

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

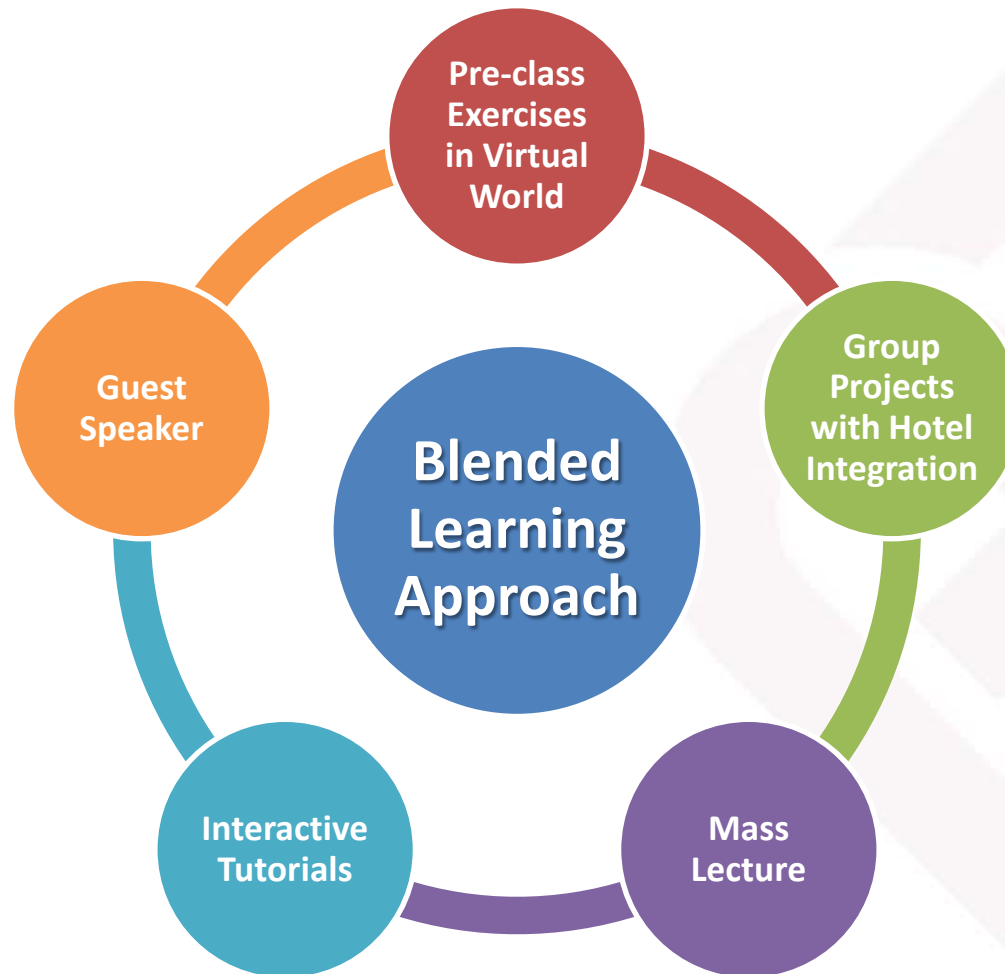
Objectives

- ✿ 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



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



CoreSL - Gigi Au Yeung 2010.02.07



Q1

Q1. Which of the following is the most appropriate Interview Room Set-up?
(Click on the correct setup)



Pre-class Activity 1

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

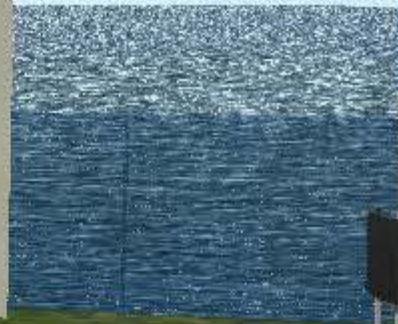
Start Date: Week 2 – 27 January 2011 (Thursday, by 12:30 p.m.)
Due Date: Week 3 – 9 February 2011 (Wednesday, by 12:30 p.m.)

Q2

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 -> self-assessment -> reactions to the job you are interviewing for

Q1.
appr
(Cl i



Q2

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

Q1

Q1. Which of the following is the most appropriate Interview Room Set-up?
(Click on the correct setup)



A

B

C



Pre-class Exercise: Multiple Choice I



CoreSL - Gigi Au Yeung 2010.02.01



Pre-class Exercise: Multiple Choice II



Pre-class Exercise: Matching

The illustration shows a laptop screen with a matching exercise interface. Three numbered callouts highlight specific features:

- 1**: Points to a "Try now" button.
- 2**: Points to a grid of options labeled A, B, and C.
- 3**: Points to a grid of questions or statements.

The interface includes a question: "Q2. How will you set up the training room of different types of training?" and a section titled "Important Advantages and Disadvantages of Appraisal Tools?". The bottom of the screen displays the Polytechnic University logo and the text "Virtual Campus".

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/s
- B. Prepare lesson plan
- C. Identify general learning outcomes
- D. Identify subject matter

1 A

2 A

3 A

4 A

Try now

ANSWER

1

2

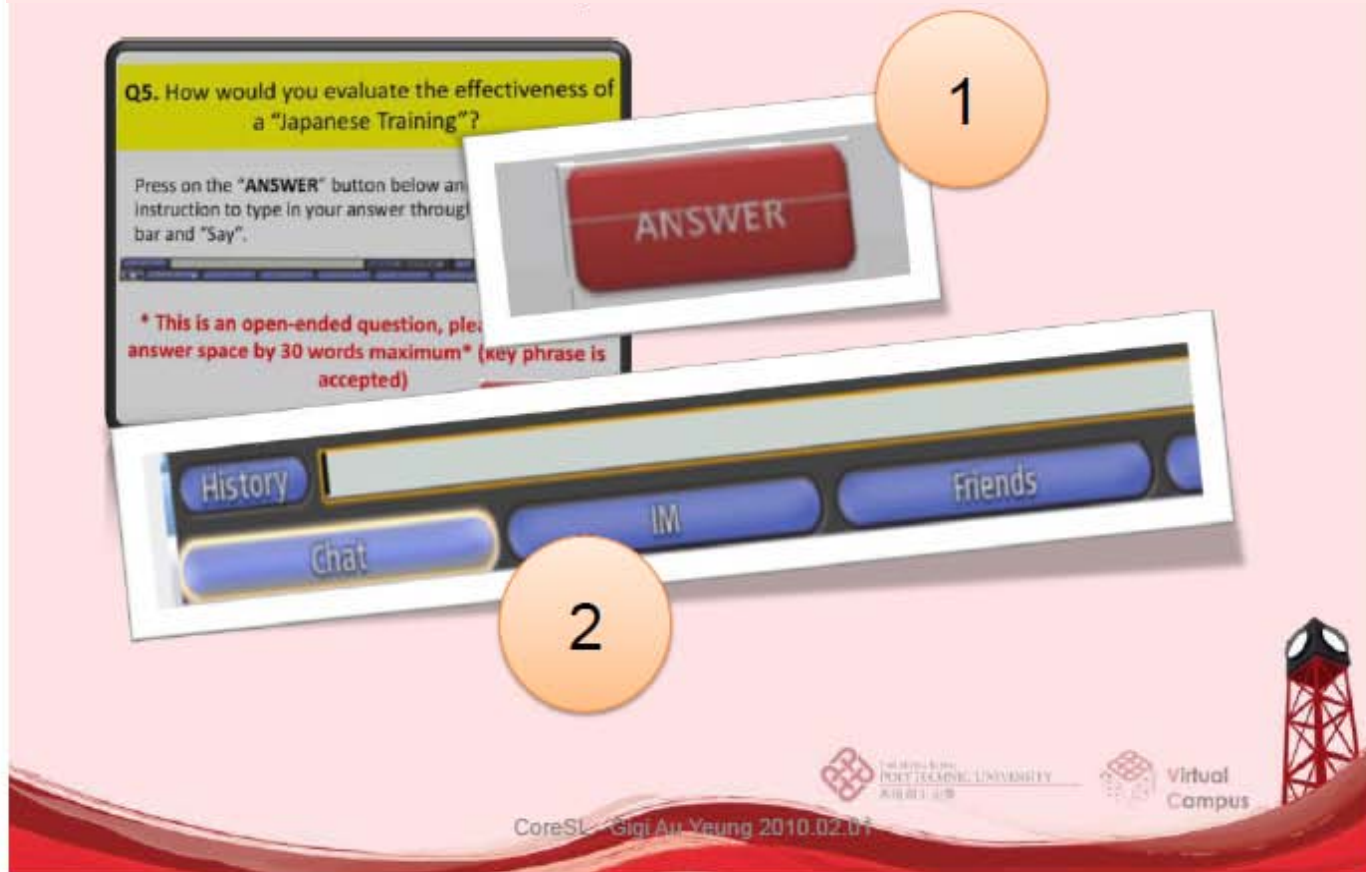
3

CoreSL - Gigi Au Yeung 2010.02.01

THE HONG KONG POLYTECHNIC UNIVERSITY
香港理工大學

Virtual Campus

Pre-class Exercise: Open-ended Question



Challenges on Using Second Life Platform



Group Project

(Hotel Integration)



Group Project with Hotel Integration

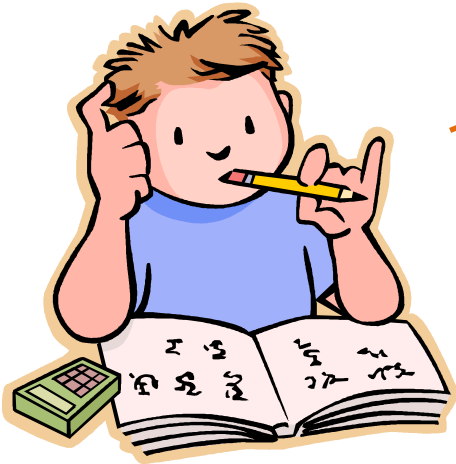
Scenario: Pre-Opening Stage of
Hotel ICON

Secondary and Primary Data
Collection

Real World Application

Problem Based Learning

Group Project ~ Guidelines



School of **HTM**
Hotel & Tourism Management
酒店及旅遊業管理學院

 THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

Subject: Human Resources Management in the Tourism and Hotel Industry
Subject Code: HTM4115
Programme: Bachelor of Science (Honour) in Hotel/Tourism Management
Instructor: Miss Nicole WONG
Telephone: 3400-3853
Room: HJ823
Email: hnmwong@polyu.edu.hk
Consultation: Every Wednesdays 16:30 to 17:30 or by appointment

GROUP PROJECT GUIDELINES

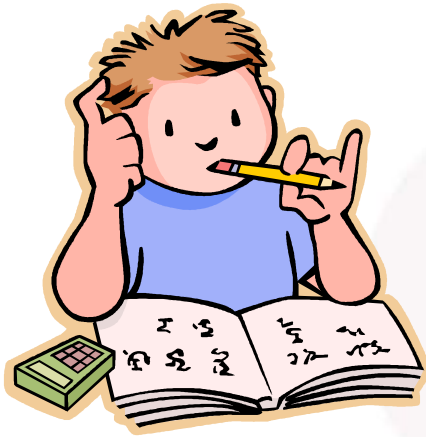
This project is designed to examine your critical and analytical skills in applying human resources management knowledge, concepts, and theories which you have gained from this course in order to assist in helping the development of certain human resources issues which should fulfil in the pre-opening 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 are 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 practise vital presentation skills and it is important to all students to understand the ideas of various human resources issues prepared by other groups.

OBJECTIVES:

1. To be familiar with the literature on different concepts of strategic human resources;
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 implied to the hotel and tourism industry.

Group Project with Hotel Integration



Objectives

Scenario

Tasks

TASKS

Human Resources Consultant

- ✓ Prepare Pre-opening Plans
 - ✓ Recruitment & Selection
 - ✓ Training & Orientation
 - ✓ Compensation & Benefit
 - ✓ Policy & Procedures



TASKS as a HR Consultant



✓ Prepare Pre-opening Plans

✓ Recruitment & Selection



1. Job Analysis
2. Recruitment Methods
3. Selection Test

✓ Training & Orientation



1. Orientation Programs
2. Training Programs
3. Training Evaluation

✓ Compensation & Benefit



1. Financial Package
2. Employee Benefits
3. Flexible Benefit Programs

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

27

Primary Data Collection



07.10.2010

Challenges on Hotel Integration Project



Students' Feedbacks on Blended Learning



Students' Feedbacks on Blended Learning

1. Tutorial

2. Lecture

3. Project

4. Guest Lecture

5. Second Life Exercise



Students' Feedbacks on Blended Learning



Interactive

"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."


Tutorial

"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.”"

Students' Feedbacks on Blended Learning



 **User-friendly**

“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.**”

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.**”

“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

