

Review of Performance: (ELL20 Basic Japanese for Hospitality and Tourism, Fall 2013, 19 students)
 Submitted by: Akiko Kamikubo

| SLO# | Program SLO# | I, D, M | Reflection/Comment |
|--|--|---|--|
| 1.1 Identify and demonstrate the proper pronunciation and Romanization of Japanese words and phrases. | PLO #7. Communicate in basic Japanese for lodging, food service and tourism provider guest services. | I = 6 students D = 10 students M = 3 students | Students practice to pronounce Japanese words and phrases, and English loanwords at each lesson. The students took 22 quizzes to check words and phrases that are introduced at previous lesson. |
| 1.2 Identify and demonstrate the appropriate pronunciation of English loanwords. | | | |
| 2.1 Recite and use Japanese greetings and farewell expressions. | | I = 6 students D = 8 students M = 5 students | Students were introduced Japanese greetings and useful expression with several grammar patterns in order to serve Japanese customers. |
| 2.2 Identify and demonstrate useful expressions common to the Hospitality and Tourism fields. | | | The students took 5 tests every after 3 or 4 chapters, which included new vocabulary, key phrases, and translations of conversations, and listening part. The listening part is expected to understand and deal with requests from Japanese customers. |
| 2.3 Identify, recite and use numbers to count objects and to express time and date as appropriate to the items and/or situation. | | | |
| 2.4 Demonstrate specific situational dialogue exchanges. | | I = 1 student D = 7 students M = 11 students | Students demonstrated how to make conversations at role plays. |
| 2.5 Demonstrate hospitality manners in order to serve Japanese customers. | | | The students took 2 oral performance tests, which deal with some situations at restaurant setting or hotel setting. |

Additional observations: N/A

Special comments: 5 students received an A, 5 students received a B, 4 students received a C, 4 students received a D, and 1 student received a F.

Recommendations: Tutoring must be helpful for slow learner to catch up the class.

Signature: Akiko Kamikubo
Akiko Kamikubo, Japanese Instructor

Date: 12/13/13

Please check which of the following were assessed in this course:

Institution Student Learning Outcomes:

COM-FSM graduates will demonstrate:

- a. Effective oral communication
- b. Effective written communication
- c. Critical thinking
- d. Problem solving
- e. Intercultural knowledge and competence
- f. Information literacy
- g. Foundations and skills for life-long learning
- h. Quantitative Reasoning