the criteria such as dependability- were students able to arrive on time for work and made extra extra effort in performing kitchen chores without being told, skills- were students applying to practice all theoretical knowledge learned from class and students show creativity and innovativeness in preparing or cooking foods and work disposition- were students show positive disposition toward work, workplace and supervision and student show honesty in his/her time and duties. A-Excellent- refers to student performance that meets all requirements based on criteria, B-Good- refers to student performance that meet satisfactory meets all requirements based on criteria with limited assistance from instructor , C- Satisfactory- refers to student performance that meet some criteria, but somewhat off task and D- Failed - refers to student performance that failed to meet most requirements based on criteria

1b. Summary of Assessment Data Collected (3-9):

Course	# of students	excellent	good	satisfactory	Poor
HTM 165	14	4	6	4	0

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):
Modify courses to increase more time for the students to practice and master the skills.
Submitted by: Anna Dela Cruz, Instructor for HTM165

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11): HTM 165 & 220 Blue Plate Café Student Performance Evaluation

2a. Means of Unit Assessment & Criteria for Success: *Students were assessed based on quizzes, exams and performances (mock interview and field work) and their supervisor's evaluation.*   *Rating Scale:*   *5   Excellent (Students who passed quizzes, exams and the (mock interview & field work) with 90% -100% based on supervisors evaluation*   *4   Good (Students who passed quizzes, exams and the(mock interview & field work)with 80%-89 % based on supervisors evaluation*   *3   Fair (students who passed quizzes, exams and the (mock interview & field work) with 70-79% based on supervisors evaluation*   *2   Poor (students with 60-below during the(mock interview & field work)based on supervisors evaluation*   *1   Unacceptable (students that did poorly in all performances required in the course.*

1. *JOB MASTERY*
   - *Shows good command and knowledge of all aspects of the job*
   - *Recognizes what is expected and needed to be done and do it.*

2. *COMMUNICATION*
   - *Speaks and listens in a way as clear as possible.*
   - *Has a good command of English and uses the language when talking to guests.*

3. *ATTENDANCE*
   - *Comes to work on time.*
   - *Uses time as effectively as possible.*
4. *COURTESY*
   - *Can get along well with guests and coworkers.*
   - *Shows interest for the well-being of guests while in the premises.*
5. *ATTITUDE TOWARD JOB:*
   - *Accepts corrections with a positive attitude.*
   - *Willing to learn more from supervisor/manager.*
   - *Focused and attentive to details in all facets of hotel/restaurant work.*

2b. Summary of Assessment Data Collected:

Course	Semester	# of student	Excellent	Good	Fair	Poor	Unacceptable
HTM 250	Su 11	4	0	75%		25%	0
	Fall 11	6	50%	16.7%	0	16.7%	16.7%
HTM 220	Fall 11	9	0	10%	90%	0	0

Based on data collected for HTM 220, 100% of the class passed with C or better.

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:
   Based on data collected, students are able to demonstrate basic proper food service operation skills in a restaurant setting, but lack skills in initiative actions. Submitted by: Joyce Roby, Instructor for HTM220 & 250.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11): HTM 250 Performance Evaluation

3a. Means of Unit Assessment & Criteria for Success:
Successful completion of this objective will be indicated by more than 50% of students receiving a C grade or higher.

3b. Summary of Assessment Data Collected:
Based on data collected, 70% of the students in the year 2011 passed with C or better.

3c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Based on the result of data collected, students need to complete their field hours to improve their grades. It shows how their performances in the field outside of class really affect their grades. Submitted by: Joyce Roby, Instructor for HTM220 & 250.

Evaluation Question (Use a different form for each evaluation question)(3-6):

Q#3. Do the courses such as HTM 150, HTM165, HTM 170, HTM220, and HTM250 have the proper allotted contact hours for successful instructional delivery?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)): Course Level Assessments; Class Survey; Chair's Notes

1a. Means of Unit Assessment & Criteria for Success (3-8):
Assessment was based on informal interviews and surveys with division faculty teaching and students enrolled in the courses.

3b. Summary of Assessment Data Collected (3-9):

A. HTM165 (Food Fundamentals & Quantity Cooking & HTM220 (Food & Beverage Mgt.)
   Based on Actual Student Timesheets/Work-shift Schedules

   Lecture/Theory:

Criteria	<1hr	1hr	1.5hrs	2hrs	>2hrs
Preparation Time		X			
Delivery Time			X		

   Practical/Hands-on:

Criteria	<1hr	1hr	1.5hrs	2hrs	>2hrs
Preparation Time					x
Delivery Time				x	

B. HMT150 (Hospitality Supervision) & HTM170 (Front Office Management)

   Comments/Recommendations from teaching faculty: Both course contents overlap each other; as for HTM170, full utilization of the teaching hotel (Purple Inn) is rarely done due to limited of class time delivery.

C. HTM250 (Facilities Management and Practicum)

   Based on comment above for Q#2; 3a-c; and recommendations from teaching faculty and Site supervisors: Students need more application hours for the course,

3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):
HTM165 and HTM220 recommended to be converted into a lecture/lab course, or 4credit hour course to fully accommodate needed hours of preparation, delivery, and completion of the courses.

As for HTM150 & 170, recommended to merge into one course as HTM150 with selected course content of HTM170 to be incorporated or integrated accordingly. In addition, to also be converted into a 4 credit hour course to allow hands-on application.

For HTM250, recommended to increase practicum hours required for students to gain proper work experience.