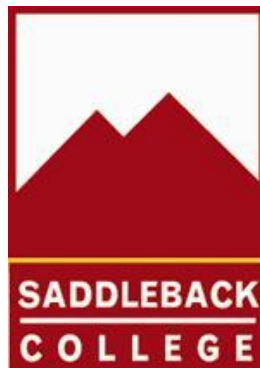


**Saddleback College**

**Program Review  
for  
Travel & Tourism**



**Submitted Fall 2011**

## Table of Contents

Team Members .....	3
Program Review Checklist .....	4
Program Overview.....	5
Review Report.....	7
Needs Assessment .....	9
Appendices .....	11

## **Program Review Team Members**

Program Review Team Chair:

**Arlene Thomas, Department Chair**

Program Review Team Members:

**Jeanne Robinson, Associate Faculty**

**Chuck Weghorst, Associate Faculty**

**Don Taylor, Division Dean**

## Program Review Checklist

	<b>Action</b>
5/11	Contact EPA Chair for orientation
7/11	Form Program Review Team (PRT)
5/11	Gather documents (Org Chart/Staffing Profile/SLO Assessment Forms/Data Sets)
5/11	Solicit input from faculty and students
6/11	Determine if additional research is needed
	Contact College Research Specialist if necessary
8/11	Write Program Review report
12/11	Submit report to Dean and EPA Chair for review
12/11	Report submitted to Academic Senate for acceptance
	Report submitted to the President and the Vice President of Instruction
	Report posted to the EPA website
	Presentation to the Consultation Council

## Section I: Program Overview

### A. The Mission of the Program and its Link to the College's Mission, Vision, and Strategic Directions

Travel & Tourism provides students with the tools necessary to enter the complex, yet fascinating, world of the travel industry. The goal is to prepare prospective job seekers for the many travel related positions and careers, through introduction to the various methods and practices of selling and promoting travel.

Anyone not interested in completing the 8 course certification program may still benefit by selecting individual classes that will educate them in regard to the main tourism locations and tourist attractions around the world.

Additionally, those with unique interests may choose a class such as **TOUR 257 Tours & Cruises** to enable them to better understand how to best match their likes and dislikes with specific products.

### B. Historical Background and Unique Characteristics of the Program

Once offered as "Travel Agency Management", the revised Travel & Tourism program now serves a much broader base of students. No longer geared only to those hoping to become Travel Counselors, the classes appeal to anyone leaning toward a career in any travel-related position.

The program also benefits from the vast experience of the two associate faculty members who share a combined total of over 80 years of professional practice.

Additionally, students with travel goals can gain knowledge of the many destinations and sights around the globe to better prepare them for the travel experience from instructors who teach utilizing hands-on experience of having been there, rather than simply gaining their travel knowledge from books filled with beautiful pictures with no personal experience.

### C. Progress Since the Last Program Review

Enrollment for this program has steadily grown, but may now have flattened. Tuition increases and a bad economy threaten to affect us more than some other programs. Many of our students are discretionary, taking classes for pleasure or for specific information, i.e. cruising, foreign countries etc. While the heart of the program is certification, we rely on the "casual", one or two class students to keep our numbers healthy. Placement of certificated students has been good.

#### **D. Discussion of How SLOs Have Been Utilized by the Program**

Further develop of Student Learning Outcomes (SLO's) will continue. At the department level, all instructors have prepared and executed SLO's. The faculty is striving to improve these and each instructor will continue to construct, identify and evaluate SLO's that seem relevant to the class being taught.

#### **E. Current Strengths, Opportunities, and Challenges**

##### **Strengths**

The Travel & Tourism program's faculty consists of two part-time instructors. Fortunately, their combined teaching experience totals over 40 years; their combined travel industry experience exceeds 80 years.

Long established contacts within the travel community enable them to remain current with the ever-changing dynamics of the travel industry.

##### **Opportunities**

Enrollment over the past few years has shown modest growth. However, a more vigorous approach to promoting through senior citizen groups, high school seniors and those seeking career changes, could provide a boost to enrollment.

Many younger students, initially registering for single classes, seem more conducive to "one-on-one" recruitment for the entire Travel & Tourism program and are signing up for multiple classes because of the interaction generated from campus-wide activities at Saddleback. The Travel & Tourism Department has been there for such activities such as Senior Day & Welcome Night.

Identifying the program as part of the broader hospitality industry may also contribute to an expansion of the Travel & Tourism program's potential growth. A more aggressive program approach and interactive student inquiry system via the internet may add more interest in and demand for a position in the travel and tourism industry that goes beyond present practice to include a link to the entire tourism industry.

##### **Challenges**

The termination of airline commissions, world wide health scares, September 11, terrorism in general, a plunging economy and job losses have all hurt the travel industry's bid for the discretionary dollar. Consequently, it has had a major negative impact on the enrollment and certification numbers over the last few years. It has only begun to reverse itself recently with the realization that the travel-related job market has remained fairly stable. The hope is to reach potentially more students in the future by using innovative promotion through Career Days, Job Fairs and an interactive internet that increases their interest,

identifies unique employment opportunities and provides an informative resource for the Travel & Tourism industry.

## Section II: Review Report

### A. Faculty and Staff

For the past ten years, the Travel & Tourism classes have been taught by two professionals from the travel industry. Both associate faculty members teach two, 3-hour classes each semester, incorporating modern teaching techniques and presentation methods designed for the classroom.

The program consists of 8 classes; four per semester that can potentially be completed in one year. Most students elect to stretch out the experience to 3 or 4 semesters based on their personal work schedule. Each instructor specializes in four class subjects. Specific classes are based on offerings that are available for either the fall or spring semester to accommodate completion of the Travel & Tourism program.

A Senior Lab Technician, shared with Interior Design (25%), Fashion (25%) and Foods & Nutrition (50%), supports the Travel & Tourism Department as a percentage of the 25% allotted to Interior Design. Currently, there is a need for more coordination, organization and extra staffing to adequately meet the expanding needs of all of the departments served.

### B. Curriculum and Instruction

A student may work toward an Associate Degree and/or obtain a Certificate of Achievement by successfully completing the 8 classes in the Travel & Tourism program totaling 23 units and maintaining a “C” or above average. Additionally, students that complete Associate Degrees must complete specific general education classes.

Both tourism faculty members use written objectives in their classes. The current pedagogical has evolved into Student Learning Outcomes (SLOs). The instructors have been directed to review and revise their curricular content, as needed, to better reflect the current SLO format and wording content. This process is underway and will further improve program delivery. There are currently no distance education courses within the program.

While not guaranteeing a position in the travel industry, a certificate from the Travel & Tourism program provides each graduate with the “edge” necessary to land those “hard-to-get”, travel-related jobs. The knowledge gained from the program is considered by many to be equivalent to one to two years of actual experience.

**TOUR 250 Introduction to Travel & Tourism** and **TOUR 257 Tours & Cruises** require considerable inter-action and the completion of projects. The three destinations classes: **TOUR 252 Western Hemisphere**; **TOUR 253 Europe**; and **TOUR 254 Africa, Asia, Middle East** are largely lecture and class discussion involving geography and travel destinations. **TOUR 255 Travel Sales & Marketing** involves active class participation in interviewing and other job-related activities.

**TOUR 259 & 260 Airline Computer Training** are “hands-on” exercises that focus on obtaining beginning and advanced computer skills that can be put to immediate use in the travel & tourism workplace.

**C. Student Success**

Throughout the years, a number of students have completed their Certificates of Achievement or Associate Degree to assist them in obtaining jobs in various travel areas. The attached Data Sets will confirm the current numbers.

Some of the program’s graduates are presently working for Southwest Airlines, America West and U.S. Airways. Others have established employment at The Ritz Carlton, Montage and Dana Pt. Marriott hotels.

Many are employed by various Orange County travel agencies such as World Travel, Auto Club and Andersen Travel. The Auto Club of Southern California, World Travel Dept., is managed by a graduate of the Travel & Tourism program.

Dozens of former students have been contracted by travel companies all over southern California as both full-time and part-time outside sales agents on a commission basis.

**D. Facilities, Technical Infrastructure, and Resources**

Classrooms for the Travel & Tourism classes have been adequate, but the lack of consistency has been a problem. It is hoped that the Travel & Tourism classes can be assigned to the same one, or possibly, two rooms each semester

Podiums seem to be at a premium. There is an on-going need to assure that the appropriate equipment is available to support instruction. Audio-visual equipment has improved over the years, but there are times when instruction is disrupted because of equipment that does not function as anticipated. An efficient and reliable system to remedy and support faculty with their instructional needs during class time is an on-going necessity. Recently, telephones in each classroom have helped to expedite reporting equipment malfunctions and speed the corrective process as long as there is someone to answer the call and it is before staff leave in the evening.

Air conditioning and heating conditions within the classrooms have proven to create uncomfortable learning environments that can not be adjusted by the faculty. An effort should be made to insure a comfortable interior environment during all scheduled classes. The BGS building is especially prone to uncomfortable environments that take away from concentration and comfortable delivery of learning information.

**E. Service, Community Outreach, and Economic Development**

Travel & Tourism participates in “Senior Day” for visiting high school prospects and “Welcome Night” to meet parents and students, as well as other campus-based outreach activities. Additionally, the travel department will continue to reach out to Leisure World (Laguna Woods) Social Center in an effort to schedule meetings at their facility. Coordinating with counseling and attempts to participate in Outreach projects off campus has also been offered, but not accepted or acted upon.

## **Section III: Needs Assessment**

### **A. Human Resource Needs**

A Senior Lab Technician, shared with Interior Design (25%), Fashion (25%) and Foods & Nutrition (50%), supports the Travel & Tourism Department as a percentage of the 25% allotted to Interior Design. Currently, there is a need for more coordination, organization and extra staffing to adequately meet the expanding needs of all of the departments served.

### **B. Instructional/Service Needs**

With the 8 classes split evenly, the two part-time / associate faculty members are easily able to handle the program instruction.

### **C. Research Needs**

Presently, all research is conducted by the two associate faculty members. Outside help, through travel agencies, hoteliers, cruise lines, tour operators, industry associates, websites and the Travel Advisory Committee are called upon frequently to keep the program and instructors current and updated.

### **D. Technical, Equipment and Other Resource Needs**

Instructional videos / DVD's are updated on an "as needed" basis. Automation software programs are current and are constantly assessed for possible upgrade or expansion possibilities. Audio/visual credibility could be improved.

### **E. Facilities Needs**

Consistently assigned one or two classrooms devoted to the Travel & Tourism Department would be helpful each semester.

### **F. Marketing and Outreach Needs**

#### **Current Marketing Efforts include:**

The Travel & Tourism program needs to be marketed in various ways:

- Saddleback College schedule of classes
- Department brochures produced by the ATAS division
- Department pages linked to the college internet website
- Advertising on Channel 39, KSBR, and college marquees
- promotional fliers / brochures posted on various college bulletin boards, distributed to students in class and available on wall racks in the hallway and classrooms
- Publication of monthly events and achievements in the ATAS Division "Good Stuff" electronic newsletter, when applicable.
- Active participation in helping alert students to job openings with local companies and organizations

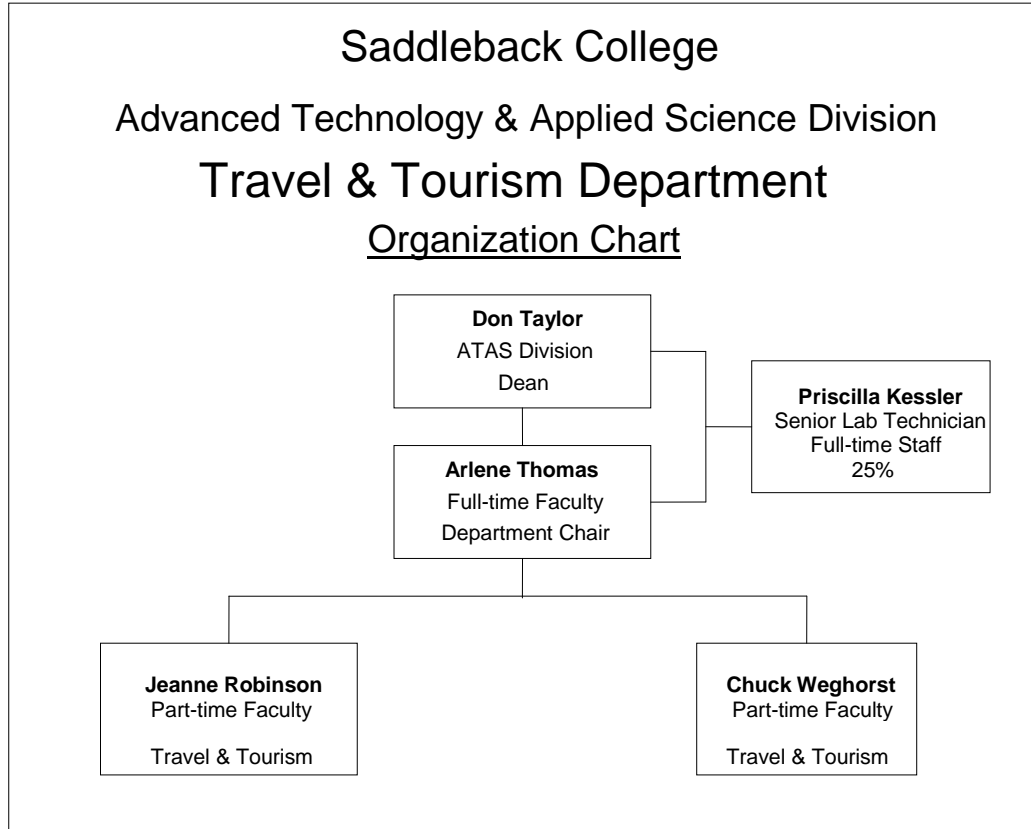
- An active Advisory Committee providing direct professional input
- Email and phone communication with area employers & professionals
- “Word-of-mouth” between students who are satisfied with the Travel & Tourism program at Saddleback College.
- Participation in Senior Day, Family Night, Career Day
- Program Planning Sheets to aid in student class scheduling

**Future Marketing Efforts might include:**

- Presentations to Saddleback College counselors
- Special topics field trips / classes to increase interest in the program
- Preparation of a promotional Travel & Tourism DVD featuring student classroom activities and events
- Development of a new website for the Travel & Tourism Department
- Utilizing social networking
- Creating a Travel & Tourism newsletter
- Working with the Communications & Graphics Department

## Section IV: Appendices

### A. Program Organizational Chart



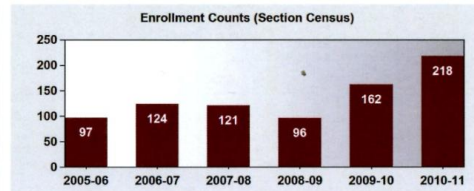
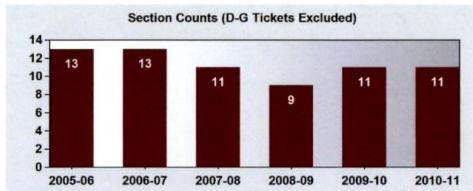
**B. Five-Year Program Staffing Profile**

<b>Travel &amp; Tourism Department</b>						
<b>Position</b>	<b>Staffing Levels in the Past 5 Years</b>					<b>% Change from Year 1 to Year 5</b>
	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	
Administration	1	1	1	1	1	0
Classified FT	1 (25 %)	1 (25 %)	1 (25 %)	1 (25 %)	1 (25 %)	0
Classified PT	0	0	0	0	0	0
Faculty FT	0	0	0	0	0	0
Faculty PT	2	2	2	2	2	0

### C. Program Review Data Sets



Saddleback College  
 Program Review Report  
 Division : Advanced Technology  
 Department : Travel & Tourism  
 Program : All  
 Detail by : Course ID

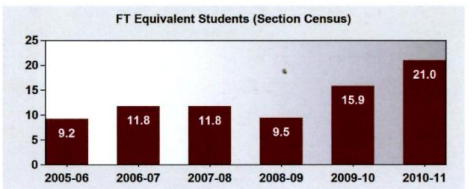
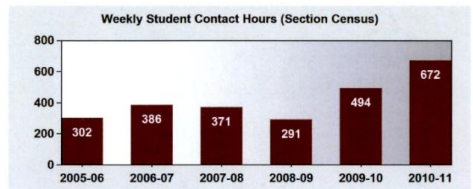


Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	3	2	3			
CWE 169	3	3				
CWE 180				2	3	3
TOUR 250		1	1	1	1	1
TOUR 252	1	1	1	1	1	1
TOUR 253	1	1	1	1	1	1
TOUR 254	1	1	1	1	1	1
TOUR 255	1	1	1	1	1	1
TOUR 257	1	1	1	1	1	1
TOUR 259	1	1	1	1	2	2
TOUR 260	1	1	1			
<b>Total Sections</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>11</b>

Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	1	3	5			
CWE 169	6	6				
CWE 180				2	5	12
TOUR 250		25	19	18	20	30
TOUR 252	18	16	19	11	26	33
TOUR 253	12	17	17	16	31	29
TOUR 254	11	13	12	9	19	26
TOUR 255	11	7	14	17	17	25
TOUR 257	14	12	8	13	18	26
TOUR 259	8	17	16	9	15	22
TOUR 260	16	8	11	1	11	15
<b>Total Enrollments</b>	<b>97</b>	<b>124</b>	<b>121</b>	<b>96</b>	<b>162</b>	<b>218</b>



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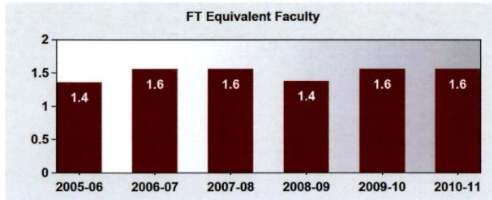


Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	5	14	23			
CWE 169	27	27				
CWE 180				9	23	54
TOUR 250		75	57	54	60	90
TOUR 252	54	48	57	33	78	99
TOUR 253	36	51	51	48	93	87
TOUR 254	33	39	36	27	57	78
TOUR 255	33	21	42	51	51	75
TOUR 257	42	36	24	39	54	78
TOUR 259	24	45	36	30	78	111
TOUR 260	48	30	45			
<b>Total WSCH</b>	<b>302</b>	<b>386</b>	<b>371</b>	<b>291</b>	<b>494</b>	<b>672</b>

Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168		.1	.2			
CWE 169	.2	.2				
CWE 180				.1	.2	.4
TOUR 250		2.5	1.9	1.8	2	3
TOUR 252	1.8	1.6	1.9	1.1	2.6	3.3
TOUR 253	1.2	1.7	1.7	1.6	3.1	2.9
TOUR 254	1.1	1.3	1.2	.9	1.9	2.6
TOUR 255	1.1	.7	1.4	1.7	1.7	2.5
TOUR 257	1.4	1.2	.8	1.3	1.8	2.6
TOUR 259	.8	1.7	1.6	.9	1.5	2.2
TOUR 260	1.6	.8	1.1	.1	1.1	1.5
<b>Total FTES</b>	<b>9.2</b>	<b>11.8</b>	<b>11.8</b>	<b>9.5</b>	<b>15.9</b>	<b>21.0</b>



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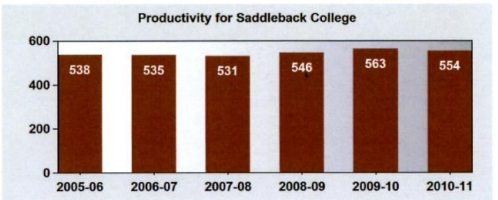
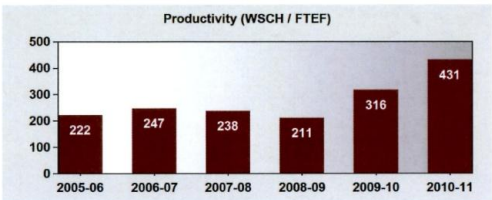


Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168						
CWE 169						
CWE 180						
TOUR 250		.2	.2	.2	.2	.2
TOUR 252	.2	.2	.2	.2	.2	.2
TOUR 253	.2	.2	.2	.2	.2	.2
TOUR 254	.2	.2	.2	.2	.2	.2
TOUR 255	.2	.2		.2	.2	.2
TOUR 257	.2	.2	.2	.2	.2	.2
TOUR 259	.18	.18	.18	.18	.36	.36
TOUR 260	.18	.18	.18			
<b>Total FTEF</b>	<b>1.36</b>	<b>1.56</b>	<b>1.56</b>	<b>1.38</b>	<b>1.56</b>	<b>1.56</b>

Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168						
CWE 169						
CWE 180						
TOUR 250		3	3	3	3	3
TOUR 252	3	3	3	3	3	3
TOUR 253	3	3	3	3	3	3
TOUR 254	3	3	3	3	3	3
TOUR 255	3	3	3	3	3	3
TOUR 257	3	3	3	3	3	3
TOUR 259	3	3	3	3	6	6
TOUR 260	3	3	3			
<b>Total OSH</b>	<b>21</b>	<b>24</b>	<b>24</b>	<b>21</b>	<b>24</b>	<b>24</b>



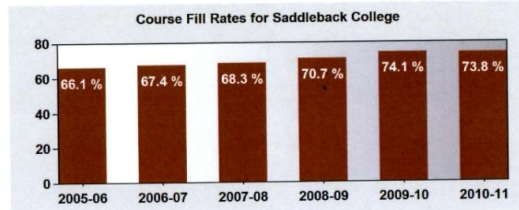
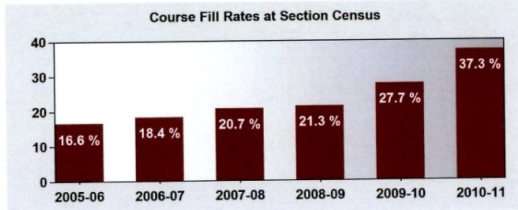
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Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168						
CWE 169						
CWE 180						
TOUR 250		375	285	270	300	450
TOUR 252	270	240	285	165	390	495
TOUR 253	180	255	255	240	465	435
TOUR 254	165	195	180	135	285	390
TOUR 255	165	105	210	255	255	375
TOUR 257	210	180	120	195	270	390
TOUR 259	133	250	200	167	217	308
TOUR 260	267	167	250			
<b>Productivity</b>	<b>222</b>	<b>247</b>	<b>238</b>	<b>211</b>	<b>316</b>	<b>431</b>



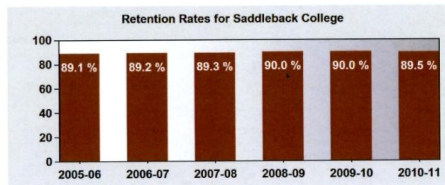
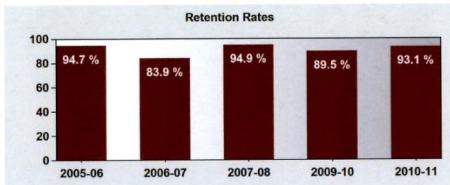
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Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	.7	3.3	3.7			
CWE 169	4.4	4.4				
CWE 180				2.2	3.7	8.9
TOUR 250		55.6	42.2	40	44.4	66.7
TOUR 252	40	35.6	42.2	24.4	57.8	73.3
TOUR 253	26.7	37.8	37.8	35.6	68.9	64.4
TOUR 254	24.4	28.9	26.7	20	42.2	57.8
TOUR 255	24.4	15.6	31.1	37.8	37.8	55.6
TOUR 257	31.1	26.7	17.8	28.9	40	57.8
TOUR 259	17.8	18.9	17.8	20	16.7	24.4
TOUR 260	35.6	8.9	12.2	2.2	12.2	16.7
<b>Course Fill Rates</b>	16.6	18.4	20.7	21.3	27.7	37.3



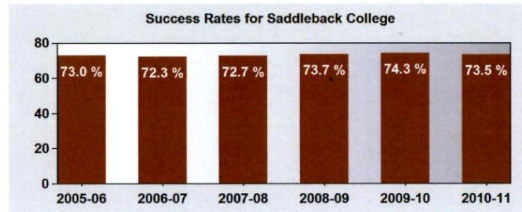
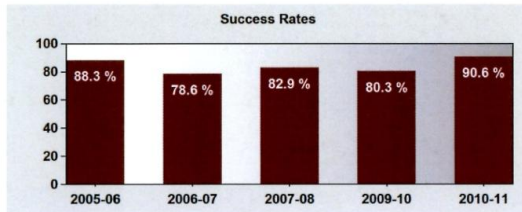
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Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	100	100	100			
CWE 169	83.3	83.3				
CWE 180					50	100
TOUR 250		90.9	94.4	56.3	89.5	89.3
TOUR 252	94.4	75	94.7	100	96	100
TOUR 253	91.7	83.3	93.8	73.3	85.7	80
TOUR 254	100	76.9	100	100	100	91.3
TOUR 255	100	100	92.9	68.8	88.2	95.7
TOUR 257	100	81.8	87.5	91.7	100	91.7
TOUR 259	71.4	78.6	92.9	66.7	84.6	95.5
TOUR 260	100	87.5	100		90.9	100
<b>Retention Rate</b>	94.7	83.9	94.9	75.6	89.5	93.1



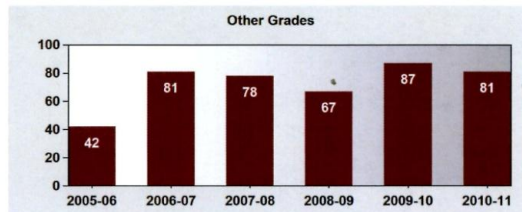
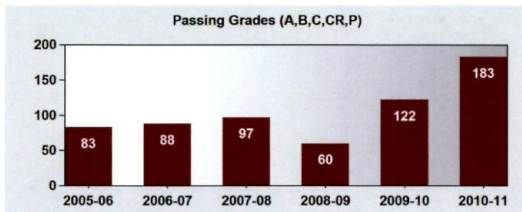
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Course ID	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
CWE 168	100.0	100.0	80.0	0.0	0.0	0.0
CWE 169	83.3	66.7	0.0	0.0	0.0	0.0
CWE 180	0.0	0.0	0.0	0.0	50.0	100.0
TOUR 250	0.0	90.9	83.3	56.3	84.2	89.3
TOUR 252	88.9	68.8	63.2	87.5	88.0	93.3
TOUR 253	91.7	83.3	81.3	73.3	85.7	76.0
TOUR 254	90.0	69.2	91.7	88.9	76.5	82.6
TOUR 255	100.0	85.7	78.6	56.3	64.7	95.7
TOUR 257	71.4	81.8	87.5	83.3	85.7	91.7
TOUR 259	71.4	64.3	92.9	66.7	76.9	95.5
TOUR 260	100.0	87.5	100.0	0.0	90.9	100.0
<b>Success Rate</b>	<b>88.3</b>	<b>78.6</b>	<b>82.9</b>	<b>69.8</b>	<b>80.3</b>	<b>90.6</b>



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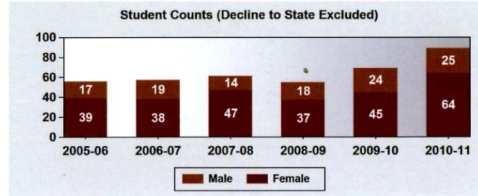
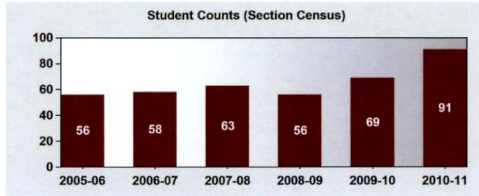


Passing Grades	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
A	58	57	57	37	82	124
B	13	14	21	13	16	32
C	7	15	13	7	23	22
CR	5	2	6	3		
P					1	5
<b>Total</b>	<b>83</b>	<b>88</b>	<b>97</b>	<b>60</b>	<b>122</b>	<b>183</b>

Other Grades	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
D	3	1	5		5	4
DR	31	57	58	41	57	62
F	3	4	9	5	9	1
NC		1				
W	5	18	6	21	16	14
<b>Total</b>	<b>42</b>	<b>81</b>	<b>78</b>	<b>67</b>	<b>87</b>	<b>81</b>



Saddleback College  
 Program Review Report  
 Division : Advanced Technology  
 Department : Travel & Tourism  
 Program : All  
 Detail by : Course ID



Age Group	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
1.Below 18	7	2				1
2.18-21	10	19	25	21	19	20
3.22-29	14	10	2	8	18	21
4.30-39	7	6	4	8	5	9
5.40-49	11	9	14	7	10	17
6.50-59	2	10	15	9	13	18
7.Over 59	5	2	3	3	4	5
<b>Total Students</b>	<b>56</b>	<b>58</b>	<b>63</b>	<b>56</b>	<b>69</b>	<b>91</b>



Saddleback College  
 Program Review Report  
 Division : Advanced Technology  
 Department : Travel & Tourism  
 Program : All  
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Student Counts by Ethnicity

Ethnicity	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
White, Non-Hispanic	29	30	34	33	44	46
Decline to state	12	16	6	4	5	5
Mexican, Chicano, Mexican-American	5	4	4	5	4	6
Japanese	2	1	1	1	4	5
Mixed Ethnicity			2	2	4	6
Other Hispanic	1		3	3	1	4
South American	3	2		1		4
Other Asian			2	1	2	5
Vietnamese		2	3	2		1
Chinese		2	3	1		1
Filipino			1		3	2
Black, African-American	2		2			1
Central American			2	2		1
Other Non-White	1			1	1	1
Indian Sub-Continent	1	1				
Other Pacific Islander					1	1
Korean						2
<b>Total Students</b>	<b>56</b>	<b>58</b>	<b>63</b>	<b>56</b>	<b>69</b>	<b>91</b>



Saddleback College  
 Program Review Report  
 Division : Advanced Technology  
 Department : Travel & Tourism  
 Program : All  
 Detail by : Course ID

**Student Counts by Educational Goal**

Educational Goal	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Obtain a Bachelor's degree after Assoc.	10	10	8	6	12	17
Undecided on goal	7	8	10	14	8	15
Prepare for a new career	13	8	6	5	8	15
Personal Development	6	9	13	5	9	10
Discover/develop career interests	6	4	3	8	4	3
Obtain a voc certificate w/o transfer	1	4	2	2	10	9
Obtain a voc certificate and transfer	4	4	5	3	5	
Advance in current job/career	2	2	7	4	2	3
Obtain a Bachelor's degree w/o Assoc.	3	4	4	4	2	3
Improve basic skills		3	3	2	3	8
Obtain two-year voc. degree w/o transfer	1	1	2	3	1	2
4 yr col std taking crs to meet 4 yr requirements					3	3
Obtain a non-voc degree w/o transfer	1				1	2
Complete credits for HS diploma or GED	1	1				
Maintain license	1				1	
To move fr NCR coursework to CR coursework						1
<b>Total Students</b>	<b>56</b>	<b>58</b>	<b>63</b>	<b>56</b>	<b>69</b>	<b>91</b>



Saddleback College  
 Program Review Report  
 Division : Advanced Technology  
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 Detail by : Course ID

**Awards**

No Data Available

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**Awards by Gender (Decline to State Excluded)**

No Data Available

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**Staffing Counts (Instructors Assigned to D-G Tickets Only Have Been Excluded)**

Employee Type	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
PART-TIME						
Robinson, Jeanne	1	1	1	1	1	1
Weghorst, Chuck	1	1	1	1	1	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>

**D. 2011 TOUR Certificates Awarded**

843999	Allen	Carolyn	Sue	F	TRAVEL AND TOURISM
650751	Erikson	Samantha	Carol	F	TRAVEL AND TOURISM
786790	Ferraro	Agnieszka		F	TRAVEL AND TOURISM
782316	Fine	Teresa	Ann	F	TRAVEL AND TOURISM
809252	Imai	Shoko		F	TRAVEL AND TOURISM
453168	Kent	Sally	Diane	F	TRAVEL AND TOURISM
636815	Liu	Si		M	TRAVEL AND TOURISM
583145	Sarti	Madison	Rose	F	TRAVEL AND TOURISM
759234	Yoshioka	Machiko		F	TRAVEL AND TOURISM
664833	Brown	Amelia	Lynn	F	TRAVEL AND TOURISM

**E. 2011 TOUR Degrees Awarded**

843999	Allen	Carolyn	Sue	F	TRAVEL AND TOURISM	AS
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