



College of Hospitality Industry Management

TQF5 Course Report

Course Code: IAC 2207

Course Title: Ground Service Management

Credits: 3(3-0-6)

Semester /Academic Year: 2/2021

Students : Bachelor of Arts Program in Airline Business

Lecturer(s) : Miss Korawin Kungwola

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

Course Report

Institution : Suan Sunandha Rajabhat University

Campus/Faculty/Department : College of Hospitality Industry Management

Section1: General Information

1. Course Code and Title : IAC2207 Ground Service Management

2. Pre-requisite (if any) : None

3. Faculty Member(s) Teaching the Course and Sections

Miss Korawin Kungwola

Sections: Airline Business 63 Group 1,2

Room No. 308

4. Semester and Academic Year

Semester 2, Academic Year 2021

5. Venue College of Hospitality Industry Management Suan Sunandha Rajabhat University, Nakorn Pathom

Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Week	Topic/Outline	Period	Learning Activities and Media
1	Unit 1: Introduction to Airport & Airline Ground Operation -Airport as an Operational System -Passenger terminal environment	3	<ul style="list-style-type: none"> • Online learning: Power Point , Google meet • Guide line to study the course • Discussion • Student-centered: Cooperative learning - Students' individual assignment : "Fly me to the moon" - Students' Group research: Performance activities 'Come with me'
2	Unit 2: Air traveling Process	3	<ul style="list-style-type: none"> • Online / Quiziz • Direct instruction • Students' individual performance activities 'Fly me to the moon' persons a week
3	Unit 3: Preflight Preparation	3	<ul style="list-style-type: none"> • Online learning • Direct instruction • You tube • Students' individual performance activities 'Fly me to the moon' persons a week

Week	Topic/Outline	Hours	Learning Activities and Medias
4	Unit 4: Check-in counter setup and travel document	3	<ul style="list-style-type: none"> • Online learning Power point and google meet <ul style="list-style-type: none"> • Problem solving • Student-centered: Cooperative learning • Students' individual performance activities 'Fly me to the moon 5 persons a week
5	Unit 5: Check-in process	3	<ul style="list-style-type: none"> • Online learning • Discussion • Student-centered: Cooperative learning Students' individual performance activities 'Fly me to the moon 5 persons a week
6	Unit 6: Baggage Acceptance Boarding gate and Flight-finalizing procedures	3	<ul style="list-style-type: none"> • Online learning • Discussion • Student-centered: Cooperative learning Students' individual performance activities 'Fly me to the moon 5 persons a week
7	Check in Practice	3	<ul style="list-style-type: none"> • Student centered • YouTube
8	Mid-term Examination	3	<ul style="list-style-type: none"> • Paper test

Week	Topic/Outline	Hours	Learning Activities and Medias
9	Unit 7: Boarding Gate -Boarding gate sequence - Boarding gate announcement	3	<ul style="list-style-type: none"> • Direct instruction • Discussion • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon"
10	Unit 8: Arrival -Arrival passengers	3	<ul style="list-style-type: none"> • Online • Direct instruction • Problem solving • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon"
11	Unit 9: Special Handling Passengers	3	<ul style="list-style-type: none"> • Direct instruction • Problem solving: VDO case study • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week
12	Unit 10: Dangerous Goods	3	<ul style="list-style-type: none"> • Discussion • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week

Week	Topic/Outline	Hours	Learning Activities and Media:
13	Unit 11: Irregular Operations	3	<ul style="list-style-type: none"> • Direct instruction • Discussion • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week
14	Unit 12: Baggage services and Ground Handling Equipment	3	<ul style="list-style-type: none"> • Direct instruction • Problem solving • Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week
15	<ul style="list-style-type: none"> • Conclusion 	3	<ul style="list-style-type: none"> • Direct instruction • Student-centered: Cooperative learning • Students' group performance activities on 'Come fly with me
16	<ul style="list-style-type: none"> • Make up Class 		<ul style="list-style-type: none"> • Group discussion
17	<ul style="list-style-type: none"> • Final 		<ul style="list-style-type: none"> • Paper Test

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
-	-	

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics		✓	-	
2. Knowledge		✓	-	
3. Cognitive Skills		✓	-	
4. Interpersonal Skills and Responsibilities		✓	-	
5. Numerical Analysis, Communication and Information Technology Skills		✓	-	

6. Learning Management Skills		✓	-	
-------------------------------	--	---	---	--

4. Suggestions for Improving Teaching Methods

Section 3 : Course Outcomes

1. Number of registered students : 48

2. Number of students at the end of semester : 48

3 Number of students who withdrew (W) : 0

4. Grade distribution

Grade	No. of students	Percentage
A	9	18.8
A-	9	18.8
B+	4	8.3
B	9	18.8
B-	7	19.0
C ⁺	6	12.5
C	2	2.4
C-	1	4.2
D	1	4.2
F		
Incomplete (I)		

5. Factors causing unusual distribution of grades (If any)

6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)

Section 4 : Problems and Impacts

1. Teaching and learning resources

Teaching Problems: Hard to observed students' concentration during the online teaching	Impacts on students' learning : Sometime students distracted from the class easily
Learning Resources Problems:	Impacts on students' learning :

2. Administration and organization

Problems from administration	Impacts on students' learning
Problems from organization	Impacts on students' learning

Section 5 : Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

1.2 Faculty members' opinions on the comments in 1.1

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

Section 6 : Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester2 Academic year 2022	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
1. More practices in the real place	1.
2.	2.
3.	3.

2. Other improvements

3. Suggestions for improvement for Semester __ Academic year _____

Suggestions	Time Frame	Responsible person

4. Suggestions of faculty member(s) responsible for the course

Responsible Faculty Member/Coordinator Mrs. Korawin Kungwola

Signature..... Submission Date 28 May 2022

Chairperson/Program Director:

Signature..... Receipt Date