

UNIVERSITY OF HAWAI'I
CODE REQUEST FORM FOR ACADEMIC PROGRAM CODES

REQUESTOR CONTACT INFORMATION	
Date: 06/14/2011	Effective term of request (Semester-Year): Fall 2011
Name: Ross R. Higa	Title: Assistant Professor
Campus: Leeward Community College	Office/Department: Business
Phone: 455-0284	Email: higaross@hotmail.com

1. PROGRAM CODE, MAJOR CODE, CONCENTRATION CODE		Banner forms: SMAPRLE, SOACURR, STVMAJR
Institution/Campus: Leeward	College:	Department: Business
<input checked="" type="checkbox"/> New program code <input type="checkbox"/> Change/replace existing program code:		
For new certificates approved by the Chancellor, the related BOR authorized academic program is:		
Level: <input checked="" type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> First-Professional <input type="checkbox"/> Post-Baccalaureate <input type="checkbox"/> Other:		
Degree:	Certificate: Certificate of Completion in Travel Industry Management	
If requesting an existing Major code and/or Concentration code in Banner:		
Existing Major:	Existing Concentration:	
<small>Code</small>	<small>Description</small>	<small>Code</small>
		<small>Description</small>
If requesting a new <input type="checkbox"/> Major code or <input type="checkbox"/> Concentration code that does not exist in Banner:		
New Code [4 char/space limit]:	Description [30 char/space limit]:	
If a similar major/concentration code exists in Banner, please list the code:		
Is this major/concentration code being used the same way at other UH campuses?		
Is this program/major/certificate financial aid eligible?	Financial Aid Officer (print name): _____	
<input type="checkbox"/> Yes <input type="checkbox"/> No		
<small>(Financial Aid Officer consultation required for all new program codes)</small>	_____ <small>Signature</small>	_____ <small>Date</small>
<small>Email/memo in lieu of signature may be attached</small>		

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Should this program be available for applicants to select as their planned course of study on the online application? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
If changing/replacing an existing program code, are current students "grandfathered" under the old code? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Will the old program code be available for:	Banner Module	Yes	No	Ending Term (Semester-Year)
	Recruitment	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Admissions	<input type="checkbox"/>	<input type="checkbox"/>	_____
	General Student	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Academic History	<input type="checkbox"/>	<input type="checkbox"/>	_____

2. NEW COLLEGE, DIVISION, OR DEPARTMENT CODE		Banner forms: STV_COLL, STV_DIVS, STV_DEPT
College code [2 char]:	College description [30 char/space limit]:	
Division code [4 char/space limit]:	Division description [30 char/space limit]:	
Department code [4 char/space limit]:	Department description [30 char/space limit]:	

3. NEW COURSE SUBJECT CODE (Subject Alpha)		Banner form: STV_SUBJ
College:	Department:	
Subject code [4 char/space limit]:	Subject description [30 char/space limit]:	

4. NEW MINOR (Minor codes are listed on the Major code table)		Banner form: STV_MAJR
Minor Code [4 char/space limit]:	Minor Description [30 char/space limit]:	

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Please briefly describe your request and explain why you are requesting the code(s):

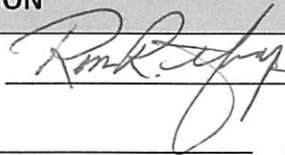
SUPPORTING DOCUMENTATION

Please see the Code Request Guide for the required supporting documents to be submitted. Documents submitted with this form:

- Board of Regents meeting minutes and supporting documents provided to the BOR
- Memo from UH President
- Memo from Chancellor
- Curriculum (required for requests for new programs/majors/minors/certificates)
- Other: _____

CAMPUS VERIFICATION

Requestor Signature



Date

06/14/2011

Registrar

(If different from Requestor) Print name

Signature

Date

Email/memo in lieu of Registrar's signature may be attached

For Community Colleges, verification of consultation with OVPCC Academic Affairs: Email/memo in lieu of signature may be attached

Print name

Signature

Date

Send completed form and supporting documentation to:

Institutional Research and Analysis Office (IRAO)

1633 Bachman Place

Sinclair Annex 2, Room 4

Honolulu, HI 96822

Email: iro-mail@lists.hawaii.edu

Fax: 808-956-9870

Phone: 808-956-7532

After all required forms and supporting documents have been submitted, please allow at least two weeks for processing by IRAO and Banner Central.



UNIVERSITY of HAWAII*
LEEWARD
COMMUNITY COLLEGE

April 11, 2011

MEMORANDUM

TO: Linda Johnsrud
Office of the Executive Vice President for Academic Affairs/Provost

VIA: Michael Pecsok *[Signature]*
Vice Chancellor for Academic Affairs

FROM: Manuel J. Cabral *[Signature]*
for Chancellor

SUBJECT: Curriculum Approval

I have approved the new Certificate of Completion in Travel Industry on 4/11/2011. This certificate is effective Fall 2011. This certificate approval can be found at:
<http://curriculumcentral.its.hawaii.edu:8080/central/core.cas.jsp>

- c Division Chairs
- James Goodman
- Ron Umehira
- Nancy Buchanan
- Kathy Hill
- Candy Hochstein
- Michael Lane
- Pearl Imada-Iboshi

Leeward Community College

Degree:	Certificate of Completion
Division:	Business Technology
Title:	Travel Industry
Description:	The Travel Industry Certificate of Completion is designed for those who seek to achieve basic skills and knowledge that will prepare them to find employment in various segments of the hospitality and travel industry, with a focus on lodging. Students selecting the Certificate may have background experience in the field or be seeking a career area. The courses required in the Certificate are applicable to the A.A.S degree in Management.
Effective Date:	Fall 2011

1. Are the program outcomes appropriate functions of the college and University? (Relationship to University and campus mission and development plans, evidence of continuing need for the program, projections of career opportunities for graduates, etc.)

The program meets the following goals of Leeward Community College's Strategic Plan (2008 - 2015):

Educational Capital

2.4 Increase the number of students who successfully progress and graduate, or transfer to baccalaureate institutions, while maintaining the percentage of transfers who achieve a first year GPA of 2.0 or higher at the transfer institution.

Globally Competitive Workforce

To address critical workforce shortages and prepare students for effective engagement and leadership in a global environment.

4.1 Increase the number of degrees awarded, and/or transfers to UH baccalaureate programs that lead to occupations where there is a demonstrated state of Hawaii shortage of qualified workers, or where the average annual wage is at or above the U.S. average (2006=\$38,651).

4.2 Contribute to meeting the State's incumbent worker education goal by increasing enrollment of 25-49 years old in credit programs by 3% per year.

The program meets the following goals of Leeward Community College's mission statement (2010-2011 College Catalog):

Access

To broaden access to postsecondary education in Hawaii, regionally, and internationally by providing open-door opportunities for students to enter quality educational programs within their own communities.

Work Force Development

To provide the trained workforce needed in the State, the Asia-Pacific region, and internationally by offering occupational, technical, and professional courses and programs which prepare students for immediate and future employment and career advancement.

Personal Development

To provide opportunities for personal enrichment, occupational upgrading, and career mobility through credit and non-credit courses and activities.

Please see attachment [TravelIndustryCCJustification&Attachments10_06_10\[1\].pdf](#).

2. What are the outcomes of the program? (outcomes should be stated in terms of meeting student, community or State needs. Also includes Program Learning Outcomes.)

1. Assess situations and apply the concepts of hospitality business management to select the

- best solutions within a hotel and lodging establishment.
2. Produce and present effective written and oral communication for the hospitality industry.
 3. Analyze and articulate perspectives on the travel industry, including the impact local and international events have on industry trends.

PLO #1: Assess situations and apply the concepts of hospitality business management to select the best solutions within a hotel and lodging establishment.

1. Demonstrate and maintain appropriate standards of professionalism, including ethical behavior and adherence to dress and grooming codes required for the industry.
2. Evaluate ethical leadership and differentiate situations calling for ethical decision making.
3. Demonstrate skills in team-building, coaching, motivating and supervising employees.
4. Explain the need for the hiring and training processes for an effective operation.
5. Perform math calculations necessary for the industry.
6. Utilize computer software and on-line resources applicable to the industry.
7. Demonstrate problem solving and critical thinking skills.
8. Analyze financial reports and determine appropriate operational procedures.
9. Establish and maintain safety, sanitation, and security standards.
10. Discuss the importance of marketing and selling products and services.
11. Demonstrate a basic knowledge of and an ability to comply with current laws, rules, and regulations governing food service, lodging and tourism.
12. Apply destination geography knowledge as required in hotels and tourism.
13. Utilize travel industry reference materials and the Internet.
14. Determine the components needed to create customer travel itineraries for individuals and group tours.
15. Demonstrate a working knowledge of lodging operations.
16. Demonstrate a basic knowledge of meeting planning and catering services.
17. Identify and practice the "hospitality and tourism culture" as it relates to various kinds of hospitality structures.
18. Practice and exhibit proper interviewing skills, including pre- and post-interview strategies.

PLO #2: Communicate effectively with diverse populations to provide customer service excellence within a hospitality establishment.

1. Demonstrate effective listening, writing, and speaking skills with diverse populations in management and with employees and customers.
2. Produce and present effective written and oral communication for the hospitality industry.
3. Set and maintain high quality service standards to satisfy diverse customers.
4. Participate in activities-based learning in the areas of human resources, front desk operations, housekeeping, food and beverages, and other integral departments.
5. Create a database of restaurants, activities, cultural events, and sites to recommend to customers when asked for suggestions.
6. Provide customer service with aloha.

7. Demonstrate knowledge of the hospitality culture and of the local (Hawai'i and area community) culture and customs.

PLO #3: Analyze and articulate global perspectives on the travel industry, including the impact local and international events have on industry trends.

1. Discuss events and international laws that have impacted the history of tourism in Hawai'i.
2. Determine how economic trends in global economies have impacted tourism.

3. How is the program organized to meet its outcomes? (Description of curriculum organization, requirements, admission policies, advising and counseling, and other aspects of the program, with reference to its outcomes.)

MGT 121	Customer Service	3 credits
MGT 122	Human Relations in Business	3
TIM 101	Introduction to Travel Industry Management	3
BUS 101	Business Computer Systems	3 OR
• ICS 100	Computing Literacy and Applications	3
and		
• ICS 101	Digital Tools for the Information World	3
HOST 140	Hotel and Lodging	3
BUSN 166	Professional Employment Preparation	1
Total Credits		16 or 19

The program is comprised of one certificate with six (6) classes. Five (5) of the courses already exist and are taught at Leeward CC. HOST 140 is a new course. It would use the same admission, advising, and counseling resources as other career and technical education programs.

4. Who will enroll in the program? (Special target groups, if any; number of majors expected by year for first five years; expected service to non-majors; evidence of student interest.)

Special target group:

The Travel Industry Certificate of Completion is designed for those who seek to achieve basic skills and knowledge that will prepare them to find employment in various segments of hospitality and travel industry, with a focus on the lodging arena.

Number of majors expected : Year 1: 5; Year 2: 10; Year 3: 15; Year 4: 20; Year 5: 25

Expected service to non-majors: Program open to all students.

Evidence of industry demand: See attachment.

5. What resources are required for program implementation and first five-year cycle operation? (Number, source, and cost of faculty; library requirements; support personnel; estimated cost of supplies, equipment and CIP; facilities to be utilized; total funds required for program implementation and operation; expected source of funds, including sources of reallocated funds.)

No additional cost.

Library requirements; support personnel; estimated cost of supplies, equipment and CIP; facilities to be utilized: Existing

Expected source of funds: General

6. How efficient will the program be? (Compare anticipated cost per SSH, cost per major, SSH/faculty, average class size or other quantitative measures with other programs in the college and similar programs on other UH campuses.)

The availability of this certificate will provide an additional incentive for business students to take these courses and complete a degree at Leeward CC. The high level of student interest in the certificate is likely to increase enrollment in many of the courses included in other Business certificates and programs. Thus, this program should improve the fill rate and the efficiency of these courses.

The program will be very efficient as it primarily utilizes courses already in existence.

All Business Division programs are reviewed annually.

7. How will effectiveness of the program be demonstrated? (Projected number of graduates yearly; placement of graduates; special accreditation; student satisfaction; career and employer satisfaction, etc.)

Effectiveness will be demonstrated through completion of Leeward CC certificate programs; improved student retention rates; certificates issued; and through student and employer feedback.

Projected number of graduates: Year 1: 3; Year 2: 6; Year 3: 8; Year 4: 10; Year 5: 12

Placement of graduates: See attached justification for program including industry demand.

In addition, all programs in the Business Division are reviewed annually.

Campus: LEE
Updated By: MLANE
Updated Date: 03/29/2011 12:00 AM



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Anita Huang <anitahua@hawaii.edu>

Fwd: CC in TIM

1 message

Ron T Umehira <umehira@hawaii.edu>
To: Anita Huang <anitahua@hawaii.edu>
Cc: higaross@hawaii.edu, sota@hawaii.edu

Wed, Jun 15, 2011 at 4:41 PM

Anita,

Here's Warren Mau's email to me requesting the new code for the CC in TIM.

Mahalo,
Ron

----- Forwarded message -----
From: Warren Mau <wmau@hawaii.edu>
To: Ron Umehira <umehira@hawaii.edu>
Date: Mon, 09 May 2011 09:47:05 -1000
Subject: CC in TIM
Hi...

I notice in this week's Bulletin an announcement regarding a new program-Certificate of Completion in Travel Industry Management.

If it hasn't yet been done, please notify the necessary organizations to list the degree/major in Banner so that when a student applies for graduation, A&R will be able to confer the graduation on the student.

Warren



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Anita Huang <anitahua@hawaii.edu>

Code Request Form for CC in TIM at Leeward CC

4 messages

Ron T Umehira <umehira@hawaii.edu>

Wed, Jun 15, 2011 at 12:05 PM

To: Anita Huang <anitahua@hawaii.edu>

Anita,

Aloha from Leeward CC. It was a pleasure talking with you this morning and attached is the code request form for the Certificate in Travel Industry Management that our management program coordinator Ross Higa completed.

Please review the form and contact Ross at 455-0284 should there be any questions. I have copied Ross and also Shelley Ota who is the Business Division Chair.

Mahalo,
Ron Umehira
Dean of Career & Technical Education
455-0321

 Code Request Form - LeewardCC - CC in TIM.pdf
1138K

Anita Huang <anitahua@hawaii.edu>

Wed, Jun 15, 2011 at 4:21 PM

To: Ron T Umehira <umehira@hawaii.edu>, higaross@hawaii.edu, sota@hawaii.edu

Thank you for providing a copy of the code request form Ron.

Ross/Shelley,

I have a few questions regarding the request form.

- What is the related BOR authorized academic program for this certificate? Is it the AAS-Management?
- Will this certificate be financial aid eligible? (Please consult with your financial aid officer and provide a copy of email notification or signature.)
- Has your registrar been consulted on this new program code? (If so, please provide a copy of email notification or signature.)

Please let me know if you have any questions.

Thank you,
Anita Huang
956-5589
[Quoted text hidden]

 Code Request Form - LeewardCC - CC in TIM.pdf
1140K

Ron T Umehira <umehira@hawaii.edu>

Wed, Jun 15, 2011 at 4:40 PM

To: Anita Huang <anitahua@hawaii.edu>

Cc: higaross@hawaii.edu, sota@hawaii.edu

Anita,

Aloha from Leeward CC and allow me to answer your questions below.

1. The AAS in Management is the BOR authorized academic program for the CC in TIM.
2. Our Financial Aid Officer, Aileen Lum-Akana is aware of this certificate which is 16-19 credits. She says that to qualify for financial aid, a certificate need to include a minimum of 16 credits.
3. Our registrar, Warren Mau is aware of this new program code and I will forward to you his email to me.

Any other questions, please direct them to us.

Mahalo,
Ron

[Quoted text hidden]

[Quoted text hidden]

Anita Huang <anitahua@hawaii.edu>
To: Ron T Umehira <umehira@hawaii.edu>
Cc: higaross@hawaii.edu, sota@hawaii.edu

Wed, Jun 15, 2011 at 4:56 PM

Hi Ron,

Thank you for the quick reply. I will go ahead and process this request so that the certificate's program code is established with a major of MGT Management (since this falls under the AAS-MGT) with a concentration in TIM Travel Industry Management.

I will also notify Suzette Robinson (OVPCC Acad Affairs) of this request.

Thank you,
Anita

[Quoted text hidden]