

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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Documentation (Approvals etc...)

Tourism - Travel

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2012

### TTC4 Curriculum Modification for 2013-14

Fanshawe College

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## Course/Program Curriculum Changes: Principles

Program Title:	Tourism & Travel	
Program Alpha & Number:	TTC 4	
Effective Catalog Year:	2013/14	
Late Request:		

Reviews are likely to be a response to currency, flexibility and access issues. This review should:

- Clearly describe the reasons for and benefits of the change;
- Answer the questions regarding the effects of the changes – see Program/Curriculum "Rationale"



**Note:** The Faculty Dean must approve the changes at this point before any further work is to be done. Part of this approval will require that program mapping has been completed – see Note for #2 and #3 below. It may also require VPA's Office approval if significant changes are being proposed.



Changes must be to the benefit of the student with no disadvantages; therefore, if courses needed to complete the program are no longer offered, the School must develop a viable pathway to graduation.



Quality assessment of existing programs is achieved through continuous monitoring by the program team.



Reviews validate that the program learning outcomes are relevant/current and that they continue to be met by the graduation requirements in the program.



The essence of a program is represented in its learning outcomes; the graduation requirements identify the courses & activities whose successful completion is necessary to the mastery of the learning outcomes.



Process should be lean – no unnecessary new steps.



Once students start a program in a specific catalog, no changes to that degree audit may be made, e.g., a course change is proposed for third level. December 1<sup>st</sup>, 2010 for 2011/2012 catalogue means the new course would not be delivered until September 2012.



Changes must be documented – retained by the School as well as archived with the Office of the Registrar.



Communication of changes must be made to all affected stakeholders.

Comments:

Recommended for Approval



Yes



No

Signature

Jacy Geddes

Date

Dec 31/12

PROGRAM/CURRICULUM "RATIONALE FOR CHANGES" RECEIVED

NOV 30 2012

All requests for changes to programs of instruction must be submitted to the Registrar's Office by December 1st each year for changes to be implemented for the following September intake. All changes require the approval of the Dean and possibly the VPA's Office, if significant.

REMINDER: We need to ensure that changes are made properly and in a timely manner to: maximize student success; optimize employment preparation; meet all quality and integrity responsibilities to MTCU, PQAPA and our Board of Governors; and meet community expectations.

- The **Program/Curriculum "Rationale for Changes"** should be completed using this template and all areas must be completed. An electronic copy of this document should be submitted to the Registrar's Office.
- The Dean/Chair responsible for the program should consult with other affected schools and obtain the appropriate sign-offs on a paper copy of this document. Once all consultations and sign-offs have occurred, the paper copy should be submitted to the RO
- Course Request Forms must also be submitted electronically to Strategy and Planning for all new courses. These will be forwarded to Scheduling following approval of the changes by the Dean and possibly the VPA's Office.

1.0 Program Requiring Changes

Program Title:	Tourism and Travel	
Program Alpha & Number:	<del>TTC3</del> NEW #	TTC4
Effective Catalog Year:	2013/14	

*Please answer each of the questions below, if applicable. Missing or incomplete information may delay approval and/or implementation of the proposed changes.*

2.0 Rationale for Changes

2.01 Provide a brief description of the reasons for the proposed changes.

*We are proposing to change the delivery model of TTC3 program from 3 academic semesters and 2 four month co-op placements to 4 academic semesters and 1 five month co-op placement.*

Year 1            30 weeks  
 Co-op Term    5 months  
 Year 2            25 weeks

*The students would benefit from a more manageable course load. They currently take an average of 10 courses per semester and average 25 hours of class per week. The proposed change would result in an average of 7 courses per semester and 21 hours of class per week.*

*The proposed change would allow students to have access to exchange partnerships and would also allow the students to participate in transfer agreements with other institutions.*

*See attached Email and rationale*

2.02 Students

- Are changes a response to student feedback? Or our Programs Data Report - Weak Factors? (summarize how changes address this issue)

*A survey was conducted of the second year students currently in the third semester of the program. 85% stated that they found the course load challenging and 82% stated that they would prefer that the courses be spaced over 4 academic semesters.*

- How will changes affect student learning and success? (describe evidence to support this)

*The average courses per semester will decrease from 10 to 7 and the average weekly class hours will decrease from 25 per week to 21 per week. As the majority of courses are theoretically based the current format is quite rigorous.*

*By changing to a 4 semester format the students will now be eligible to participate in exchange agreements that we have with other educational institutions.*

*Graduation rate will increase as students will be in sync to graduate together as a class. Current model sees numerous students out of sync with their class or graduating with a Non Co-op endorsed diploma.*

- How will changes affect cost of the program for students? (e.g., materials fees; equipment fees - laptop program; OSAP implications)

*As total course hours are not changing the tuition will be spread out over 4 semesters instead of 3. There may be additional administrative fees applied, or fees from the Student Union?*

- How will changes affect the flow of the program?

*The changes will affect each semester of the program as we will be spreading the courses out over 4 semesters.*

### 2.03 Relationship of Program to Industry

- How do changes reflect trends in the field or in industry? (Provide data regarding industry and/or professional trends.)

*No change*

### 2.04 Program Learning Outcomes

- How do the changes align with Ministry outcomes? (Provide a copy of the completed program map indicating gaps/overlaps that are being corrected)

*No change - continue to meet Vocational Learning Outcomes*

### 2.05 Relationships with Other Fanshawe College Programs

- Is this course in a ladder program or part of any other Fanshawe College program?

*Could increase students applying to Post Graduate Programs in particular Concierge Services, as there would not be as long of a delay to start these programs.*

### 2.06 Relations with Other Post-Secondary Programs

- How will the changes affect transfer agreements with other post-secondary institutions?
- What discussions have been initiated with these institutions regarding the changes?

*No change, courses are all the same.*

*Students will be eligible to participate in transfer and exchange agreements*

### 2.07 Changes on Fit of Program with general College Requirements for Programs

- How do changes affect the fit of the program with the College's strategic plan, program mix, general education requirements, marketing?

No change

- Are changes consistent with Colleges policies/practices? (Identify specific areas where policies/practices need to be altered if program changes approved.)

*Program still meets all College Policies and practices*

### 3.0 Consultation Regarding Proposed Changes

#### 3.01 Consultation With Program Advisory Committee

- Indicate feedback from the program advisory committee regarding the changes.

*Change has no impact on Vocational Learning Outcomes*

#### 3.02 Consultation With Other Programs/Schools/Services

- What programs/schools/services have been consulted?
- What feedback and suggestions have been offered through consultation?

*Planning and Admissions have been contacted to discuss the impact this might have on budgeting and scheduling.*

### 4.0 Resource Implications of Proposed Changes

#### 4.01 Staffing

- Outline all staffing consequences, both for the program and related areas.

*None*

#### 4.02 Services

- Outline all consequences on other areas.

*None*

#### 4.03 Space or Technology Requirements

- Outline how changes affect space and/or technology requirements.

*No additional space is required. The space requirements are now being spread out over 4 semesters. The total time remains the same.*

#### 4.04 Budgetary Implications

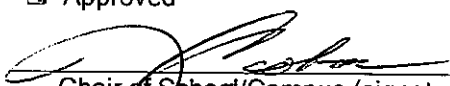
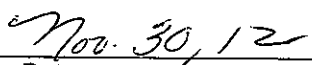
- Outline budgetary implications (include consequences on other schools such as increase/decrease in teaching hours required)
- Outline changes to materials fees.

*Budget impact during first year of delivery as fee distribution will be affected.*

**Approvals: Chair of School and Dean of Faculty; possibly VPA's Office, if significant**

Approved

Not Approved / Requires Changes

  
Chair of School/Campus (signature)   
Date

  
Dean of Faculty (signature)   
Date

\_\_\_\_\_  
Chair of Servicing School, if required (signature) Date

\_\_\_\_\_  
Vice-President, Academic, if required (signature) Date

## Cookson, Jeannine

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**From:** Cookson, Jeannine  
**Sent:** Friday, November 30, 2012 10:10 AM  
**To:** Trotter, Lane; Belford, David  
**Cc:** Walker, Scott; Dobson, Terry; Wilmink, Kim; Dale, Sara N.  
**Subject:** Changes to Tourism & Travel Program

Good morning

It was suggested I should provide you both with the information pertaining to the recommendations we are making for the Tourism & Travel Program. We have been discussing for a number of years now changing this **Three** Academic Semester program to **Four** academic Semesters.

### **Background:**

At one time this program was a Mandatory Experiential Credit Cooperative Education Program. The two year diploma was sandwiched into three academic terms and two mandatory Co-op terms. One between first and second year and one in January of their final year. There was specific learning that was to have occurred while the student was on placement. Students were not able to graduate without the Cooperative Education terms. We have numerous students who have still not graduated from this credential because of the lack of Cooperative Education. Experiential Credit, is not recognized by the ministry and the program was then changed a few years ago to be Mandatory Cooperative Education. This change had significant impact on whether or not a student would satisfy the work experience, as the student can now choose to graduate with-out Cooperative Education, thereby eliminating any of the learning that would have occurred in these placements.

### **Rationale for Change:**

1. Students are not required to complete Co-op thereby eliminating the mandatory learning that would have happened.
2. The academic terms are very heavy for these students as they are in theoretical courses on average 26 hours per week and as much as 28 hours per week. Making success very difficult for these students. A recent survey saw better than 80 % of both first and second year students expressing their wish to elongate the delivery of these courses over 4 semesters as opposed to three due to the academic load.
3. No change to overall tuition costs, tuition would be distributed over 4 terms as opposed to three
4. Increase to ancillary costs due to extra term.
5. Housing costs would be increased due to additional semester, however currently students are unable to get out of apartment leases after Christmas when their current academic term completes, limiting employment opportunities to the London community.
6. Currently we manage a lot of out of sync students due to the challenges around Co-op in January. A change to 4 academic semesters will have positive impact on Grad rate, allowing all students to complete at the same time.
7. Co-op term would be changed to one placement of 5 months between first and second year. Directly in line with the new Co-op policy and given the nature of the industry would see improved number of students attaining a Co-op opportunity.
8. Improved opportunity for Exchange. These students are currently unable to benefit from the exchange opportunities that are growing for this school. Due to only 3 academic terms. These are the students who really want to travel and would benefit from a term abroad. We need to allow them the opportunity to do this.

### **Implications**

1. We are recommending this change occur for the incoming students for **Fall 2013**. Discussion has occurred with Scott Walker and Terry Dobson and we have determined a plan to manage all incoming applications to identify the change prior to them confirming.

2. A new program number is required and a redistribution of fees will be applied
3. No Ministry involvement required.

We are currently submitting Degree Audit changes in order to be prepared for this change in delivery. Please let me know if you have any questions or concerns.

*Jeannine Cookson* M.A  
Chair – School of Tourism & Hospitality  
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## McCallum, Tiffany

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**From:** Cookson, Jeannine  
**Sent:** Monday, December 10, 2012 2:29 PM  
**To:** McCallum, Tiffany  
**Cc:** Dobson, Susan  
**Subject:** RE: GRM2/3 and TTC4 Degree Audits

Hello Tiffany

Each term we submit the billing credits for each of our terms and for our programs so yes we are well aware of the requirements from our end. For these particular programs:

1. Courses for the most part do not ladder from one term to the next and can be offered in the Fall or Winter
2. The year format provides the flexibility to deliver courses in any given term when expertise is available.
3. The flexibility of delivery allows me the ability to be responsive to new opportunities. For example, the Advanced Standing cohort that his coming in January for the HMT3 program. We could not entertain this enrollment stream without the DA being printed in the year format. I do not want to lose out on an opportunity because of a constrictive DA.

Is that sufficient?

## Jeannine Cookson M.A

**Chair – School of Tourism & Hospitality  
Fanshawe College**

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**From:** McCallum, Tiffany  
**Sent:** Monday, December 10, 2012 12:01 PM  
**To:** Cookson, Jeannine  
**Cc:** Dobson, Susan  
**Subject:** GRM2/3 and TTC4 Degree Audits

Good Morning,

We received Degree Audit changes for GRM2/3 and TTC4 requesting to move from the level to the year format. There are many disadvantages to the year format which include but not limited to Billing Credits, determining full and part-time load, charging appropriate fees for overload, potential lost revenue and impact on the audit. Please provide a rationale (other than consistency with other THS programs) for making the change to show the DA by year.

Thank You,

**Tiffany McCallum** | Customer Service Representative

Degree Audit

Office of the Registrar | Fanshawe College

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**Degree Audit Report**

Catalog: 2013/2014

Program: *HS NEW # TTC4*

Name: Tourism and Travel

Department: THS - Tourism & Hospitality

Academic Level: PS

CCD: 8 - 4AcadSem/1200-1400hrs

Grade Scheme: LG2

Major: TTC3 - Tourism & Travel

Div: THS - Tourism & Hospitality Division

Co-Op Indicator: Mandatory Co-op

**Academic Program Requirement**

Total Credits: 75.00

Residency Reqmt: 19.00

GPA Requirement: 2.000

Residency Reqmt GPA: 2.000

Minimum Grade: D

**Academic Requirement: TTC3.13 Tourism and Travel**

Major: TTC3

Grade Scheme: LG2

Minimum GPA: 2.000

Minimum Grade:

**Subrequirement: Level 1 YEAR 1**

Take all of the following Mandatory Courses:

		Total Hours	Total Credits	GE
MKTG-1059	Marketing for Tourism & Hospitality	45.00	3.00	
COMP-1375	Computer and Keyboarding Skills - Intro	45.00	2.50	
GEOG-1006	Discover North America	60.00	3.50	
TRAV-1011	Travel Fundamentals	45.00	3.00	
MMED-1014	Multi Media Applications	30.00	2.00	
TRAV-1019	Front Office 1	30.00	2.00	
FDMG-1039	Dining for Professional Success	45.00	3.00	**
WRIT-1042	Reason & Writing 1-Tourism& Hospitality	45.00	3.00	
DEVL-1034	Career Strategies	31.00	2.00	

**Subrequirement: Level 2**

Gen Ed - Take a 3 credit General Education elective course

Take all of the following Mandatory Courses:

*Courses move to YEAR 2*

		Total Hours	Total Credits	GE
COMM-3041	Professional Communication for Tour/Hosp	45.00	3.00	
<i>YR 2</i> GEOG-1003	World Tourism Geography I	45.00	3.00	
TOUR-1003	Customer Sales and Service	45.00	3.00	
TRAV-1004	Package Holidays	45.00	3.00	
<i>YR 2</i> TRAV-1020	Tariffs & Ticketing 1	30.00	2.00	
<i>YR 2</i> TRAV-1018	Computer Reservation Systems 1	60.00	3.00	
<i>YR 2</i> TRAV-1008	Surface Transportation Studies	45.00	3.00	
TRAV-3006	Front Office 2	30.00	2.00	
TOUR-1005	Tourism Industry-Intro	30.00	2.00	

**Degree Audit Report**

*YEAR 2*

**Subrequirement: Level 3**

*Take all of the following Mandatory Courses:*

		<b>Total Hours</b>	<b>Total Credits</b>	<b>GE</b>
FINA-1027	Personal Finance	30.00	2.00	
GEOG-3001	World Tourism Geography II	45.00	3.00	
TOUR-3001	Group Tour Management	30.00	2.00	
TRAV-1014	Sectors of Retail Travel	30.00	2.00	
TRAV-3007	Tariffs and Ticketing II	30.00	2.00	
TRAV-3008	Computer Reservation Systems 2	60.00	3.00	
TRAV-1012	The Business of Travel	45.00	3.00	
TRAV-1013	Industry Insight	45.00	3.00	
TRAV-1017	International Field Study	15.00	1.00	
BEVR-1004	Wines of the World	45.00	3.00	**

**Subrequirement: Gen Ed - Electives**

Take 3 General Education credits -

Normally taken in ~~Level 2~~ *YEAR 1 LEVEL 2*

**Subrequirement: Check Residency**

Students Must Complete a Minimum of 19 of the Program Credits at Fanshawe to meet the Residency Requirement and Graduate from this Program.

*[Signature]*  
Approved By Chair/Manager:

*Jouin & Hoop Nov 30/12*  
Department and Date:

*[Signature]*  
Approved by Dean:

*Dec 3/12*  
Date:

General Education Approved By(as appropriate):

Date:

*TJ  
Dec. 31/12*