



TQF 5 - Course Report

Course Code: IHM2208

Course Title: Information Technology for Hotel

Credits: 3(3-0-6)

Semester /Academic Year: 2/2021

Students: B.A. (Restaurant Business)

Lecturer: Dr.Pongrapee Kaewsaiha

**College of Hospitality Industry Management
Suan Sunandha Rajabhat University**

Course Report

Institution: Suan Sunandha Rajabhat University

Campus/Faculty/Department: College of Hospitality Industry Management

Section 1 – General Information

1. Course code and title

IHM2208 – Information Technology for Hotel

ชื่อวิชา (ภาษาไทย): เทคโนโลยีสารสนเทศสำหรับโรงแรม

2. Pre-requisite

None

3. Faculty member(s) teaching the course and sections

Dr.Pongrapee Kaewsaiha

Monday, 9.00 – 12.00

4. Semester and academic year

Semester 2, Academic Year 2021

5. Venue

College of Hospitality Industry Management

Suan Sunandha Rajabhat University, Nakhon-Pathom Campus

Section 2 – Completion of the Lesson Plan

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

Topics	Teaching hours as planned	Actual teaching hours	Reason (in case the discrepancy is more than 25%)
Course Introduction	3	3	
IT Trends in Hospitality Industry	3	6	
Online Customer Survey	9	9	
Information Systems in Hospitality Industry	6	6	
Group Presentation	3	3	
Hand-on Activity	9	9	
Information System Design and Development	9	6	
Total	42	42	

2. Topics that couldn't be taught as planned

Topics that couldn't be taught	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	Effective?		Problems of the teaching method and suggestions
		Yes	No	
1. Morals and Ethics 1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and conflicts. 2) Have positive attitudes towards service careers. 3) Be able to lead and follow group members, work in team and be a role model for others. 4) Have self-discipline, be punctual, responsibility to self, profession and society.	1) Class attendance, class participation, and behavior in class 2) On-time submission of report and assignments and their quality 3) Students' contribution on group assignments	✓		Due to a small class size, attendance checking is effective even with online learning.
2. Knowledge 1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally. 2) Have integrated knowledge in other related disciplines. 3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.	1) Quizzes 2) Midterm and final examination 3) Assignments	✓		
3. Cognitive Skills 1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems. 2) Be able to apply both theoretical and practical knowledge into real-life problem. 3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.	1) Quizzes 2) Midterm and final examination 3) Assignments	✓		An on-site workshop that requires a specialized program can only be taken once in this semester due to the COVID-19 measures. Equivalent online workshops using Google Sheets were organized.

Learning Outcomes	Teaching methods specified in the course specification	Effective?		Problems of the teaching method and suggestions
		Yes	No	
4. Interpersonal Skills and Responsibilities 1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems 2) Be responsible for the improvement of self-academic learning and the profession continuously.	1) Students' contribution and behavior in group assignments 2) Class presentation	✓		Google Meet participation record is more effective than manual record in some cases.
5. Numerical Analysis, Communication and Information Technology Skills 1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively 2) Be able to communicate with foreigners effectively in the appropriate contexts 3) Be able to use technology to communicate and present effectively 4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data	1) Assignments 2) Presentation 3) Observe from students' use of English and/or other language in discussing with other students and lecturers as well as in presenting in front of the class	✓		When learning online, students can only use mobile-compatible apps. Fortunately, there are several online apps available. A practical examination was replaced with a paper-based test.

4. Suggestions for improving teaching methods

None

Section 3 – Course Outcomes

1. Number of registered students: 4 students

2. Number of students at the end of semester: 4 students

3 Number of students who withdrew (W): -

4. Grade distribution

Grade	No. of students	Percentage	Remark
A	2	50	
A-	1	25	
B+	1	25	
B	0	0	
B-	0	0	
C+	0	0	
C	0	0	
C-	0	0	
D+	0	0	
D	0	0	
D-	0	0	
F	0	0	
Incomplete (I)	0	10	
Total	4	100	

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

None

6. Discrepancies in the evaluation plan specified in the course specification

Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

7. Verification of students' achievements

Verification Method	Verification Result
Program committee approval	Approved

Section 4 – Problems and Impacts**1. Teaching and learning resources**

None

2. Administration and organization

Problems from administration: None	Impacts on students' learning: None
Problems from organization: None	Impacts on students' learning: None

Section 5 – Course Evaluation**1. Results of course evaluation by students**

To be reviewed by the administration board.

2. Results of course evaluation by other evaluation methods

None

Section 6 – Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous course report

None

2. Other improvements

None

3. Suggestions for improvement for Semester 2, Academic year 2022

Suggestions	Time Frame	Responsible person
Update course materials and activities	Jan 2023	Dr.Pongrapee Kaewsaiha

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

None

Responsible Faculty Member/Coordinator:

Signature.....

Submission Date.....

Signature.....

Chairperson/Program Director:

Signature.....

Received Date