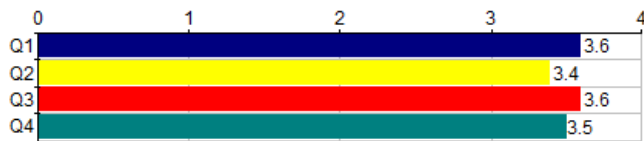


Course: 2469 001 - HA 100	Department: HRM
Responsible Faculty: Edward Mc Keown	Responses / Expected: 36 / 51 (70.59%)



Overall Questions	2469 - 001								
	Responses				Course				
	SD	D	A	SA	N	Mean	Med.	Mode	Std Dev
Q1 Course requirements are stated clearly in the syllabus.	0	0	15	21	36	3.6	4	4	.49
Q2 The course is organized in a way that helps me learn.	0	4	14	18	36	3.4	3.5	4	.68
Q3 The grading criteria for each assignment are clear.	0	1	11	24	36	3.6	4	4	.54
Q4 The assignments help me understand the subject more clearly.	0	2	14	20	36	3.5	4	4	.60

Responses: [SD] Strongly Disagree=1 [D] Disagree=2 [A] Agree=3 [SA] Strongly Agree=4



Individual Questions	Edward Mc Keown								
	Responses				Individual				
	SD	D	A	SA	N	Mean	Med.	Mode	Std Dev
Q5 The instructor shows respect for students.	0	0	6	30	36	3.8	4	4	.37
Q6 The instructor provides constructive feedback on assignments.	0	1	11	24	36	3.6	4	4	.54
Q7 The instructor answers questions and concerns in a timely manner.	0	0	9	27	36	3.8	4	4	.43

Responses: [SD] Strongly Disagree=1 [D] Disagree=2 [A] Agree=3 [SA] Strongly Agree=4

Question: What suggestions do you have to improve this course?
Response Rate: 86.11% (31 of 36)
1 no
2 not require professional attire for some lecturers
3 no homework
4 Tell more stories about real life situations. This helps us remember better than reading the book.
5 Teaching more in class about the chapters we are quizzed on.
6 Nothing, its a good introduction to hospitality as it is short and easy
7 Nothing to say.
8 None
9 None, this was a very informative and interesting class
10 None
11 No suggestions, this class was extremely helpful and was a great start to learning the hospitality industry.
12 N/A
13 N/A
14 More in-class assignments and activities
15 Make it 16 weeks.
16 Less presenters during actual class time.
17 Less guest speakers and more overview of book/ course content in class. We have quizzes over several chapters, all from at home reading, and none in-class.
18 Learning more about the hospitality industry and less guest speakers; why make students rent or buy expensive text books to use it only once or twice
19 I would suggest there be more power points where everything is stated.
20 I think this course would benefit from a little bit more structure. I never really knew exactly what to expect when walking into class. Classes were always enjoyable, but as someone who needs as much structure as possible, the inconsistency in scheduling made the class feel slightly scattered.
21 I think this course is really helpful, and i really don't know what else should improve.
22 I think maybe if the homework wasn't always due on Sunday it would be easier to not rush to finish each writing piece. I also think there should be more time between each Observation due.

23	I love the story times, but maybe you could focus a little more on the content.
24	I have no suggestions to improve this course.
25	I found that the days when you went over the chapters in the textbook to help a lot with the quizzes. Though, the other topics were more interesting.
26	I enjoyed the fun activities and guest speakers that we had on a constant and regular basis; they allowed me to find more information regarding the hospitality industry. However, I feel like there is not enough focus on the book material itself (although I would rather not learn about it). However, the stories, guest speakers, and the projects I think will help me more than the book work since it's more "real" and up front than the book work. I believe it's all preference.
27	I don't think this professor should improve on anything, I loved this class
28	Having fewer students in a class would be better.
29	Have Dr Mc Keown teach all 100 classes. Great teacher, very involved and encouraging.
30	Going further in depth into the powerpoint and chapters in class may help with the quizzes outside of class.
31	Although I love hearing all of your interesting stories, it was sometimes difficult answering a few questions on the quizzes because I feel they weren't fully discussed in class.

Question:	The assignment that most contributed to my learning is:
Response Rate:	86.11% (31 of 36)
1	the quizzes
2	the hotel and restaurant observation
3	project
4	none they all sucked
5	career step
6	The restaurant and hotel observations were very helpful to learn from.
7	The quizzes helped me the most, I feel a though it was a great way to test my knowledge about the material.
8	The observation assignments
9	The observation assignments helped contribute to my learning the most.
10	The observational papers contributed the most to my learning.
11	The observations.
12	The observation assignments
13	The interview
14	The interview paper contributed the most. I had it a bit easier than some, since my cousin works in the hospitality industry as a head chef at Annex Cocktail Lounge. Therefore I was easily able to get answers for the paper questions.
15	The hotel observation was the most interesting and fun assignment during the semester. I really learned how to look at each aspect of a hotel.
16	The hotel and restaurant observations opened my eyes to the variety of styles of customer service and the importance of the little things that make or break a person's experience and stay.
17	The hotel review really contributed to my learning
18	The essays
19	The assignment that most contributed to my learning was there career steps.
20	The Hotel Observation
21	The Delaware North Tour convinced me to declare the HRM major.
22	Restaurant Observation was key to helping me chose restaurants as my career path.
23	Restaurant observation
24	Observations
25	N/A
26	Interview Project
27	I loved the hotel observation assignment. I love trying new restaurants and critiquing them, so the restaurant observation assignment came naturally to me. However, I don't spend much time in hotels, so being assigned to just sit and observe the interactions within a hotel was a great learning experience.
28	Hotel and restaurant observation and interview project
29	Guest speakers, gave good insight on where you can go in the hospitality field.
30	Class discussions and stories.
31	All of the papers that we had to write.

Question:	What did you like best about this course?
Response Rate:	86.11% (31 of 36)
1	the instructor is really humorous
2	the guest speakers
3	my teacher was an interesting man. i felt like i could learn alot form just talking with him
4	my Professor
5	This course is an excellent way to get to know the hospitality industry well, through brutally honest recaps of our professor's experience in the industry. Every day was engaging, funny, but also included valuable lessons and tips on how we could succeed in our careers. There was never a dull moment in our class, and never a frowning face. I liked this course as a whole because it was always a wonderful experience; isn't that what hospitality is all about?
6	The teacher has a good way of relating stories to the topics we are learning and keeps the class fun and light hearted which creates a great learning environment.
7	The professor is amazing!!
8	The professor.

9	Professor
10	Professors enthusiasm and encouragement for everyone to get involved in what they like and not be afraid to change before its too late.
11	Observations
12	It was very relaxed and fun.
13	It was a fun and great class to show the broad variety of opportunities that the hospitality industry has.
14	I really enjoyed the observations because they made me look at restaurants and hotels differently than I normally do. These assignments made me pay more attention to the details within these establishments.
15	I really enjoyed hearing all the stories about people who worked in hospitality.
16	I liked that Professor Mc Keown gave us his life learned lessons and how he ended up were he is now.
17	I liked the professor the most. He was very engaging and understanding, I hope I can have him as a professor again in the future.
18	I liked the laid-back environment of the classroom and the class discussions.
19	I liked the course because the professor was so fun and made learning exciting
20	I liked the guest speakers because they gave a great overview of the hotel and restaurant management field.
21	I liked the guest speakers the most. Having people come in from all kinds of backgrounds and companies allowed us to have many opportunities to ask questions, get involved, and grow those connections.
22	I liked how interesting it was. Originally I thought it was only going to be about hospitality in hotels, but it is about so much more than that.
23	I liked how often we had guest speakers as it gave a realistic look at careers and opportunities that are out there.
24	I liked how relateable and entertaining the professor was.
25	I enjoyed the guest speakers
26	How there is not that much work.
27	How Dr. McKeown incorporated his own life stories into teaching.
28	Guest speakers
29	Guest Speakers
30	Exploring different hospitality careers
31	Class teaching