

## **An Internal Assessment of Progress by SHTM in Achieving Outcome Based Education**

### **Preamble**

The School of Hotel and Tourism Management has made strong progress towards the adoption of Outcome Based Education (OBE) in its teaching and learning activities. Evidence of OBE objectives were an important component in its UNWTO TedQual accreditation. In addition, most staff have completed the Certified Hospitality Educator program (CHE) which has a strong OBE focus.

The School Review, coupled with the concurrent introduction of new HD and BSc programs for the start of the 2005/06 academic year, placed greater emphasis on OBE. Further advances were made with the establishment of OBE rubrics for the 2006/07 academic year. While moving in the right direction, though, we appreciate that further progress can be made. Many of the initiatives were introduced with haste to comply with University deadlines and some staff may be revising their individual subject syllabi, perhaps, without a full understanding of OBE. In addition, some staff may view OBE as a paper exercise with no a commitment to change how they teach.

The School wishes to adopt a strategic approach to the further development and implementation of OBE, especially with the impending move to its new facilities in a few years' time. To do so, we need to determine where we are now, how much progress has been made and what further actions are needed. From there, a progressive work plan can be developed. The need and opportunity exist, therefore, to take stock of our current practice. This task can best be achieved through an internal assessment integrated into the formal business plan.

### **The proposal**

A comprehensive internal assessment (or audit) of the current position of OBE within SHTM is proposed. This assessment will have four interrelated elements:

- an evaluation of the level of integration achieved between the programme documents, approved subject syllabi, existing schemes of work, current teaching and learning activities and the existing assessment tasks and rubrics. This task will be achieved through a document assessment/audit.
- an evaluation of the effectiveness of existing facilities to achieve outcome-based objectives, including an evaluation of classrooms, the Hospitality & Tourism Technology Unit, the Resource Centre and our teaching labs. This task will be accomplished through an audit of facilities.
- an evaluation of staff awareness of, commitment to and concerns about OBE, including an assessment of the issues they identify, difficulties encountered in implementing OBE and staff members perceived benefits or problems associated with it. This task will be achieved through confidential interviews conducted with all teaching staff.

- a review of sample lessons. This task will be achieved through passive observation of teaching practices of all individual staff members, coupled with an evaluation of sample lessons and lesson plans.

Initially, all UGC funded HD and BSc programs will be evaluated.

This assessment will produce a number of outcomes. The School will:

- ascertain its current level of achievement of outcome-based objectives;
- identify good practice that can be shared with colleagues both from within and outside the School;
- identify institutional or structural barriers that inhibit further progression;
- identify current gaps and future development needs;
- develop a strategy for progressively moving towards the full integration of OBE in its teaching and learning activities.

### **Duration**

The internal assessment will run for a 12 month period throughout the 2007/08 academic year. This time frame will permit an evaluation of all subjects being taught in the upcoming academic year, a detailed review of documents and preparation of reports and work plans.

### **Staffing and budget**

Two staff members are proposed to be hired for this task.

1. Employment of a "Senior Project Fellow" level to lead the audit, conduct interviews with colleagues and prepare the final reports and recommendations. SHTM has funding for six months and is requesting supplemental funding for another six months' duration.
2. A Project Associate appointed on a full time basis for a period of 12 months. This individual will perform a variety of support tasks related to the collation and preliminary analysis of written documentation, including schemes of work, subject syllabi and program outcomes. The individual will also conduct the various site assessments and assist with the preparation of the reports.

SHTM will provide in kind and support in the form of office space, computers and associated materials.

May 2007

**Approved by:**



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**Professor Jan-ming Ko**  
School Board Chairman (SHTM)