

Unit 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.

Program Student Learning Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>A - instruction - Hospitality and Tourism Management (AS) - PSLO7 - Communicate in basic Japanese for lodging, food service and tourism provider guest services.</p> <p>PSLO Assessment Cycle: 2012 - 2013</p> <p>PSLO Status: Active</p>	<p>Assessment Strategy: Oral and written quizzes measuring listening skills and comprehension of basic words and phrases for lodging, food service and tourism provider guest service.</p> <p>Assessment Type: Exam/Quiz - In Course</p> <p>Target: 70% of students passing with exemplary, good, or satisfactory.</p>	<p>09/23/2013 - 55% rated exemplary, good, or satisfactory.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/24/2013 - Modification of course structure and outline.</p>
	<p>Assessment Strategy: Written exams measuring listening skills and word and phrase comprehension.</p> <p>Assessment Type: Exam/Quiz - In Course</p> <p>Target: 70% passing with ratings of satisfactory, good, or exemplary.</p>	<p>09/24/2013 - Only 62% passed with ratings above satisfactory.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/24/2013 - Modification of course structure and outline.</p>
	<p>Assessment Strategy: Demonstration tests including taking customer reservations, orders, and presenting customer checks in a restaurant setting; welcoming guests, check in/out, etc. in a hotel setting.</p> <p>Assessment Type: Presentation/Performance</p> <p>Target: 70% passing with ratings of satisfactory, good, or exemplary.</p>	<p>09/24/2013 - 62% with ratings of satisfactory or better.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/24/2013 - Modification of course structure and outlines.</p>