Blended Learning - Challenges and Areas to be Aware of: Experience Sharing of Teaching a Human Resources Management Subject

Presented by
Loretta PANG & Nicole WONG

19 December 2011
Background

- Funding received for a learning and teaching development project

- Project Team:
  - Loretta Pang, Dr. Simon Wong, Nicole Wong

- Using the subject “Human Resources Management in the Tourism and Hotel Industry” as a pilot study
Objectives

- Use of blended learning to enrich students’ learning experiences
- Helping students’ understanding of the course matter, stimulate their interest to participate in different in-class activities and realize their studies by using virtual environment & school-hotel integration
What is “Blended Learning”?
Components on Blended Learning

- Pre-class Exercises in Virtual World
- Group Projects with Hotel Integration
- Mass Lecture
- Interactive Tutorials
- Guest Speaker

Blended Learning Approach
Tutorials
Tutorials

Debate

Role-Play

Games

Discussion
Pre-class Exercises

(Virtual World - Second Life Platform)
Pre-class Exercises in Virtual World

Various scenarios & case studies are created

Students register Second Life to solve problem on-line

Provide a risk-free environment for practice

Encourage discussions in mass lecture on pre-class exercises
HTM 4115 Pre-class Exercise
Pre-class Activity 1

Employee Testing, Selection, and Interview
(Q1 – Q5)

Start Date: Week 2 – 27 January 2011 (Thursday, by 12:30 p.m.)
Due Date: Week 3 – 9 February 2011 (Wednesday, by 12:30 p.m.)
Q2. You are suggested devising and using a chronological plan to guide the interview, which of the following is the appropriate flow of the interview?

A. Candidate’s self-assessment -> education background -> work experiences -> reactions to the job you are interviewing for -> goals and ambitions

B. Candidate’s reactions to the job you are interviewing for -> goals and ambitions -> work experiences -> education background -> self-assessment

C. Candidate’s work experiences -> education background -> self-assessment -> reactions to the job you are interviewing for -> goals and ambitions

D. Candidate’s work experiences -> education background -> self-assessment -> goals and ambitions -> reactions to the job you are interviewing for
Q2. You are suggested devising and using a chronological plan to guide the interview, which of the following is the appropriate flow of the interview?

A. Candidate’s self-assessment → education background → work experiences → reactions to the job you are interviewing for → goals and ambitions

B. Candidate’s reactions to the job you are interviewing for → goals and ambitions → work experiences → education background → self-assessment

C. Candidate’s work experiences → education background → self-assessment → reactions to the job you are interviewing for → goals and ambitions

D. Candidate’s education background → work experiences → goals and ambitions → reactions to the job you are interviewing for → self-assessment
Pre-class Exercise: Multiple Choice I
Pre-class Exercise: Multiple Choice II
Pre-class Exercise: Matching

Q2. How will you set up the training room of different types of training?

1. Matching Questions
   - Select the appropriate appraisal methods A, B or C for each advantage and disadvantage.
   - For each item, provide a rank or score for the corresponding appraisal method.

2. National Health and Safety
   - A, B, C, D, E

3. Try now
   - Answer

CoreSL: Gigi Au Yeung 2010.02.01
Pre-class Exercise: Sequencing

Q1. A successful training is a planned training that follows a four-step process. Put the following steps into a CORRECT order.

A. Prepare instructional objectives;
B. Prepare lesson plan;
C. Identify general learning objectives;
D. Identify subject matters;

Try now

Answer

1. A
2. A
3. A
4. A
Pre-class Exercise: Open-ended Question

Q5. How would you evaluate the effectiveness of a “Japanese Training”? 

Press on the “ANSWER” button below and follow the instruction to type in your answer through the answer space by 30 words maximum* (key phrase is accepted)

* This is an open-ended question, please provide your answer.
Challenges on Using Second Life Platform

- Question Design
- System Stability
- Technical Support
- Overload
Group Project

(Hotel Integration)
Group Project with Hotel Integration

Scenario: Pre-Opening Stage of Hotel ICON

Secondary and Primary Data Collection

Real World Application

Problem Based Learning
Group Project ~ Guidelines

School of Hotel & Tourism Management

Subject: Human Resources Management in the Tourism and Hotel Industry
Subject Code: HTM4415
Programme: Bachelor of Science (Honours) in Hotel/Tourism Management
Instructor: Miss Nicole Wong
Telephone: 3400-3853
Room: JH223
Email: honewong@polyu.edu.hk
Consultation: Every Wednesday 16:30 to 17:30 or by appointment

GROUP PROJECT GUIDELINES
This project is designed to enhance your verbal and written skills in applying human resource management knowledge, concepts, and theories which you have gained from this course in order to assist in the development of human resources issues which should be dealt in the pre-opening stage of a new hotel.

This project will be developed by groups of students to fulfill the tasks based on the scenario given. Each group is required to submit a written report with references and appropriate appendices. The use of figures, tables, and diagrams is strongly encouraged to display research information in the most appropriate way. In addition, project presentation is designed for each group to present their work towards the end of the course, it offers students an opportunity to practice oral presentation skills and is important to all students to understand the ideas of various human resource issues proposed by other groups.

OBJECTIVES:
1. To be familiar with the literature on different concepts of strategic human resource;
2. To understand how human resource concepts or theories can be empirically applied in the area of hotel and tourism industry;
3. To explore your findings and suggest how they can be applied to the hotel and tourism industry.
Group Project with Hotel Integration

Objectives

Scenario

Tasks

School of Hotel & Tourism Management

THE HONG KONG POLYTECHNIC UNIVERSITY

酒店及旅遊業管理學院
Human Resources Consultant

✓ Prepare Pre-opening Plans
✓ Recruitment & Selection
✓ Training & Orientation
✓ Compensation & Benefit
✓ Policy & Procedures
**TASKS as a HR Consultant**

- **Prepare Pre-opening Plans**
  1. Job Analysis
  2. Recruitment Methods
  3. Selection Test

- **Recruitment & Selection**
  1. Orientation Programs
  2. Training Programs
  3. Training Evaluation

- **Training & Orientation**
  1. Financial Package
  2. Employee Benefits
  3. Flexible Benefit Programs

- **Compensation & Benefit**
TASKS as a HR Consultant

✓ Prepare Pre-opening Plans

✓ Policy & Procedures

1. Recruitment
2. Orientation
3. Staff Benefits
4. Grievances
5. Leave Management
6. Training
7. Medical Benefits, Dental Benefits & Insurance
8. Disciplinary Actions
9. Promotion / Transfer / Demotion
10. Performance Appraisal
11. Termination / Dismissal / Resignation
Primary Data Collection

- **Consultation Meetings** with Hotel ICON HR Personnel

**Semester 1 ~ week 6 (07 October 2010)**

3 sessions
- Recruitment & Selection
- Training & Orientation
- Compensation & Benefit

**Semester 2 ~ week 3 (07 February 2011)**

3 meetings
- Policy & Procedures
Primary Data Collection
Challenges on Hotel Integration Project

- Implementation & Management
- Project Evaluation
- Project Planning
- Project Limitations
Students’ Feedbacks on Blended Learning
Students’ Feedbacks on Blended Learning

1. Tutorial
2. Lecture
3. Project
4. Guest Lecture
5. Second Life Exercise
Interactive

“I enjoyed the games very much, combined with the debriefing session, it helped to relate the theories meaningfully. I always looked forward to next week for another interesting game.”

“I still remember some of the games we played, it is the way how I can remember and retrieve the theories I have learned, also helpful in relating to future work scenario.”

“I loved the games, very interesting, almost everyone had a chance to play and learn. It was very different from other subjects. It made a ‘boring’ subject interesting.”
Students’ Feedbacks on Blended Learning

Second Life Exercise

“It was not user-friendly as we thought we could install at home easily but it slowed down the computer a lot as it had a high demand on computer capability.”

“The interface was not smooth, the loading speed was slow.”

“It was very difficult to navigate the avatar, we encountered many accidents like ‘flying’ into the sea and it took us many efforts to find the way out, very time consuming.”

“The registration process for login was very troublesome. The login name was very difficult to remember.”
Conclusion & Recommendations
Conclusion

* Face-to-face Delivery Mode
* Interactivity in Tutorials
* User-friendly On-line Activity
* Convenient to Learn
Conclusion

Components on Blended Learning

- Mass Lecture
- Tutorial
- Group Project
- On-line Learning Activities
- Guest Speaker
Recommendations
~ Blended Learning Teaching

1. Use a Combination of Teaching Methods
2. Commitment on Blended Learning
3. Cooperate with blended learning specialist to improve course design
4. Consider students’ interest and provide “convenience” in on-line learning
Recommendations

~ Blended Learning Teaching

5. Ensure “user-friendliness” of learning platform

6. Prepare students for a mindset change

7. Implement web component to freshmen
Q & A Session