EĞİTİMDE KALİTE GÜVENCESİ YILLIK RAPORU

QUALITY ASSURANCE IN EDUCATION ANNUAL REPORT

UYGULAMALI BİLİMLER FAKÜLTESİ / *FACULTY OF APPLIED SCIENCES*

TURİZM VE OTEL İŞLETMECİLİĞİ LİSANS PROGRAMI (THM) / *TOURISM AND HOTEL UNDERGRADUATE PROGRAM (THM)*

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UYGULAMALI BİLİMLER FAKÜLTESİ / *FACULTY OF APPLIED SCIENCES*

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1. BÖLÜM HAKKINDA / *ABOUT THE DEPARTMENT*

1.1. EĞİTİM AMAÇLARI / *EDUCATIONAL OBJECTIVES*

Mezunlarımız, turizm sektöründeki liderler olarak; / *As leaders in the tourism industry, our graduates will be distinguished;*

- Ahlaki değerleri ve sürdürülebilirlik konusundaki prensipleri, profesyonel ve girişimci ruhları ve bilgi ve becerileri ile, / *With their knowledge and skills while exploiting various professional and entrepreneurial opportunities in an ethical and sustainable manner.*
- Gerek kendi, gerekse başkalarının gelişimi ve sektörün sürekli değişen ihtiyaçlarına cevap vermek için, sürekli yaşam boyu öğrenme bilinci ve istekleriyle, / *With their desire and awareness for continuous life-long learning; improving themselves and others as well as responding to the ever-changing needs of the industry.*
- Etkin iletişim, takım çalışması ve sosyal sorumlulukla, sektörde etki yaratma yetenekleriyle fark edileceklerdir. / *With their ability to create an impact in the industry through effective communication, teamwork and social responsibility.*

1.1.1. DANIŞMA KURULU / *ADVISORY BOARD*

- Murat Altunay, Kurumsal Müşteri Yönetimi & Alternatif Satış Kanalları, SETUR, Türkiye / Murat Altunay, Corporate Customer Management & Alternative Sales Channels, SETUR, Türkiye
- Burcu Betoner, Ticari Yönetmen, Conrad Dubai, BAE (2005 THMS Mezunu) / *Burcu Betoner, Commercial Director, Conrad Dubai, UAE (2005 THMS Graduated)*
- Mustaf Emir Boro, Dijital Pazarlama Danışmanı, Emir Boro Consultancy, Amesterdam, Hollanda (2010 THMS Mezunu) / **Mustaf Emir Boro, Digital Marketing Consultant, Emir Boro Consultancy, Amesterdam, Netherlands (2010 THMS Graduated)**
- Rengin Bülbül Turan, İcra Kurulu Başkanı / Kurucu Ortak, Parlian Shipping SA İstanbul, Türkiye / *Rengin Bülbül Turan, Chief Executive Officer / Founding Partner, Parlian Shipping SA Istanbul, Türkiye*
- Funda Eratıcı, Geliştirme Direktörü, Hilton Hotels, Türkiye (1994 THMS Mezunu) / *Funda Eratıcı, Development Director, Hilton Hotels, Türkiye (1994 THMS Graduated)*
- Doğan Gürsoy, Öğretim Üyesi, Washington State Üniversitesi, ABD / *Doğan Gürsoy, Faculty Member, Washington State University, USA*
- Albert Helms, Eski Genel Müdür (JW Marriott Ankara, Türkiye) / *Albert Helms, Former General Manager (JW Marriott Ankara, Türkiye)*
- Osman Keskin, Bölge Satış Direktörü, OTO Development, Chicago, ABD (1998 THS Mezunu) / Osman Keskin, Regional Sales Director, OTO Development, Chicago, USA (1998 THS Graduated)

- Sinan Köseoğlu, Premyum Operasyon, Ekonomi & Orat Ölçekli Markalar Bşk. Yrd., Accor Grup, Türkiye / *Sinan Köseoğlu, Premyum Operations, Economy & Medium Scale Brands Head. Asst., Accor Group, Türkiye*
- Kaan Küçükkaya, Talent Acquisition Partner, TUI, İzmir, Türkiye / *Kaan Küçükkaya, Talent Acquisition Partner, TUI, İzmir, Türkiye*
- M. Osman Sezener, Şef / Restoran Sahibi / Yemek Şirketi Sahibi, OD Urla / Ristorante Pizzeria Venedik / Venedik Catering / Pizza Venedik Express, Türkiye (2005 THMS Mezunu) / *M. Osman Sezener, Chef / Restaurant Owner / Catering Company Owner, OD Urla / Ristorante Pizzeria Venice / Venice Catering / Pizza Venice Express, Turkey (2005 THMS Graduated)*
- Burçin Türkkan, Kurucu Başkan / 2022 SKAL International Eski Bşk., New Era Business Innovation and Management Consulting, Atlanta, ABD (1997 THMS Mezunu) / *Burçin Türkkan, Founding President / 2022 SKAL International Former President, New Era Business Innovation and Management Consulting, Atlanta, USA (1997 THMS Graduate)*

1.2. LİSANS PROGRAMI / *UNDERGRADUATE PROGRAM*
1.2.1. MÜFREDAT / *CURRICULUM*

Birinci Yıl / *First Year*					
Güz Dönemi / *Fall Semester*					
Ders Kod / *Course Code*	**Ders Adı / *Course Name***	**Saatler / *Hours***		**Kredi / *Credits***	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer / *Lab / Studio / Others***	**Bilkent**	**ECTS**
CTIS 186	İşletmeler için Bilgisayar Uygulamaları / *Business Computer Applications*	3	0	3	5
ENG 101	İngilizce ve Kompozisyon I / *English and Composition I*	3	0	3	5
GE 100	Üniversite Hayatına Giriş / *Orientation*	0	0	1	2
THM 105	Hizmet İşletmeleri Yönetimi / *Service Business Management*	3	0	3	5
THM 106	Muhasebenin Esasları / *Principles of Accounting*	3	0	3	5
THM 125	Dijital Çağda Turizm ve Konaklamaya Giriş / *Introduction to Tourism and Hospitality in the Digital Age*	3	0	3	5
TURK 101	Türkçe I / *Turkish I*	0	0	2	3.5
Bahar Dönemi / *Spring Semester*					
Ders Kod / *Course Code*	**Ders Adı / *Course Name***	**Saatler / *Hours***		**Kredi / *Credits***	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer / *Lab / Studio / Others***	**Bilkent**	**ECTS**
ECON 103	İktisadın Temel İlkeleri / *Principles of Economics*	4	0	3	5
ENG 102	İngilizce ve Kompozisyon II / *English and Composition II*	5	0	3	5
MATH 105	Matematiğe Giriş I / *Introduction to Calculus I*	4	0	4	6.5
TURK 102	Türkçe II / *Turkish II*	0	0	2	3.5
	Temel Bilgisayar Becerileri Seçmeli / *Computer Skills Core Elective*			3	
	Sınırlı İkinci Yabancı Dil (I) / *Restricted Second Foreign Language-(I)*			3	

		İkinci Yıl / *Second Year*			
		Güz Dönemi / *Fall Semester*			
Ders Kod / *Course Code*	**Ders Adı /** *Course Name*	**Saatler /** *Hours*		**Kredi /** *Credits*	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer /** *Lab / Studio / Others*	**Bilkent**	**ECTS**
GE 250	Üniversite Etkinlik Programı I / *Collegiate Activities Program I*	0	0	0	1
HIST 200	Türkiye Tarihi / *History of Turkey*	3	0	4	6.5
THM 168	Beslenme ve Sanitasyon / *Nutrition and Sanitation*	3	0	3	5
THM 243	Odalar Bölümü Yönetimi / *Rooms Division Management*	3	0	3	5
THM 245	Satın Alma ve Maliyet Analizi / *Purchasing and Cost Analysis*	3	0	3	5
THM 247	Yiyecek ve İçecek Yönetimi / *Food and Beverage Management*	3	0	3	5
	Sınırlı İkinci Yabancı Dil (II) / *Restricted Second Foreign Language-(II)*			3	
		Bahar Dönemi / *Spring Semester*			
Ders Kod / *Course Code*	**Ders Adı /** *Course Name*	**Saatler /** *Hours*		**Kredi /** *Credits*	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer /** *Lab / Studio / Others*	**Bilkent**	**ECTS**
CTIS 285	Otel Yönetim Sistemleri / *Hospitality Industry Computerization*	3	0	3	5
CTIS 286	Yiyecek ve İçecek Yönetiminde Bilgisayar Uygulamaları / *Food and Beverage Computer Applications*	3	0	3	5
GE 251	Üniversite Etkinlik Programı II / *Collegiate Activities Program II*	0	0	1	2
THM 244	Yiyecek Üretim Teknikleri / *Food Production Techniques*	0	4	3	5
THM 246	Restoran Servisi / *Restaurant Service*	0	6	3	5
	İleri Yazma ve İletişim Seçmeli Dersi / *Advanced Writing and Communications Core Elective*			3	
	Sınırlı İkinci Yabancı Dil (III) / *Restricted Second Foreign Language-(III)*			3	

		Üçüncü Yıl / *Third Year*			
		Güz Dönemi / *Fall Semester*			
Ders Kod / *Course Code*	**Ders Adı /** *Course Name*	**Saatler /** *Hours*		**Kredi /** *Credits*	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer /** *Lab / Studio / Others*	**Bilkent**	**ECTS**
HCIV 101	Uygarlık Tarihi I / *History of Civilization I*	3	0	3	5
THM 300	Yaz Stajı / *Summer Internship*	0	0	0	8
THM 303	İstatistik ve Kantitatif Metotlar / *Statistics and Quantitative Methods*	3	0	3	5
THM 309	Pazarlamanın Esasları / *Principles of Marketing*	3	0	3	5
THM 323	Uluslararası Mutfaklar / *International Cuisines*	0	6	3	5
	Genel Seçmeli Ders / *General Elective*			3	
	Sınırlı İkinci Yabancı Dil (IV) / *Restricted Second Foreign Language (IV)*			3	
		Bahar Dönemi / *Spring Semester*			
Ders Kod / *Course Code*	**Ders Adı /** *Course Name*	**Saatler /** *Hours*		**Kredi /** *Credits*	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer /** *Lab / Studio / Others*	**Bilkent**	**ECTS**
HCIV 102	Uygarlık Tarihi II / *History of Civilization II*	3	0	3	5
THM 409	Turizm Hukuku / *Tourism Law*	3	0	3	5
THM 415	Finans / *Finance*	3	0	3	5
THM 416	Gelirler Yönetimi ve Veri Analizi / *Revenue Management and Data Analytics*	3	0	3	5
	Genel Seçmeli Ders / *General Elective*			3	
	Temel İnsani Bilimler Seçmeli Dersi / *Humanities Core Elective*			3	

Dördüncü Yıl / *Fourth Year*					
Güz Dönemi / *Fall Semester*					
Ders Kod / *Course Code*	**Ders Adı / *Course Name***	**Saatler / *Hours***		**Kredi / *Credits***	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer / *Lab / Studio / Others***	**Bilkent**	**ECTS**
THM 310	Dönem Stajı / *Semester Internship*	0	0	9	20
Bahar Dönemi / *Spring Semester*					
Ders Kod / *Course Code*	**Ders Adı / *Course Name***	**Saatler / *Hours***		**Kredi / *Credits***	
		Ders / *Lecture*	**Lab / Stüdyo / Diğer / *Lab / Studio / Others***	**Bilkent**	**ECTS**
THM 418	Bitirme Projesi / *Senior Project*	3	0	3	5
THM 419	Konaklama İşletmeleri için Stratejik Yönetim / *Strategic Management in Hospitality*	3	0	3	5
THM 423	Turizm Ekonomisi / *Tourism Economics*	3	0	3	5
	Temel Sanat Seçmeli Dersi / *Arts Core Elective*			3	
	Genel Seçmeli Ders / *General Elective*			3	
	Temel Fen Bilimleri Seçmeli Dersi / *Science Core Elective*			3	

1.2.2. DERSLERİN DAĞILIMI / *DISTRIBUTION COURSES*

- Zorunlu Bölüm Dersleri (20) / Compulsory Department Courses (20)
- Zorunlu Bölüm Dışı Dersler (15) / Compulsory Non-Department Courses (15)
- Seçmeli Dersler (12) / Elective Courses (12)
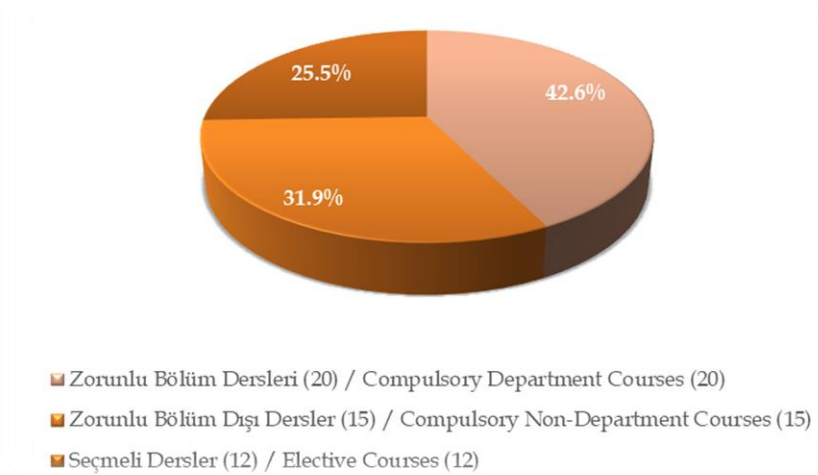
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1.3.   ÖĞRENCİLER / *STUDENTS*
1.3.1.   ÖĞRENCİ SAYILARI / *NUMBER OF STUDENTS*

	Öğrenci Sayıları / *Number of Students*
Hazırlık / *Prep*	47
1. Sınıf / *1. Class*	31
2. Sınıf / *2. Class*	18
3. Sınıf / *3. Class*	12
4. Sınıf / *4. Class*	11
Toplam Öğrenci Sayısı / *Total Number of Students*	**119**

Tablo.1.3.1. 2023-2024 Akademik Yılı Turizm ve Otel İşletmeciliği Lisans Programı Öğrenci Sayıları / ***Table.1.3.1.*** *Number of Students in Tourism and Hotel Management Undergraduate Program for the 2023-2024 Academic Year*

1.3.2.   YABANCI ÖĞRENCİ SAYILARI / *NUMBER OF FOREIGN STUDENTS*

	Yabancı Öğrenci Sayıları / *Number of Foreign Students*
1. Sınıf / *1. Class*	3
4. Sınıf / *4. Class*	2
Toplam Yabancı Öğrenci Sayısı / *Total Number of Foreign Students*	**5**

Tablo.1.3.2. 2023-2024 Akademik Yılı Turizm ve Otel İşletmeciliği Lisans Programı Yabancı Öğrenci Sayıları / ***Table.1.3.2.*** *Number of Foreign Students in Tourism and Hotel Management Undergraduate Program for the 2023-2024 Academic Year*

1.4. ÖĞRETİM ELEMANLARI / *FACULTY MEMBERS*
1.4.1. ÖĞRETİM ELEMANI SAYILARI / *NUMBER OF FACULTY MEMBERS*

	Öğretim Elemanı Sayıları / *Number of Faculty Members*
Doçent Doktor / *Associate Professor*	1
Doktor Öğretim Üyesi / *Asisstant Professor*	2
Öğretim Görevlisi / *Instructor*	8
Toplam Öğretim Elemanı Sayısı / *Total Number of Faculty Members*	**11**

Tablo.1.4.1. 2023-2024 Akademik Yılında Turizm ve Otel İşletmeciliği Lisans Programı Kadrolu ve Yarı Zamanlı Öğretim Elemanı Sayıları / ***Table.1.4.1.*** *Number of Full-Time and Part-Time Faculty Members in the Tourism and Hotel Management Undergraduate Program in the 2023-2024 Academic Year*

1.4.2. ÖĞRETİM ELEMANLARININ LİSTESİ / *LIST OF FACULTY MEMBERS*

Öğretim Elemanının Unvanı / *Title of Faculty Member*	Öğretim Elemanının Çalışma Şekli / *Work-mode of Faculty Member*	Öğretim Elemanının Adı - Soyadı / *Name-Surname of Faculty Member*
Doçent Doktor / Associate Professor	Tam Zamanlı / Full Time	Ayşe Keens
Doktor Öğretim Üyesi / Assistant Professor	Tam Zamanlı / Full Time	Eda Gürel
Doktor Öğretim Üyesi / Assistant Professor	Tam Zamanlı / Full Time	Semih Sait Yılmaz
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Kamer Rodoplu
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Jamel Ben Chafra
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Fatma Güliz Bolat
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Arzu Sibel İkinci
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Esin Şenol
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Ali Ünal
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Güneş Karamullaoğlu
Öğretim Görevlisi / Instructor	Tam Zamanlı / Full Time	Elif Denizci

Tablo.1.4.2. 2023-2024 Akademik Yılında Turizm ve Otel İşletmeciliği Lisans Programı Kadrolu ve Yarı Zamanlı Öğretim Elemanı Listesi / ***Table.1.4.2.*** *List of Full-Time and Part-Time Faculty Members in the Tourism and Hotel Management Undergraduate Program in the 2023-2024 Academic Year*

1.5. EĞİTİMDE KALİTE KOMİTESİ / *COMMITTEE OF QUALITY IN EDUCATION*

❖ Güneş Karamullaoğlu
❖ Esin Şenol
❖ Jamel Ben Chafra
❖ Ayşe Collins

2. TÜRKİYE YÜKSEKÖĞRETİM YETERLİLİKLER ÇERÇEVESİ – ULUSAL YETERLİLİKLER / *TURKISH HIGHER EDUCATION QUALIFICATIONS FRAMEWORK - NATIONAL QUALIFICATIONS*

Personal Services Main Area Basic Field Qualifications (Professional) - 6th Level - Bachelor's						
LEVEL OF THEQF	KNOWLEDGE SKILLS -Theoretical -Factual	SKILLS -Cognitive -Practical	COMPETENCIES			
			Ability to Work Independently and Take Responsibility	Learning Competence	Communication and Social Competence	Field-Specific Competence
6th Level Bachelor's EQF-LLL: 6th Level QF-EHEA: 1st Cycle	K1. Has comprehensive and systematic knowledge of concepts, theories, principles, and facts in the field of study and related disciplines. K2. Has knowledge of service delivery processes and procedures in the field of study. K3. Has knowledge of internal and external environmental factors of the field, related organizations, organizational divisions, management, policies, strategies and their relations and interactions with each other. K4. Has a basic level of knowledge on research methods specific to the field of study. K5. Has knowledge of legal regulations,	S1. Applies and interprets knowledge, theories and models in the field and close disciplines related with the field in the workplace and in general. S2. Makes rational analysis, interprets, contributes and adapts to the changes, follows the developments both in internal and external environments of the organizations operating in the field of study. S3. Fulfills managerial functions such as planning, organizing, coordinating, directing and controlling in the field. S4. Analyzes, plans, implements, and supervises the service delivery process in the field of study and, if necessary, redesign and improves the service delivery process. S5. Uses the service policies and strategies in the field of study, fulfills, reviews, develops, evaluates the service processes for satisfying the consumer; solves the problems affecting service processes, uses and develops	W1. Works independently and with others in an effective manner. W2. Works as a team member, takes responsibility and can manage a project. W3. Develops professional knowledge and skills of people with whom he/she works together and makes performance appraisals. W4. Creative and autonomous in solving problems and able to make decisions in complex and unforeseen situations. W5. Manages and transforms the complex and unforeseen service processes that require	L1. Able to learn independently in order to improve professional knowledge, skills and competencies. L2. Follows the current professional developments in the field of study both at national and international level. L3. Develops knowledge, skills and competencies constantly to take further responsibility for both personal and professional development. L4. Develops and updates the knowledge, skills and competencies in the field of study with a life-long-learning perspective.	C1. Establishes interpersonal and intercultural communication effectively and conducts team work. C2. Presents information, discussion and analysis in various ways to both the experts and non-specialists. C3. Communicates both verbally and in a written way at least at the B1 level of European Language Portfolio in a foreign language. C4. Uses relevant software, information and communication technologies in the field of study at least at the advanced level of European Computer User License.	F1. Conducts health, security and risk assessments regularly related to the field and collects data for this purpose. F2. Fulfills the works within the framework of laws and professional standards. F3. Adheres to the ethical values related to the field and has the social responsibility. F4. Has sufficient consciousness on privacy and confidentiality of private lives of people to whom services are delivered and takes measures for this purpose. F5. Takes into consideration the human health, social and ecological environment while performing works related to the field. F6. Considers basic human rights and liberty, shows sensitivity to intercultural and interpersonal differences; tolerates and respects to those differences. F7. Interprets the laws and regulations in the field and

professional standards and practices in the field of study. K6. Has detailed knowledge of his/her work or profession in the field of study. K7. Has knowledge of important problems and alternative solutions both in the field of study and related fields.	instruments to measure consumer satisfaction. S6. Plans and carry out projects and researches by using appropriate research methods related with issues and problems in the field and presents the results clearly and in an understandable manner. S7. Recognizes and uses the physical environment, equipment, tools and technology in the field of study and protects them by carrying out the necessary maintenance. S8. Analyses the problems related with the field by using the known techniques; evaluates different options critically in solving complex and unpredictable problems. S9. Follows the developments and applications in the field and uses them in practice. S10. Deduces abstract and theoretical implications from the applications in the field. S11. Makes self-evaluation.	new strategic approaches. W6. Manages both himself/herself and the time and critically evaluates himself/herself. W7. Manages technical and occupational activities or projects under complex and unforeseen situations in the field of study. W8. Supports career developments of people or groups working under his/her supervision.			approaches to current assumptions in a critical manner. F8. Pays attention to personal care, hygiene, and clothing as required by the profession.

3. PROGRAM ÇIKTILARI / *PROGRAM OUTCOMES*

3.1. PROGRAM ÇIKTILARININ LİSTESİ / *LIST OF PROGRAM OUTCOMES*

a. Alanıyla ilgili ve genel bilgi ve becerileri yenilikçi ve girişimci bir ruhla uygulayabilir. / *Able to apply knowledge and skills related to the field and in general with an innovative and entrepreneurial spirit.*

b. Çağdaş bilimsel düşünceden esinlenerek, küresel zorluklara yaratıcı çözümler geliştirmek için araştırma, plan ve projeler tasarlayabilir ve yürütebilir. / *Inspired by contemporary scientific thought, able to design and conduct research, plans, and projects to develop creative solutions for global challenges.*

c. Fikir ve düşüncelerini etkin bir şekilde organize edebilir ve bunları çeşitli kitlelere iletmek için gerekli yazma ve iletişim becerilerini geliştirebilir, bağımsız olarak ve ulusal ve çok uluslu takımlarda başkalarıyla birlikte çalışabilir. / *Able to develop writing and communication skills necessary for effectively organizing ideas and thoughts and conveying them to various audiences, working independently and with others in national and multinational teams.*

d. Yaşam boyu öğrenim yoluyla, kendi ve başkaları için mesleki ve kişisel gelişimle ilgili sürekli ihtiyacı fark edebilir. / *Able to recognize the continuous need in professional and personal development for him/helself and others through life-long learning.*

e. Alanındaki ve genel, iş uygulamaları (yönetim) için gerekli teknikleri, becerileri ve işletmelerin modern bilişim teknolojilerini kullanabilir. / *Able to use the techniques, skills, and modern property management IT tools necessary for business practices in the field and in general.*

f. Alanındaki ve genel yasal düzenlemeleri, etik ve mesleki standartları yorumlayabilir ve takip edebilir. / *Able to interpret and follow legal regulations, ethical and professional standards in the field and in general.*

g. Alanındaki ve genel hizmet kalitesini analiz edebilir, planlayabilir, uygulayabilir, denetleyebilir ve iyileştirebilir. / *Able to analyse, plan, implement, supervise and improve a quality service in the field and in general.*

h. Alanındaki ve genel sürdürülebilirlik önlemlerini uygulama bilgisine, farkındalığına ve yeteneğine sahiptir. / *Able to analyse, plan, implement, supervise and improve a quality service in the field and in general.*

i. Öğrenciler, derslerin yanı sıra çeşitli ve yaratıcı, sanatsal, kültürel, sportif ve entelektüel faaliyetlere katılarak kampüs hayatından daha fazla faydalanırlar. / *Take advantage of the campus life where students are engaged in diversity, creativity and commitment outside coursework through artistic, cultural, sportive and intellectual activities.*

3.2. ULUSAL YETERLİLİKLER İLE PROGRAM ÇIKTILARI BAĞLANTI TABLOSU / *NATIONAL QUALIFICATIONS AND PROGRAM OUTCOMES CONNECTION TABLE*

Ulusal Yeterlilikler / *National Competencies*	Program Çıktıları / *Program Outcomes*								
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
K1	✔								
K2							✔		
K3	✔				✔				
K4		✔							
K5						✔			
K6	✔			✔			✔		
K7		✔							
S1	✔								
S2		✔				✔			
S3							✔		
S4							✔		
S5							✔		
S6		✔							
S7					✔				
S8		✔							
S9				✔					
S10				✔					
S11				✔					
W1			✔						
W2		✔	✔						
W3				✔					

Ulusal Yeterlilikler / *National Competencies*	Program Çıktıları / *Program Outcomes*								
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
W4	✔	✔							
W5	✔	✔							
W6				✔					✔
W7		✔							
W8				✔					
L1				✔					
L2	✔					✔			
L3				✔					✔
L4				✔		✔			
C1			✔						
C2			✔						
C3			✔						
C4					✔				
F1						✔		✔	
F2						✔			
F3						✔		✔	
F4						✔	✔		
F5						✔		✔	
F6						✔		✔	✔
F7						✔			
F8	✔					✔	✔		

Tablo.3.2. Ulusal Yeterlilikler ile Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Bağlantı Tablosu / *Table.3.2. National Qualifications and Tourism and Hotel Management Undergraduate Program Program Outcomes Link Table*

4. DERSLER / *COURSES*

4.1. PROGRAM ÇIKTILARI – DERSLER TABLOSU / *PROGRAM OUTCOMES - COURSES TABLE*

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
CTIS 186					✔				
CTIS 285	✔				✔	✔			
CTIS 286	✔				✔				
ECON 103	✔					✔			
ENG 101			✔						
ENG 102			✔						
GE 100									✔
GE 250									✔
GE 251									✔
HCIV 101				✔					
HCIV 102				✔					
HIST 200		✔	✔						
MATH 105		✔							
THM 105	✔					✔			
THM 106	✔				✔				
THM 125	✔							✔	
THM 168	✔								
THM 243	✔				✔				

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
THM 244	✔						✔		
THM 245	✔						✔		
THM 246							✔		
THM 247	✔						✔		
THM 300	✔		✔						
THM 303		✔							
THM 309	✔	✔							
THM 310	✔		✔	✔					
THM 323	✔		✔			✔			
THM 409	✔				✔				
THM 415		✔							
THM 416	✔	✔			✔	✔		✔	
THM 418	✔	✔	✔						
THM 419	✔	✔	✔		✔	✔	✔	✔	
THM 423	✔	✔							
TURK 101		✔	✔						
TURK 102		✔	✔						

Tablo.4.1. Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktılarının Müfredat Dersleri ile Eşleşme Tablosu / **Table.4.1.** *Tourism and Hotel Management Undergraduate Program - Program Outcomes and Courses Table*

4.2. PERFORMANS ÖLÇÜMÜNDE KULLANILAN METRİKLER / *METRICS TO BE USED IN PERFORMANCE MEASUREMENT*

4.2.1. PERFORMANS ÖLÇÜMLERİNDE KULLANILAN DEĞERLENDİRME METOTLARI / / *EVAULATION METHODS USED IN PERFORMANCE MEASUREMENTS*

4.2.1.1. *2023-2024 Akademik Yılı Güz Dönemi için / For 2023-2024 Academic Year Fall Semester;*

Course Code	Program Outputs	Lab exam	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
CTIS 186	e	50	50	100	M3	50

Course Code	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
CTIS 285	a	20	20	60	100	M3	55
	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	e	20	20	60	100	M3	55
	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	20	20	60	100	M3	55

Course Code	Program Outputs	Midterm	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
ECON 103	a	50	50	100	M3	40
	Program Outputs	Midterm	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	f	50	50	100	M3	40

Course Code	Program Outputs	Academic Essay 1	Essay	Oral Presentation	Student Led Discussion	Academic Summary and Critical Response Task	Self-progress Reflection Task	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
ENG 101	c	20	25	8	7	10	5	25	100	M1	70	75

Course Code	Program Outputs	Library Skills Task	Academic Essay	Oral Presentation	Research Paper Outline	Research essay	Interviews	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
ENG 102	c	5	20	20	10	30	15	100	M1	70	70	

Course Code	Program Outputs	In-class participation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
GE 100	i	100	100	M1	12	80

Course Code	Program Outputs	In-class participation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
GE 251	i	100	100	M1	70	70

Course Code	Program Outputs	Essay	Video Project	Midterm:Take home	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
HCIV 101	d	20	30	20	30	100	M1	70	75

Course Code	Program Outputs	Final	Midterm:Take home	Essay	Video Project	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
HCIV 102	d	30	20	20	30	100	M1	70	75

Course Code	Program Outputs	Oral presentation	Research essay	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
	b	10	60	30	100	M1	70	75
HIST 200	Program Outputs	Oral presentation	Research essay	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
	c	10	60	30	100	M1	70	75

Course Code	Program Outputs	Midterm: Essay / written	Final:Essay / written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
MATH 105	b	50	50	100	M1	40	40

Course Code	Program Outputs	Midterm	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	40	60	100	M3	40
THM 106	**Program Outputs**	**Midterm**	**Final:Essay/written**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**
	f	40	60	100	M3	40

Course Code	Program Outputs	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	100	100	M3	40
THM 125	**Program Outputs**	**Final:Essay/written**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**
	h	100	100	M3	40

Course Code	Program Outputs	Midterm: Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 168	a	40	60	100	M3	50

Course Code	Program Outputs	Midterm: Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	50	50	100	M3	50
THM 243	**Program Outputs**	**Midterm: Essay/written**	**Final:Essay/written**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**
	g	50	50	100	M3	50

Course Code	Program Outputs	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Total Contribution
		10	10	10	10	10	10	10	10	10	10	100
	a	**Qualification Calculation Method**	**(Average) Qualification Grade**									
THM 244		M3	50									
	Program Outputs	**Final:Essay/written**	**Final**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**						
	g	50	50	100	M3	50						

Course Code	Program Outputs	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 245	a	100	100	M3	40
	Program Outputs	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	100	100	M3	40

Course Code	Program Outputs	Lab work	Midterm exam	Final: Essay type	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 246	g	50	30	20	100	M3	50

Course Code	Program Outputs	Final:Essay/written	Project	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 247	a	50	20	30	100	M3	50
	Program Outputs	Final:Essay/written	Project	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	
	g	50	50	100	M3	50	

Course Code	Program Outputs	Midterm	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 303	b	50	50	100	M3	50

Course Code	Program Outputs	Final:Essay/written	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 309	a	50	50	100	M3	50
	Program Outputs	Final:Essay/written	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	b	50	50	100	M3	50

THM 310

Course Code	Program Outputs	Reports about an internship	Reports about an internship	Reports about an internship	Reports about an internship	Reports about an internship	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	20	20	20	20	20	100	M3	50

Program Outputs	Performance	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
c	50	50	100	M3	50

(Course Code: THM 310)

Program Outputs	Final Jury	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
d	100	100	M3	50

THM 323

Course Code	Program Outputs	Lab work	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	100	100	M3	60

Program Outputs	Lab work	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
c	100	100	M3	60

(Course Code: THM 323)

Program Outputs	Homework	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
g	100	100	M3	50

THM 409

Course Code	Program Outputs	Midterm:Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	50	50	100	M3	40

Program Outputs	Final:Essay/written	Presentations	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
f	50	50	100	M3	40

(Course Code: THM 409)

THM 415

Course Code	Program Outputs	Midterm:Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 415	b	50	50	100	M3	50

THM 416

Course Code	Program Outputs	Midterm	Homework	Homework	Homework	Homework	Project	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 416	a	10	15	15	15	15	20	10	100	M3	50

Program Outputs	Homework	Homework	Homework	Homework	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
b	12,5	12,5	12,5	12,5	40	10	100	M3	50

Program Outputs	In-class participation	In-class participation	In-class participation	In-class participation	In-class participation	Homework	Homework	Homework	Homework	Project
e	5	5	5	5	5	15	15	15	15	10

Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
5	100	M3	50

Program Outputs	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
f	90	10	100	M3	50

Program Outputs	Homework	Homework	Homework	Homework	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
h	5	5	5	5	70	10	100	M3	50

THM 418

Course Code	Program Outputs	review of literature	data collection	data analysis	oral defence	poster presentation	Term project	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 418	a	5	5	25	25	20	20	100	M3	50

Program Outputs	In-class Attendance	review of literature	data collection	data analysis	oral defence	poster presentation	Term project	research orientation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
b	5	5	10	10	15	10	25	20	100	M3	50

Program Outputs	review of literature	data collection	data analysis	poster presentation	Term project	research orientation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
c	20	20	20	10	20	10	100	M3	50

THM 419

Course Code	Program Outputs	Presentations	Midterm	Final	Papers(s) / Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 419	a	10	40	40	10	100	M3	50

Course Code	Program Outputs	Papers(s) / Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade			
	b	100	100	M3	50			
	Program Outputs	**Presentations**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**			
	c	100	100	M3	50			
	Program Outputs	**Final**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**			
	e	100	100	M3	50			
THM 419	**Program Outputs**	**Presentations**	**Midterm**	**Final**	**Papers(s) / Reports**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**
	f	10	35	45	10	100	M3	50
	Program Outputs	**Presentations**	**Midterm**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**		
	g	30	70	100	M3	50		
	Program Outputs	**Midterm**	**Papers(s) / Reports**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**		
	h	50	50	100	M3	50		

Course Code	Program Outputs	Final:Essay/written	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	
	a	60	40	100	M3	50	
THM 423	**Program Outputs**	**Final:Essay/written**	**Midterm:Essay/written**	**Project**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**
	b	30	30	40	100	M3	50

Course Code	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
	b	70	30	100	M1	70	60
TURK 101	**Program Outputs**	**Blog**	**Final**	**Total Contribution**	**Qualification Calculation Method**	**(Average) Qualification Grade**	**Qualification Threshold (%)**
	c	70	30	100	M1	70	60

Course Code	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
TURK 102	b	70	30	100	M1	70	60
	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
	c	70	30	100	M1	70	60

Ölçümlerde Kullanılan Metotlarla İlgili Açıklamalar / *Explanations About the Methods Used in Measurements*

Bütün metotlar için sadece dersi geçen öğrencilerin notları kullanılacaktır. / *For all methods, only the grades of students who pass the course will be used.*

- G = Bölüm tarafından belirlenmiş olan başarılı sayılabilecek minimum not / *G = Minimum grade that can be considered successful as determined by the department*

- T = Program çıktısı başarısı için eşik değer / *T = Threshold value for program output success*

- M1: Öğrencilerin %T'sinin dönem toplamlarının en az G olması / *M1: T% of the students to have a semester total of at least G*

- M2: Öğrencilerin %T'sinin dönem toplamlarının en az bölümdeki dönem toplamlarının ortalaması kadar olması/ *M2: T% of the students of the department to have a semester total of at least that of the department average*

- M3: Öğrencilerin dönem toplamlarının ortalamasının en az G olması / *M3: Average semester total of students of the department to be at least G*

- M4: Öğrencilerin %T'sinin dönem toplamlarının en az tüm bölümlerdeki tüm öğrencilerin dönem toplamlarının ortalaması kadar olması / *M4: T% of the students of the department to have a semester total of at least average semester total of all students from all departments*

4.2.1.2. 2023-2024 Akademik Yılı Bahar Dönemi için / For 2023-2024 Academic Year Spring Semester;

Course Code	Program Outputs	Lab exam	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
CTIS 186	e	50	50	100	M3	50	50

Course Code	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
CTIS 285	a	20	20	60	100	M3	55
	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	e	20	20	60	100	M3	55
	Program Outputs	Midterm: Practical (skills)	Midterm: Practical (skills)	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	20	20	60	100	M3	55

Course Code	Program Outputs	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
CTIS 286	a	100	100	M3	40
	Program Outputs	Final:Practical (skills)	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	e	100	100	M3	40

Course Code	Program Outputs	Midterm	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
ECON 103	a	50	50	100	M3	40
	Program Outputs	Midterm	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	f	50	50	100	M3	40

Course Code	Program Outputs	Academic Essay 1	Essay	Oral Presentation	Student Led Discussion	Academic Summary and Critical Response Task	Self-progress Reflection Task	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
ENG 101	c	20	25	8	7	10	5	25	100	M1	70	75

Course Code	Program Outputs	Library Skills Task	Academic Essay	Oral Presentation	Research Paper Outline	Research essay	Interviews	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
ENG 102	c	5	20	20	10	30	15	100	M1	70	70

Course Code	Program Outputs	In-class participation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
GE 100	i	100	100	M1	12	80

Course Code	Program Outputs	In-class participation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
GE 251	i	100	100	M1	70	70

Course Code	Program Outputs	Essay	Video Project	Midterm	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
HCIV 101	d	20	30	20	30	100	M1	70	75

Course Code	Program Outputs	Final	Midterm	Essay	Video Project	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
HCIV 102	d	30	20	20	30	100	M1	70	75

Course Code	Program Outputs	Oral presentation	Research essay	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
HIST 200	b	10	60	30	100	M1	70	75
Program Outputs	Oral presentation	Research essay	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
c	10	60	30	100	M1	70	75	

Course Code	Program Outputs	Midterm:Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)
MATH 105	b	50	50	100	M1	40	40

Course Code	Program Outputs	Midterm:Essay/ written	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	70	30	100	M3	50
THM 105	Program Outputs	Midterm:Essay/ written	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	70	30	100	M3	50

Course Code	Program Outputs	Midterm	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	40	60	100	M3	40
THM 106	Program Outputs	Midterm	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	f	40	60	100	M3	40

Course Code	Program Outputs	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	100	100	M3	40
THM 125	Program Outputs	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	h	100	100	M3	40

Course Code	Program Outputs	Midterm:Essay/ written	Final:Essay/ written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 168	a	40	60	100	M3	50

Course Code	Program Outputs	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Lab work	Total Contribution
		10	10	10	10	10	10	10	10	10	10	100
	a	Qualification Calculation Method	(Average) Qualification Grade									
THM 244		M3	50									
	Program Outputs	Final:Essay/ written	Homework	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade						
	g	50	50	100	M3	50						

Course Code	Program Outputs	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	100	100	M3	40
THM 245	Program Outputs	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	100	100	M3	40

Course Code	Program Outputs	Lab work	Midterm exam	Final: Essay type	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 246	g	50	30	20	100	M3	50

Course Code	Program Outputs	Midterm	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 303	b	50	50	100	M3	50

Course Code	Program Outputs	Final:Essay/written	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	50	50	100	M3	50
THM 309	Program Outputs	Final:Essay/written	Midterm:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	b	50	50	100	M3	50

Course Code	Program Outputs	Reports about an internship	Reports about an internship	Reports about an internship	Reports about an internship	Reports about an internship	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	20	20	20	20	20	100	M3	50
	Program Outputs	Performance	Performance	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade			
THM 310	c	50	50	100	M3	50			
	Program Outputs	Final Jury	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade				
	d	100	100	M3	50				

Course Code	Program Outputs	Lab work	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	100	100	M3	60
	Program Outputs	Lab work	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 323	c	100	100	M3	60
	Program Outputs	Homework	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	g	100	100	M3	50

Course Code	Program Outputs	Midterm:Essay/written	Final:Essay/written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
THM 415	b	50	50	100	M3	50

Course Code	Program Outputs	Midterm	Homework	Homework	Homework	Homework	Project	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	
	a	10	15	15	15	15	20	10	100	M3	50	
	Program Outputs	Homework	Homework	Homework	Homework	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade		
	b	12,5	12,5	12,5	12,5	40	10	100	M3	50		
	Program Outputs	In-class participation	In-class participation	In-class participation	In-class participation	In-class participation	Homework	Homework	Homework	Homework	Project	Oral presentation
	e	5	5	5	5	5	15	15	15	15	10	5
THM 416		Total Contribution	Qualification Calculation Method	(Average) Qualification Grade								
		100	M3	50								
	Program Outputs	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade						
	f	90	10	100	M3	50						
	Program Outputs	Homework	Homework	Homework	Homework	Project	Oral presentation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade		
	h	5	5	5	5	70	10	100	M3	50		

THM 418

Course Code	Program Outputs	review of literature	data collection	data analysis	oral defence	poster presentation	Term project	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	5	5	25	25	20	20	100	M3	50

Program Outputs	In-class Attendance	review of literature	data collection	data analysis	oral defence	poster presentation	Term project	research orientation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
b (THM 418)	5	5	10	10	15	10	25	20	100	M3	50

Program Outputs	review of literature	data collection	data analysis	poster presentation	Term project	research orientation	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
c	20	20	20	10	20	10	100	M3	50

THM 419

Course Code	Program Outputs	Presentations	Midterm	Final	Papers(s)/Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
	a	10	40	40	10	100	M3	50

Program Outputs	Papers(s)/Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
b	100	100	M3	50

Program Outputs	Presentations	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
c	100	100	M3	50

Program Outputs	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
e (THM 419)	100	100	M3	50

Program Outputs	Presentations	Midterm	Final	Papers(s)/Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
f	10	35	45	10	100	M3	50

Program Outputs	Presentations	Midterm	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
g	30	70	100	M3	50

Program Outputs	Midterm	Papers(s)/Reports	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade
h	50	50	100	M3	50

Course Code	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
	b	70	30	100	M1	70	60	
TURK 101	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
	c	70	30	100	M1	70	60	

Course Code	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
	b	70	30	100	M1	70	60	
TURK 102	Program Outputs	Blog	Final	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade	Qualification Threshold (%)	
	c	70	30	100	M1	70	60	

Ölçümlerde Kullanılan Metotlarla İlgili Açıklamalar / *Explanations About the Methods Used in Measurements*

Bütün metotlar için sadece dersi geçen öğrencilerin notları kullanılacaktır. / *For all methods, only the grades of students who pass the course will be used.*

- G = Bölüm tarafından belirlenmiş olan başarılı sayılabilecek minimum not / *G = Minimum grade that can be considered successful as determined by the department*

- T = Program çıktısı başarısı için eşik değer / *T = Threshold value for program output success*

- M1: Öğrencilerin %T'sinin dönem toplamlarının en az G olması / *M1: T% of the students to have a semester total of at least G*

- M2: Öğrencilerin %T'sinin dönem toplamlarının en az bölümdeki dönem toplamlarının ortalaması kadar olması/ *M2: T% of the students of the department to have a semester total of at least that of the department average*

- M3: Öğrencilerin dönem toplamlarının ortalamasının en az G olması / *M3: Average semester total of students of the department to be at least G*

- M4: Öğrencilerin %T'sinin dönem toplamlarının en az tüm bölümlerdeki tüm öğrencilerin dönem toplamlarının ortalaması kadar olması / *M4: T% of the students of the department to have a semester total of at least average semester total of all students from all department*

4.2.2. PERFORMANS ÖLÇÜMLERİNDE KULLANILAN METOTLAR VE PERFORMANS SONUÇ DETAYLARI / *METHODS USED IN PERFORMANCE MEASUREMENTS AND PERFORMANCE RESULT DETAILS*

4.2.2.1. 2023-2024 Akademik Yılı Güz Dönemi için / *For 2023-2024 Academic Year Fall Semester;*

Program Çıktısı / *Program Outcome*	Yeterlilik Hesaplama Yöntemi / *Method*	(Ortalama) Yeterlilik Notu / *Minimum Successful Grade*	Yeterlilik Eşiği (%) / *Treshold Percentage (%)*	Toplam Öğrenci Sayısı / *Number of Students (All)*	Toplam Dept. Öğrenci Sayısı / *Number of Students (Dept.)*	Tüm Öğrenci Ort. / *Average (All Std.)*	Dept. Öğrenci Ort. / *Average (Dept. Std.)*	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / *Number of Succ. Students (All)*	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / *Number of Succ. Students (Dept.)*	Yeterlilik Oranı (Toplam Öğrenci) / *Success Ratio (All)*	Yeterlilik Oranı (Bölüm Öğrenci) / *Success Ratio (Dept.)*	Performans / *Performance*	Yeterlilik Oranı / *Success Ratio*
CTIS 186 - İşletmeler için Bilgisayar Uygulamaları / *CTIS 186 - Business Computer Applications*
e	M3	50		27	27	86.06	86.06	27	27	100.00	100.00	Yeterli √ / *Sufficient* √	86.06
CTIS 285 - Otel Yönetim sistemleri / *CTIS 285 - Hospitality Industry Computerization*
a	M3	55		7	5	87.02	85.47	7	5	100.00	100.00	Yeterli √ / *Sufficient* √	85.47
e	M3	55		7	5	87.02	85.47	7	5	100.00	100.00	Yeterli √ / *Sufficient* √	85.47
g	M3	55		7	5	87.02	85.47	7	5	100.00	100.00	Yeterli √ / *Sufficient* √	85.47
ECON 103 - İktisadın Temel İlkeleri / *ECON 103 - Principles of Economics*
a	M3	40		231	7	70.05	59.72	219	5	94.81	71.43	Yeterli √ / *Sufficient* √	59.72
f	M3	40		231	7	70.05	59.72	219	5	94.81	71.43	Yeterli √ / *Sufficient* √	59.72
ENG 101 - İngilizce ve Kompozisyon I / *ENG 101 - English and Composition I*
c	M1	70	75	1698	24	82.20	73.96	1560	14	91.87	58.33	İyileştirmeye Açık! / *Insufficient!*	58.33
ENG 102 - İngilizce ve Kompozisyon II / *ENG 102 - English and Composition II*
c	M1	70	70	543	8	85.44	79.69	526	6	96.87	75.00	Yeterli √ / *Sufficient* √	75.00
GE 100 - Üniversite Hayatına Giriş / *GE 100 - Orientation*
i	M1	12	80	1681	18	97.14	93.89	1681	18	100.00	100.00	Yeterli √ / *Sufficient* √	100.00
GE 251 - Üniversite Etkinlik Programı II / *GE 251 - Collegiate Activities Program II*
i	M1	70	70	838	3	93.01	93.33	776	3	92.60	100.00	Yeterli √ / *Sufficient* √	100.00
HCIV 101 - Uygarlık Tarihi I / *HCIV 101 - History of Civilization I*
d	M1	70	75	374	5	85.28	77.05	344	4	91.98	80.00	Yeterli √ / *Sufficient* √	80.00

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
HCIV 102 - Uygarlık Tarihi II / HCIV 102 - History of Civilization II														
d	M1	70	75	88	1	84.05	96.00	84	1	95.45	100.00	Yeterli √ / Sufficient √	100.00
HIST 200 - Türkiye Tarihi / HIST 200 - History of Turkey														
b	M1	70	75	1055	5	93.35	89.65	1044	5	98.96	100.00	Yeterli √ / Sufficient √	100.00
c	M1	70	75	1055	5	93.35	89.65	1044	5	98.96	100.00	Yeterli √ / Sufficient √	100.00
MATH 105 - Matematiğe Giriş I / MATH 105 - Introduction to Calculus I														
b	M1	40	40	428	5	57.41	44.10	347	3	81.07	60.00	Yeterli √ / Sufficient √	60.00
THM 105 - Hizmet İşletmeleri Yönetimi / THM 105 - Service Business Management														
a	M3	50		19	19	63.76	63.76	18	18	94.74)	94.74	Yeterli √ / Sufficient √	63.76
g	M3	50		19	19	63.76	63.76	18	18	94.74)	94.74	Yeterli √ / Sufficient √	63.76
THM 106 - Muhasebenin Esasları / THM 106 - Principles of Accounting														
a	M3	40		19	19	64.72	64.72	17	17	89.47	89.47	Yeterli √ / Sufficient √	64.72
f	M3	40		19	19	64.72	64.72	17	17	89.47	89.47	Yeterli √ / Sufficient √	64.72
THM 125 - Dijital Çağda Turizm ve Konaklamaya Giriş / THM 125 - Introduction to Tourism and Hospitality in the Digital Age														
a	M3	40		15	13	81.52	79.56	15	13	100.00	100.00	Yeterli √ / Sufficient √	79.56
h	M3	40		15	13	81.52	79.56	15	13	100.00	100.00	Yeterli √ / Sufficient √	79.56
THM 168 - Beslenme ve Sanitasyon / THM 168 - Nutrition and Sanitation														
a	M3	50		9	9	76.57	76.57	8	8	88.89	88.89	Yeterli √ / Sufficient √	76.57
THM 243 - Odalar Bölümü Yönetimi / THM 243 - Rooms Division Management														
a	M3	50		6	6	67.79	67.79	6	6	100.00	100.00	Yeterli √ / Sufficient √	67.79
g	M3	50		6	6	67.79	67.79	6	6	100.00	100.00	Yeterli √ / Sufficient √	67.79
THM 244 - Yiyecek Üretim Teknikleri / THM 244 - Food Production Techniques														
a	M3	50		12	2	89.38	87.50	12	2	100.00	100.00	Yeterli √ / Sufficient √	87.50
g	M3	50		12	2	90.63	85.00	12	2	100.00	100.00	Yeterli √ / Sufficient √	85.00

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
THM 245 - Satın Alma ve Maliyet Analizi / THM 245 - Purchasing and Cost Analysis												
a	M3	40		7	7	71.96	71.96	7	7	100.00	100.00	Yeterli √ / Sufficient √	71.96
g	M3	40		7	7	45.79	45.79	4	4	57.14	57.14	Yeterli √ / Sufficient √	45.79
THM 246 - Restoran Servisi / THM 246 - Restaurant Service												
g	M3	50		3	3	77.33	77.33	3	3	100.00	100.00	Yeterli √ / Sufficient √	77.33
THM 247 - Yiyecek ve İçecek Yönetimi / THM 247 - Food and Beverage Management												
a	M3	50		10	10	76.18	76.18	10	10	100.00	100.00	Yeterli √ / Sufficient √	76.18
g	M3	50		10	10	83.88	83.88	10	10	100.00	100.00	Yeterli √ / Sufficient √	83.88
THM 303 - İstatistik ve Kantitatif Metotlar / THM 303 - Statistics and Quantitative Methods												
b	M3	50		4	3	66.38	58.50	3	2	75.00	66.67	Yeterli √ / Sufficient √	58.50
THM 309 - Pazarlamanın Esasları / THM 309 - Principles of Marketing												
a	M3	50		8	7	69.48	69.64	8	7	100.00	100.00	Yeterli √ / Sufficient √	69.64
b	M3	50		8	7	69.48	69.64	8	7	100.00	100.00	Yeterli √ / Sufficient √	69.64
THM 310 - Dönem Stajı / THM 310 - Semester Internship												
a	M3	50		7	7	76.65	76.65	6	6	85.71	85.71	Yeterli √ / Sufficient √	76.65
c	M3	50		7	7	96.59	96.59	7	7	100.00	100.00	Yeterli √ / Sufficient √	96.59
d	M3	50		7	7	91.84	91.84	7	7	100.00	100.00	Yeterli √ / Sufficient √	91.84
THM 323 - Uluslararası Mutfaklar / THM 323 - International Cuisines												
a	M3	60		5	4	100.00	100.00	5	4	100.00	100.00	Yeterli √ / Sufficient √	100.00
c	M3	60		5	4	100.00	100.00	5	4	100.00	100.00	Yeterli √ / Sufficient √	100.00
g	M3	50		5	4	86.67	83.33	5	4	100.00	100.00	Yeterli √ / Sufficient √	83.33

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
THM 409 - Turizm Hukuku / THM 409 - Tourism Law													
a	M3	40		5	5	61.27	61.27	5	5	100.00	100.00	Yeterli √ / Sufficient √	61.27
f	M3	40		5	5	64.94	64.94	5	5	100.00	100.00	Yeterli √ / Sufficient √	64.94
THM 415 - Finans / THM 415 - Finance													
b	M3	50		1	1	69.46	69.46	1	1	100.00	100.00	Yeterli √ / Sufficient √	69.46
THM 416 - Gelirler Yönetimi ve Veri Analizi / THM 416 - Revenue Management and Data Analytics													
a	M3	50		4	2	96.08	94.32	4	2	100.00	100.00	Yeterli √ / Sufficient √	94.32
b	M3	50		4	2	96.00	96.00	4	2	100.00	100.00	Yeterli √ / Sufficient √	96.00
e	M3	50		4	2	97.25	95.95	4	2	100.00	100.00	Yeterli √ / Sufficient √	95.95
f	M3	50		4	2	91.00	91.00	4	2	100.00	100.00	Yeterli √ / Sufficient √	91.00
h	M3	50		4	2	93.00	93.00	4	2	100.00	100.00	Yeterli √ / Sufficient √	93.00
THM 418 - Bitirme Projesi / THM 418 - Senior Project													
a	M3	50		4	4	92.84	92.84	4	4	100.00	100.00	Yeterli √ / Sufficient √	92.84
b	M3	50		4	4	95.50	95.50	4	4	100.00	100.00	Yeterli √ / Sufficient √	95.50
c	M3	50		4	4	96.00	96.00	4	4	100.00	100.00	Yeterli √ / Sufficient √	96.00
THM 419 - Konaklama İşletmeleri için Stratejik Yönetim / THM 419 - Strategic Management in Hospitality													
a	M3	50		8	7	80.58	78.62	8	7	100.00	100.00	Yeterli √ / Sufficient √	78.62
b	M3	50		8	7	80.63	77.86	8	7	100.00	100.00	Yeterli √ / Sufficient √	77.86
c	M3	50		8	7	85.63	83.57	8	7	100.00	100.00	Yeterli √ / Sufficient √	83.57
e	M3	50		8	7	90.69	90.23	8	7	100.00	100.00	Yeterli √ / Sufficient √	90.23
f	M3	50		8	7	81.66	79.84	8	7	100.00	100.00	Yeterli √ / Sufficient √	79.84
g	M3	50		8	7	74.13	71.25	8	7	100.00	100.00	Yeterli √ / Sufficient √	71.25
h	M3	50		8	7	74.92	71.91	8	7	100.00	100.00	Yeterli √ / Sufficient √	71.91

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
THM 423 - Turizm Ekonomisi / *THM 423 - Tourism Economics*													
a	M3	50		8	8	81.95	81.95	8	8	100.00	100.00	Yeterli √ / *Sufficient √*	81.95
b	M3	50		8	8	80.30	80.30	8	8	100.00	100.00	Yeterli √ / *Sufficient √*	80.30
TURK 101 - Türkçe I / *TURK 101 - Turkish I*													
b	M1	70	60	1516	13	87.68	78.60	1493	12	98.48	92.31	Yeterli √ / *Sufficient √*	92.31
c	M1	70	60	1516	13	87.68	78.60	1493	12	98.48	92.31	Yeterli √ / *Sufficient √*	92.31
TURK 102 - Türkçe II / *TURK 102 - Turkish II*													
b	M1	70	60	492	4	90.84	85.56	487	4	98.98	100.00	Yeterli √ / *Sufficient √*	100.00
c	M1	70	60	492	4	90.84	85.56	487	4	98.98	100.00	Yeterli √ / *Sufficient √*	100.00

4.2.2.2. 2023-2024 Akademik Yılı Bahar Dönemi için / For 2023-2024 Academic Year Spring Semester;

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
CTIS 186 - İşletmeler için Bilgisayar Uygulamaları / CTIS 186 - Business Computer Applications													
e	M3	50	50	5	5	82.32	82.32	5	5	100	100	Yeterli √ / Sufficient √	82.32
CTIS 285 - Otel Yönetim sistemleri / CTIS 285 - Hospitality Industry Computerization													
a	M3	55		10	10	79.38	79.38	10	10	100	100	Yeterli √ / Sufficient √	79.38
e	M3	55		10	10	79.38	79.38	10	10	100	100	Yeterli √ / Sufficient √	79.38
g	M3	55		10	10	79.38	79.38	10	10	100	100	Yeterli √ / Sufficient √	79.38
CTIS 286 - Yiyecek ve İçecek Yönetiminde Bilgisayar Uygulamaları / CTIS 286 - Food and Beverage Computer Applications													
a	M3	40		11	11	59.61	59.61	11	11	100	100	Yeterli √ / Sufficient √	59.61
e	M3	40		11	11	59.61	59.61	11	11	100	100	Yeterli √ / Sufficient √	59.61
ECON 103 - İktisadın Temel İlkeleri / ECON 103 - Principles of Economics													
a	M3	40		227	11	69.85	60.25	210	11	92.51	100	Yeterli √ / Sufficient √	60.25
f	M3	40		227	11	69.85	60.25	210	11	92.51	100	Yeterli √ / Sufficient √	60.25
ENG 101 - İngilizce ve Kompozisyon I / ENG 101 - English and Composition I													
c	M1	70	75	740	9	81.27	71.98	662	5	89.46	55.56	İyileştirmeye Açık! / Insufficient!	55.56
ENG 102 - İngilizce ve Kompozisyon II / ENG 102 - English and Composition II													
c	M1	70	70	1495	12	84.92	80.36	1428	10	95.52	83.33	Yeterli √ / Sufficient √	83.33
GE 100 - Üniversite Hayatına Giriş / GE 100 - Orientation													
i	M1	12	80	587	3	96.22	96.67	587	3	100	100	Yeterli √ / Sufficient √	100
GE 251 - Üniversite Etkinlik Programı II / GE 251 - Collegiate Activities Program II													
i	M1	70	70	1375	8	93.49	85	1287	6	93.6	75	Yeterli √ / Sufficient √	75

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
HCIV 101 - Uygarlık Tarihi I / HCIV 101 - History of Civilization I													
d	M1	70	75	123	6	85.88	87.41	115	6	93.5	100	Yeterli √ / Sufficient √	100
HCIV 102 - Uygarlık Tarihi II / HCIV 102 - History of Civilization II													
d	M1	70	75	406	5	87.31	83.55	390	5	96.06	100	Yeterli √ / Sufficient √	100
HIST 200 - Türkiye Tarihi / HIST 200 - History of Turkey													
b	M1	70	75	968	10	92.06	90.45	931	10	96.18	100	Yeterli √ / Sufficient √	100
c	M1	70	75	968	10	92.06	90.45	931	10	96.18	100	Yeterli √ / Sufficient √	100
MATH 105 - Matematiğe Giriş I / MATH 105 - Introduction to Calculus I													
b	M1	40	40	217	15	60.02	40.93	181	7	83.41	46.67	Yeterli √ / Sufficient √	46.67
THM 105 - Hizmet İşletmeleri Yönetimi / THM 105 - Service Business Management													
a	M3	50		10	10	65.55	65.55	9	9	90	90	Yeterli √ / Sufficient √	65.55
g	M3	50		10	10	65.55	65.55	9	9	90	90	Yeterli √ / Sufficient √	65.55
THM 106 - Muhasebenin Esasları / THM 106 - Principles of Accounting													
a	M3	40		8	8	59.62	59.62	7	7	87.5	87.5	Yeterli √ / Sufficient √	59.62
f	M3	40		8	8	59.62	59.62	7	7	87.5	87.5	Yeterli √ / Sufficient √	59.62
THM 125 - Dijital Çağda Turizm ve Konaklamaya Giriş / THM 125 - Introduction to Tourism and Hospitality in the Digital Age													
a	M3	40		12	12	69.29	69.29	11	11	91.67	91.67	Yeterli √ / Sufficient √	69.29
h	M3	40		12	12	69.29	69.29	11	11	91.67	91.67	Yeterli √ / Sufficient √	69.29
THM 168 - Beslenme ve Sanitasyon / THM 168 - Nutrition and Sanitation													
a	M3	50		7	7	71.04	71.04	7	7	100	100	Yeterli √ / Sufficient √	71.04

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
THM 244 - Yiyecek Üretim Teknikleri / THM 244 - Food Production Techniques												
a	M3	50		10	4	94	88.13	10	4	100	100	Yeterli √ / Sufficient √	88.13
g	M3	50		10	4	93.75	89.38	10	4	100	100	Yeterli √ / Sufficient √	89.38
THM 245 - Satın Alma ve Maliyet Analizi / THM 245 - Purchasing and Cost Analysis												
a	M3	40		4	4	71.13	71.13	4	4	100	100	Yeterli √ / Sufficient √	71.13
g	M3	40		4	4	56.31	56.31	3	3	75	75	Yeterli √ / Sufficient √	56.31
THM 246 - Restoran Servisi / THM 246 - Restaurant Service												
g	M3	50		8	7	80.88	79.43	8	7	100	100	Yeterli √ / Sufficient √	79.43
THM 303 - İstatistik ve Kantitatif Metotlar / THM 303 - Statistics and Quantitative Methods												
b	M3	50		6	6	62.17	62.17	4	4	66.67	66.67	Yeterli √ / Sufficient √	62.17
THM 309 - Pazarlamanın Esasları / THM 309 - Principles of Marketing												
a	M3	50		11	6	60.99	53.34	6	2	54.55	33.33	Yeterli √ / Sufficient √	53.34
b	M3	50		11	6	60.99	53.34	6	2	54.55	33.33	Yeterli √ / Sufficient √	53.34
THM 310 - Dönem Stajı / THM 310 - Semester Internship												
a	M3	50		3	3	72.28	72.28	3	3	100	100	Yeterli √ / Sufficient √	72.28
c	M3	50		3	3	96.93	96.93	3	3	100	100	Yeterli √ / Sufficient √	96.93
d	M3	50		3	3	93.91	93.91	3	3	100	100	Yeterli √ / Sufficient √	93.91
THM 323 - Uluslararası Mutfaklar / THM 323 - International Cuisines												
a	M3	60		8	6	98.93	98.57	8	6	100	100	Yeterli √ / Sufficient √	98.57
c	M3	60		8	6	98.93	98.57	8	6	100	100	Yeterli √ / Sufficient √	98.57
g	M3	50		8	6	100	100	8	6	100	100	Yeterli √ / Sufficient √	100

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
THM 415 - Finans / THM 415 - Finance													
b	M3	50		6	6	75.83	75.83	5	5	83.33	83.33	Yeterli √ / *Sufficient √*	75.83
THM 416 - Gelirler Yönetimi ve Veri Analizi / THM 416 - Revenue Management and Data Analytics													
a	M3	50		9	9	79.38	79.38	9	9	100	100	Yeterli √ / *Sufficient √*	79.38
b	M3	50		9	9	80.41	80.41	9	9	100	100	Yeterli √ / *Sufficient √*	80.41
e	M3	50		9	9	83.21	83.21	9	9	100	100	Yeterli √ / *Sufficient √*	83.21
f	M3	50		9	9	77.5	77.5	9	9	100	100	Yeterli √ / *Sufficient √*	77.5
h	M3	50		9	9	78.66	78.66	9	9	100	100	Yeterli √ / *Sufficient √*	78.66
THM 418 - Bitirme Projesi / THM 418 - Senior Project													
a	M3	50		4	4	95.07	95.07	4	4	100	100	Yeterli √ / *Sufficient √*	95.07
b	M3	50		4	4	96.69	96.69	4	4	100	100	Yeterli √ / *Sufficient √*	96.69
c	M3	50		4	4	99	99	4	4	100	100	Yeterli √ / *Sufficient √*	99
THM 419 - Konaklama İşletmeleri için Stratejik Yönetim / THM 419 - Strategic Management in Hospitality													
a	M3	50		7	7	62.11	62.11	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	62.11
b	M3	50		7	7	67.14	67.14	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	67.14
c	M3	50		7	7	64.57	64.57	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	64.57
e	M3	50		7	7	55.88	55.88	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	55.88
f	M3	50		7	7	61.58	61.58	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	61.58
g	M3	50		7	7	65.9	65.9	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	65.9
h	M3	50		7	7	66.81	66.81	6	6	85.71	85.71	Yeterli √ / *Sufficient √*	66.81

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Treshold Percentage (%)	Toplam Öğrenci Sayısı / Number of Students (All)	Toplam Dept. Öğrenci Sayısı / Number of Students (Dept.)	Tüm Öğrenci Ort. / Average (All Std.)	Dept. Öğrenci Ort. / Average (Dept. Std.)	Yeterliliği Sağlayan Öğrenci Sayısı (Toplam) / Number of Succ. Students (All)	Yeterliliği Sağlayan Öğrenci Sayısı (Dept.) / Number of Succ. Students (Dept.)	Yeterlilik Oranı (Toplam Öğrenci) / Success Ratio (All)	Yeterlilik Oranı (Bölüm Öğrenci) / Success Ratio (Dept.)	Performans / Performance	Yeterlilik Oranı / Success Ratio
TURK 101 - Türkçe I / TURK 101 - Turkish I													
b	M1	70	60	612	3	86.39	85.19	605	3	98.86	100	Yeterli √ / Sufficient √	100
c	M1	70	60	612	3	86.39	85.19	605	3	98.86	100	Yeterli √ / Sufficient √	100
TURK 102 - Türkçe II / TURK 102 - Turkish II													
b	M1	70	60	1438	13	88.83	83.27	1425	13	99.1	100	Yeterli √ / Sufficient √	100
c	M1	70	60	1438	13	88.83	83.27	1425	13	99.1	100	Yeterli √ / Sufficient √	100

4.3. PERFORMANS ÖLÇÜM SONUÇLARI / *PERFORMANCE MEASUREMENT RESULTS*

4.3.1. PROGRAM ÇIKTILARI PERFORMANS TABLOSU / *PROGRAM OUTCOMES PERFORMANCE TABLE*

4.3.1.1. 2023-2024 *Akademik Yılı Güz Dönemi için / For 2023-2024 Academic Year Fall Semester;*

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
CTIS 186					✓				
CTIS 285	✓				✓		✓		
ECON 103	✓					✓			
ENG 101			✗						
ENG 102			✓						
GE 100									✓
GE 251									✓
HCIV 101				✓					
HCIV 102				✓					
HIST 200		✓	✓						
MATH 105		✓							
THM 105	✓						✓		
THM 106	✓					✓			
THM 125	✓							✓	
THM 168	✓								
THM 243	✓						✓		

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
THM 244	✓						✓		
THM 245	✓						✓		
THM 246							✓		
THM 247	✓						✓		
THM 303		✓							
THM 309	✓	✓							
THM 310	✓		✓	✓					
THM 323	✓		✓				✓		
THM 409	✓					✓			
THM 415		✓							
THM 416	✓	✓			✓	✓		✓	
THM 418	✓	✓	✓						
THM 419	✓	✓	✓		✓	✓	✓	✓	
THM 423	✓	✓							
TURK 101		✓	✓						
TURK 102		✓	✓						

Tablo.4.3.1.1. 2023-2024 Akademik Yılı Güz Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Tablosu / ***Table.4.3.1.1.*** *2023-2024 Academic Year Fall Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Table*

Dersler / *Courses*	Program Çıktıları / *Program Outcomes*								
	a	b	c	d	e	f	g	h	i
CTIS 186					✔				
CTIS 285	✔				✔		✔		
CTIS 286	✔				✔				
ECON 103	✔					✔			
ENG 101			✗						
ENG 102			✔						
GE 100									✔
GE 251									✔
HCIV 101				✔					
HCIV 102				✔					
HIST 200		✔	✔						
MATH 105		✔							
THM 105	✔						✔		
THM 106	✔					✔			
THM 125	✔							✔	
THM 168	✔								
THM 244	✔						✔		
THM 245	✔						✔		
THM 246							✔		
THM 303		✔							
THM 309	✔	✔							
THM 310	✔		✔	✔					
THM 323	✔		✔				✔		
THM 415		✔							
THM 416	✔	✔			✔	✔		✔	
THM 418	✔	✔	✔						
THM 419	✔	✔	✔		✔	✔	✔	✔	
TURK 101		✔	✔						
TURK 102		✔	✔						

Tablo.4.3.1.2. 2023-2024 Akademik Yılı Bahar Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Tablosu /***Table.4.3.1.2.*** *2023-2024 Academic Year Spring Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Table*

4.3.2. PROGRAM ÇIKTILARI PERFORMANS ORANLARI / *PROGRAM OUTCOMES PERFORMANCE RATES*

4.3.2.1. *2023-2024 Akademik Yılı Güz Dönemi için / For 2023-2024 Academic Year Fall Semester;*

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
CTIS 186					86.06				
CTIS 285	85.47				85.47		85.47		
ECON 103	59.72					59.72			
ENG 101			58.33						
ENG 102			75.00						
GE 100									100.00
GE 251									100.00
HCIV 101				80.00					
HCIV 102				100.00					
HIST 200		100.00	100.00						
MATH 105		60.00							
THM 105	63.76						63.76		
THM 106	64.72					64.72			
THM 125	79.56							79.56	
THM 168	76.57								
THM 243	67.79						67.79		

Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i
THM 244	87.50						85.00		
THM 245	71.96						45.79		
THM 246							77.33		
THM 247	76.18						83.88		
THM 303		58.50							
THM 309	69.64	69.64							
THM 310	76.65		96.59	91.84					
THM 323	100.00		100.00				83.33		
THM 409	61.27					64.94			
THM 415		69.46							
THM 416	94.32	96.00			95.95	91.00		93.00	
THM 418	92.84	95.50	96.00						
THM 419	78.62	77.86	83.57		90.23	79.84	71.25	71.91	
THM 423	81.95	80.30							
TURK 101		92.31	92.31						
TURK 102		100.00	100.00						

Tablo.4.3.2.1. 2023-2024 Akademik Yılı Güz Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Oranları Tablosu / ***Table.4.3.2.1.*** *2023-2024 Academic Year Fall Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Rates Table*

2023-2024 Akademik Yılı Bahar Dönemi için / *For 2023-2024 Academic Year Spring Semester;*

Dersler / *Courses*	Program Çıktıları / *Program Outcomes*								
	a	b	c	d	e	f	g	h	i
CTIS 186					82.32				
CTIS 285	79.38				79.38		79.38		
CTIS 286	59.61				59.61				
ECON 103	60.25					60.25			
ENG 101			55.56						
ENG 102			83.33						
GE 100									100
GE 251									75
HCIV 101				100					
HCIV 102				100					
HIST 200		100	100						
MATH 105		46.67							
THM 105	65.55						65.55		
THM 106	59.62					59.62			
THM 125	69.29						69.29		
THM 168	71.04								
THM 244	88.13						89.38		
THM 245	71.13						56.31		
THM 246							79.43		
THM 303		62.17							
THM 309	53.34	53.34							
THM 310	72.28		96.93	93.91					
THM 323	98.57		98.57				100		
THM 415		75.83							
THM 416	79.38	80.41			83.21	77.5		78.66	
THM 418	95.07	96.69	99						
THM 419	62.11	67.14	64.57		55.88	61.58	65.9	66.81	
TURK 101		100	100						
TURK 102		100	100						

Tablo.4.3.2.2. 2023-2024 Akademik Yılı Bahar Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Oranları Tablosu / ***Table.4.3.2.2.*** *2023-2024 Academic Year Spring Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Rates Table*

5. DEĞERLENDİRME / *EVALUATION*

5.1. PROGRAM ÇIKTILARI ÖLÇÜM SONUÇLARININ DEĞERLENDİRİLMESİ / *EVALUATION OF PROGRAM OUTCOMES MEASUREMENT RESULTS*

Within the framework of Bilkent University's Quality Assurance in Education, assessment tools were conducted in the 2023 - 2024 academic year to evaluate the achievements of program outcomes for the Tourism and Hotel Management (THM) department. In this regard, 32 courses offered in the Fall semester and 29 courses offered in the Spring semester were used in the evaluation process to test the sufficiency of related courses in achieving THM's 9 program outcomes (a, b, c, d, e, f, g, h, i). To illustrate, the following is a short list of number of courses used to evaluate each of the program outcomes in 2023 – 2024 academic year Fall as well as in Spring semesters:

Fall semester:
- 18 courses were used to evaluate "a" outcome
- 11 courses were used to evaluate "b" outcome
- 9 courses were used to evaluate "c" outcome
- 3 courses were used to evaluate "d" outcome
- 4 courses were used to evaluate "e" outcome
- 5 courses were used to evaluate "f" outcome
- 9 courses were used to evaluate "g" outcome
- 3 courses were used to evaluate "h" outcome
- 2 courses were used to evaluate "i" outcome

Spring semester:
- 15 courses were used to evaluate "a" outcome
- 10 courses were used to evaluate "b" outcome
- 9 courses were used to evaluate "c" outcome
- 3 courses were used to evaluate "d" outcome
- 5 courses were used to evaluate "e" outcome
- 4 courses were used to evaluate "f" outcome
- 7 courses were used to evaluate "g" outcome
- 3 courses were used to evaluate "h" outcome
- 2 courses were used to evaluate "i" outcome

In 2023 - 2024 academic year (Fall / Spring), all department courses evaluated met the specified program outcomes. As far as non THM coded courses (TURK 101, TURK 102, HIST 200, ENG 101, ENG 102, GE 100, GE 251, HCIV 101, HCIV 102, CTIS 186, CTIS 285, CTIS 286, ECON 103, MATH 105), university-wide standards / metrics were used. For the same time span, at the exception of ENG 101, all other courses met the required performance levels for the program outcomes. As far as ENG 101 is concerned, insufficiency occurred in Fall as well as in Spring semesters of 2023 – 2024 academic year, specifically when evaluating course's outcome in meeting "c" program outcome.

To recapitulate, when considering a total of 61 courses offered in both semesters (Fall / Spring) in supporting THM program outcomes, a success rate of 96.7 % is achieved. Moreover, it

shouldn't be neglected that improvement efforts are needed for ENG 101 course. Lastly, THM department will continue measuring and improving the attainment of program outcomes for all courses within the framework of the University's Quality Assurance System.

5.2. EĞİTİM AMAÇLARININ DEĞERLENDİRİLMESİ / *EVALUATION OF EDUCATIONAL OBJECTIVES*

In 2023 - 2024 academic year, 6 students graduated (2 students by the end of Fall semester and 4 students by the end of Spring semester). An exit interview survey was sent to all current graduates to gather their opinions on THM educational objectives perceived. This survey, sent via email and filled out anonymously, had a response rate of 16.67 %, with only one out of the 6 graduates participating. The survey consisted of 56 statements using a 5-point Likert scale (1 = Strongly disagree, 5 = Strongly agree). The statements regarding program's educational objectives are listed as of the following:

1) I am able to apply knowledge and skills related to the field and in general, with an innovative and entrepreneurial spirit.
2) Inspired by contemporary scientific thought, I am able to design and conduct research, plans, and projects to develop creative solutions for global challenges.
3) I am able to develop writing and communication skills necessary for effectively organizing ideas and thoughts and conveying them to various audiences, working independently and with others in national and multinational teams.
4) I am able to recognize the continuous need in professional and personal development for myself and others through life-long learning.
5) I am able to use the techniques, skills, and modern property management IT tools necessary for business practices in the field and in general.
6) I am able to interpret and follow legal regulations, ethical and professional standards in the field and in general.
7) I am able to analyze, plan, implement, supervise and improve a quality service in the field and in general.
8) I have the knowledge, awareness and ability to implement sustainability measures in the field and in general.
9) I took advantage of the campus life where students are engaged in diversity, creativity and commitment outside coursework through artistic, cultural, sportive and intellectual activities

The average value assigned for the above-mentioned statements turned out to be 4.11, indicating consistency and relevance of THM educational objectives. THM department is committed, in this regard, to continuously administer exit surveys, analyze them and, if deemed necessary, rectify its educational objectives.

Besides exit interviews, THM department gathers opinions and suggestions from its Advisory Board, active since 2018. This very board, comprised of THM graduates as well as known sector professionals, provides consultancy to department administration on relevant topics within their field of expertise. Members of the Advisory Board serve for a maximum of four years after which they are replaced with other members. THM advisory Board was lastly

renewed in March 2024 and currently encompasses 12 members: 6 THM alumni and 6 executives from different sectors of the Tourism Industry.

The survey "*Annual Educational Evaluation Survey*" was conducted between April 19th 2024 and May 10th 2024. Similar to last year's survey, THM Advisory Board Members were asked to evaluate and provide feedback for the THM program in terms of:

    i.   educational objectives

    ii.   program offerings (curricular and certificatory)

    iii.   student/graduate performance.

Survey <u>technique</u> has been used for the following reasons:

- Advisory Board members being located at different time zones around the globe makes it difficult for synchronous meetings.
- Advisory Board members may require varying amounts of time to answer the questions.

Surveys were prepared on Qualtrics, and a personalized link was sent to each of the twelve Members. Out of these members, five completed their surveys (41.7 % response rate). Details for each question as well as responses are as follows:

Members were first asked to evaluate the appropriateness of the educational objectives of THM.

Results revealed a high level of perceived appropriateness for all three objectives (Table.5.2.1). An optional question asking for elaboration and / or recommendation was coded to appear for Members who were to rate an objective below "appropriate". However, there was no such rating for any of the objectives. Ratings also closely followed last year's scores.

Table.5.2.1

Educational Objective	Average score*	2023 average
THM program aims to distinguish its graduates with knowledge and skills to capitalize on various professional and entrepreneurial opportunities in an ethical and sustainable manner.	5	4.83
THM program aims for awareness and passion in its students for life-long learning, improving themselves and others as well as responding to the ever-changing needs of the industry.	5	5
THM program with the ability and skills to create an impact in the industry through effective communication, teamwork, and social responsibility.	4.8	5

*On a 5-point Likert-type scale where 1=very inappropriate, 5=very appropriate

As far as evaluation of program offerings is concerned, Advisory Board Members were first asked to review the current THM curriculum along with course syllabi after being directed to the relevant webpages. Following their review, participants were asked to rate their level of agreement on the extent the current course offerings fit THM's educational objectives. Results

showed a high overall fit (Table5.2.2), although there was a slight decrease compared to last year's scores.

<div align="center">Table.5.2.2</div>

Statements of Fit	Average score*	2023 average
This curriculum makes THM graduates distinguished in their knowledge and skills to capitalize on various professional and entrepreneurial opportunities in an ethical and sustainable manner.	4.4	4.67
This curriculum inspires in THM students awareness and passion for life-long learning; improving themselves and others as well as responding to the ever-changing needs of the industry.	4.2	4.5
This curriculum equips THM students with the ability and skills to create an impact in the industry through effective communication, teamwork, social responsibility.	4.6	4.5

*On a 5-point Likert-type scale where 1=strongly disagree, 5=strongly agree

Next, respondents were given a list of 33 course topics associated with Tourism and Hospitality Management programs. For each course topic, participants were asked to rate the level of importance for THM students when industrial requirements as well as opportunities for future careers were considered. Results showed that, among the highest rated topics, Management / Strategic Management, Applications of AI, Digital / Social Media Marketing, and Second Foreign Language are currently covered within the scope of THM curriculum.

For Second Foreign Language, recommendations included Russian, French and Spanish. When asked about any additional topic(s) that should be covered in the THM program, participants mentioned Environmental, Social, and Governance (ESG), Diversity, Equality and Inclusion (DEI), Crisis Management, Advanced Revenue Management, Health and Wellness, Blockchain, Geography, and Global Distribution Systems (GDS).

In addition to course offerings, participants were asked to state in which areas THM should incorporate certification / licensing programs. In order of prevalence, responses were: Information / Computer Technologies, Accounting / Finance, Hotel Management, F&B Management, Sustainable Management, and Quality Management.

Additionally, Members recommended certifications in Revenue Management and Tourism GDS. In terms of specific certification programs currently offered in the market, participants recommended certifications by Global Sustainable Tourism Council (GSTC) as well as Smith Travel Research (STR), Rate 360, Micros, Meta Business Suite and Google Tools.

The last set of questions focused on performance and expectations related to THM students and graduates. Participants were first asked to rate their level of satisfaction with THM students / graduates as employees and / or interns (Table.5.2.3). Respondents showed generally a high level of satisfaction. Except for the scores pertinent to Interns, respondent's satisfaction scores were slightly higher than last year's scores.

<div align="center">*Table.5.2.3*</div>

Level of satisfaction with the job performance of THM students/graduates as:	Average score*	2023
Full time employees	5	4.8
Part-time employees	5	4.8
Interns	4.75**	4.8

*On a 5-point Likert-type scale where 1=strongly disagree, 5=strongly agree, **contains no scores below 4

Next, Members were asked to state how likely they would hire a THM graduate based on experience and / or familiarity with the program. All five responses were "extremely likely", scoring an average of 5 compared to last year's average of 4.67 (out of maximum 5).

Finally, Members were asked for any additional recommendations or suggestions as to improve the educational quality of the THM program. Responses called for:

   i.   Focus on luxury accommodation

  ii.   Diversity/cross-training focus in students' internships

 iii.   Greater social media involvement and digital communications

 iv.   More field/site visits