



## **TQF 5 - Course Report**

**Course Code:** GEN0301

**Course Title:** Information Technology for Communication

**Credits:** 3(3-0-6)

**Semester /Academic Year:** 1/2021

**Students:** B.A. (Airline 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

GEN0301 - Information Technology for Communication

ชื่อวิชา (ภาษาไทย): เทคโนโลยีสารสนเทศเพื่อการสื่อสาร

### 2. Pre-requisite

None

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

Dr.Pongrapee Kaewsaiha

Friday, 9:00 – 12:00

### 4. Semester and academic year

Semester 1, Academic year 2021

### 5. Venue

International College, 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%) |
|--|---------------------------|-----------------------|---|
| <b>Chapter 1:</b> Fundamental Concepts of Information Technology | 3                         | 3                     |   |
| <b>Chapter 2:</b> IT infrastructure                              | 3                         | 3                     |   |
| <b>Chapter 3:</b> Communication                                  | 3                         | 3                     |   |
| <b>Chapter 4:</b> Computer Network and Internet                  | 3                         | 3                     |   |
| <b>Chapter 5:</b> Data Processing                                | 3                         | 3                     |   |
| <b>Chapter 6:</b> Information Security and Ethics                | 3                         | 3                     |   |
| <b>Chapter 7:</b> Digital Transformation                         | 3                         | 3                     |   |
| <b>Chapter 8:</b> Technology Trends                              | 3                         | 3                     |   |
| <b>Workshops</b>   | 9                         | 9                     |   |
| <b>Total</b>   | <b>33</b>                 | <b>33</b>             |   |

### 2. Topics that couldn't be taught as planned

| Topics that couldn't be taught  | Significance  | Compensation   |
|---|---|--|
| Workshop <ul style="list-style-type: none"> <li>Word processing</li> <li>Data collection</li> </ul> | Bases of future projects, reports, and student research | Compensated with other online workshops <ul style="list-style-type: none"> <li>Cloud-based spreadsheet</li> <li>Cloud-based photo editing</li> </ul> |

### 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 |   |
| <b>1. Morals and Ethics</b><br>1) Employ discretion, core value, rational, as well as understand social regulation for living.<br>2) Possess discipline, responsibility, honesty, contribution and endurance.<br>3) Perform life under the Philosophy of Sufficiency Economy.<br>4) Realize and aware of Thainess. | 1) Online attendance system<br>2) System log           | ✓          |    | Online attendance system can be cheated.  |
| <b>2. Knowledge</b><br>1) Own rounded knowledge with vision and can access life-long learning<br>2) Know and understand the current changing situation<br>3) Know, understand and realize self-worth, other-worth, society, arts and culture, and nature   | 1) Quiz<br>2) Examination                              | ✓          |    | Students in the international programs will need more time to complete each quiz. |
| <b>3. Cognitive Skills</b><br>1) Gain life-long learning skills for continuous self-development<br>2) Gain holistic thinking skill   | 1) Assignment rubrics<br>2) Self- and peer assessment  | ✓          |    |   |

| Learning Outcomes  | Teaching methods specified in the course specification      | Effective? |    | Problems of the teaching method and suggestions |
|--|---|------------|----|---|
|  |   | Yes        | No |   |
| <b>4. Interpersonal Skills and Responsibilities</b><br>1) Possess volunteer spirit and public awareness<br>2) Be good citizen with benefit to Thai and global societies<br>3) Possess leadership and be able to work with others | 1) Observation<br>2) System log<br>3) 360-degree assessment | ✓          |    |   |
| <b>5. Numerical Analysis, Communication and Information Technology Skills</b><br>1) Gain numeric analytical skills<br>2) Capable to use language for communication efficiently<br>3) Capable to apply technology intentionally   | 1) Assignment rubrics<br>2) Self- and peer assessment       | ✓          |    |   |

#### 4. Suggestions for improving teaching methods

None

## Section 3 – Course outcomes

### 1. Number of registered students

33

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

33

### 3. Number of students with defective status:

None

### 4. Grade distribution

| Grade          | No. of students | Percentage    | Remark |
|----------------|-----------------|---------------|--------|
| A              | 3               | 9.09          |        |
| A-             | 1               | 3.03          |        |
| B+             | 2               | 6.06          |        |
| B              | 3               | 9.09          |        |
| B-             | 1               | 3.03          |        |
| C+             | 2               | 6.06          |        |
| C              | 2               | 6.06          |        |
| C-             | 4               | 12.12         |        |
| D+             | 5               | 15.15         |        |
| D              | 1               | 3.03          |        |
| D-             | 0               | 0             |        |
| F              | 0               | 0             |        |
| Withdraw (W)   | 0               | 0             |        |
| Incomplete (I) | 9               | 27.27         |        |
| <b>Total</b>   | <b>33</b>       | <b>100.00</b> |        |

*Remark: Regrade students not included*

### 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

Many students do not have a computer and needed to learn using only a smartphone with slow internet. Some students needed to help their families during lockdown. Course activities were adjusted to support students with these constraints. However, difficulties still existed. Several useful skill-based activities need to be postponed to the next semester.

### 2. Administration and organization

|  |   |
|--|---|
| <b>Problems from administration:</b><br>None | <b>Impacts on students' learning:</b><br>None |
| <b>Problems from organization:</b><br>None   | <b>Impacts on students' learning:</b><br>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 1, Academic year 2021

| Suggestions                            | Time Frame  | Responsible person     |
|--|-------------|------------------------|
| Update course materials and activities | August 2022 | Dr.Pongrapee Kaewsaiha |

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

According to the Gen-Ed new instructional method, the time allocated to each quiz item is approx. a minute. Based on the actual instruction, students in international programs need more time due to the language. Either increasing time or reducing the number of items will be necessary.

### Responsible faculty member/Coordinator

Signature.....Submission Date.....

### Chair/Program director:

Signature.....Received Date .....