

Unit Course Assessment Report - Four Column

College of Micronesia - FSM

A - instruction - Hospitality and Tourism Management (AS)

Mission Statement: The mission of the Hospitality and Tourism Management (HTM) AS degree program is to prepare students for employment and/or advancement in the industries of hospitality and tourism and/or for the pursuit of advanced degree(s) in hospitality and/or tourism by educating them in the fundamental concepts, knowledge, and laboratory/on-site practices and skills of hospitality and tourism.

Course Student Learning Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>A - instruction - Hospitality and Tourism Management (AS) - FL 160 - Situational Japanese for Hospitality and Tourism - CSLO#1 - Understand, explain and demonstrate Japanese language structure for the Restaurant setting. (Created By A - instruction - Hospitality and Tourism Management (AS))</p> <p>CSLO Assessment Cycle: 2012 - 2013 (Spring 2013)</p> <p>CSLO Status: Active</p>	<p>Assessment Strategy: Oral and written quizzes measuring listening skills and comprehension of advanced words and phrases.</p> <p>Assessment Type: Exam/Quiz - In Course</p> <p>Target: 100% with ratings of satisfactory, good, or exemplary.</p>	<p>09/24/2013 - 3/5 of students or 60% rated satisfactory or better.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/24/2013 - Teaching method needs to be modified to provide for more oral practices and demonstrations such as workshops and role playing in a restaurant setting.</p>
<p>A - instruction - Hospitality and Tourism Management (AS) - FL 160 - Situational Japanese for Hospitality and Tourism - CSLO#2 - Understand, explain and demonstrate Japanese language structure for the Hotel setting. (Created By A - instruction - Hospitality and Tourism Management (AS))</p> <p>CSLO Assessment Cycle: 2012 - 2013 (Spring 2013)</p> <p>CSLO Status: Active</p>	<p>Assessment Strategy: Demonstration tests including taking reservations, welcoming guests, and checking in/out of guests in a hotel setting.</p> <p>Assessment Type: Presentation/Performance</p> <p>Target: 100% with ratings of satisfactory, good, or exemplary.</p>	<p>09/24/2013 - 3/5 students or 60% rated excellent.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/24/2013 - In order for students to successfully carry on a conversation in Japanese for any hospitality setting, there is a need for extensive practice for both speaking and listening skills and continuous use of short dialogues in which the course does not provide for at this stage.</p>