

COURSE LEARNING OUTCOME EVALUATION REPORT
ENGLISH FOR TOURISM



DEPARTMENT OF ENGLISH LANGUAGE EDUCATION
FACULTY OF LANGUAGES, ARTS, AND HUMANITIES
HAMZANWADI UNIVERSITY

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1. IDENTITY

Study program	: Department of English Language Education
Course title	: English for Tourism
Course Cluster	: SKILL.
Course code	: PBI6125
Credit units	: 2 units
Level of Study	: Undergraduate
Semester	: Even (IV)
Academic year	: 2024/2025
Lecturer	: Siti Maysuroh

2. PROGRAM LEARNING OUTCOMES (PLOS), COURSE LEARNING OUTCOMES (CLOS) AND SUB- COURSE LEARNING OUTCOMES SUB-(CLOS).

Program Learning Outcomes (PLOS) Mapped to the Course.	
CPL-1	Demonstrates religious values, upholds humanitarian principles, morals, and academic ethics, and integrates Islamic and NWDI values into linguistic, pedagogical, and professional practices grounded in social responsibility
CPL-3	Able to use general and academic English equivalent to B2 CEFR level orally and in writing for academic and professional communication effectively, accurately, critically, and adaptively in multicultural and digital environments at local, regional, and global levels.
CPL-4	Able to apply English for Specific Purposes (ESP) at B2 CEFR level to meet workplace, industry, and entrepreneurship needs based on English proficiency.
CPL-8	Able to collaborate, communicate effectively, demonstrate leadership, conduct self-reflection and self-evaluation, and take responsibility for individual and team performance in professional contexts.
Course Learning Outcomes (CLOs)	
CLOs	Use basic English expressions to receive and greet clients in tourism contexts.
CLOs	Understand and explain transport information and read simple maps for tourism purposes.
CLOs	Give clear and simple directions to tourists in different situations.
CLOs	Describe tourism activities such as performances and tours using basic English.
CLOs	Explain costs, services, and basic travel information to clients.
CLOs	Perform standard procedures in tourism services (airport check-in, hotel check-in/check-out, and hotel services).
CLOs	Communicate effectively in common tourism services (money changer, car rental, telephone, and meeting clients).
CLOs	Demonstrate practical tourism communication skills through tour guiding or tour practice.
Sub-Course Learning Outcomes (Sub-CLOs)	

Sub-CLOs	Students are able to use basic English expressions to serve tourists (greeting, offering help, handling clients).
Sub-CLOs	Students are able to provide and explain travel information (schedules, routes, costs, and tourism services).
Sub-CLOs	Students are able to handle travel agent services (ticket, hotel, and tour package booking).
Sub-CLOs	Students are able to give directions and explain locations using maps.
Sub-CLOs	Students are able to describe tourist attractions, itineraries, and tour activities.
Sub-CLOs	Students are able to communicate professionally in tourism services (hotel, transportation, money changer, etc.).
Sub-CLOs	Students are able to handle tourists' questions and complaints appropriately.

3. ASSESSMENT METHODS AND INSTRUMENTS

No	CLOS	Assessment Type	Assessment Instrument
1	CLO-1	Performance	Role-play checklist
2	CLO-2	Written test	Short-answer test
3	CLO-3	Performance assessment	Speaking rubric
4	CLO-4	Oral test	Oral presentation rubric
5	CLO-5	Oral test	Interview rubric
6	CLO-6	Performance assessment	Simulation checklist
7	CLO-7	Performance assessment	Role-play rubric
8	CLO-8	Performance assessment	Tour guiding performance rubric

4. ASSESSMENT METHODS AND INSTRUMENTS

CLO	Target Achievement	Actual Achievement	Status
CLO 1	≥ 75% of students score ≥ 70	80% of students score ≥ 70	Achieved
CLO 2	≥ 80% of students score ≥ 70	84% of students score ≥ 70	Achieved
CLO 3	≥ 85% of students score ≥ 70	87% of students score ≥ 70	Achieved
CLO 4	≥ 80% of students score ≥ 70	85% of students score ≥ 70	Achieved
CLO 5	≥ 80% of students score ≥ 70	86% of students score ≥ 70	Achieved
CLO 6	≥ 85% of students score ≥ 70	87% of students score ≥ 70	Achieved
CLO 7	≥ 85% of students score ≥ 70	87% of students score ≥ 70	Achieved
CLO 8	≥ 80% of students score ≥ 70	85% of students score ≥ 70	Achieved

5. ANALYSIS OF LEARNING OUTCOMES ACHIEVEMENT

The learning outcome analysis shows that all Course Learning Outcomes (CLOs) were successfully achieved, as the actual achievement in every CLO exceeded the predetermined target. CLO 1 reached 80% against the target of 75%, indicating that most students were able to use basic English expressions appropriately in tourism contexts. CLO 2 achieved 84%, surpassing the 80% target, which suggests that students were able to understand transport information and read simple maps effectively. CLO 3, CLO 6, and CLO 7 each achieved 87%, exceeding their respective targets of 85%, showing strong student performance in giving directions, performing tourism service procedures, and communicating in common tourism service situations. CLO 4 and CLO 8 both reached 85%, above the 80% target, while CLO 5 achieved 86%, also higher than the 80% benchmark. Overall, these results indicate that students demonstrated satisfactory to strong achievement across all intended learning outcomes, and the teaching, learning activities, and assessment methods were effective in supporting the attainment of the course objectives.

6. IDENTIFIED PROBLEM AND IMPROVEMENT PLAN

No	Identified Problem	Improvement Plan
1	Although all CLOs were achieved, several CLOs only exceeded the target by a small margin, such as CLO 2, CLO 3, CLO 6, and CLO 7. This indicates that student achievement is good but still needs strengthening for more consistent mastery.	Provide more focused practice activities, remedial support, and reinforcement tasks for CLOs with only slight achievement gaps above the target.
2	Students may still have difficulty in applying tourism English communicatively in real or simulated service situations, especially in transport information, directions, and tourism service procedures.	increase the use of role-play, simulation, and situational speaking tasks to improve students' fluency, confidence, and practical communication skills.
3	Achievement data only shows the percentage of students scoring ≥ 70 , but it does not fully describe specific weaknesses in language components such as vocabulary, pronunciation, grammar, or interactional skills.	Conduct more detailed diagnostic assessment and performance feedback to identify specific student weaknesses and design targeted follow-up instruction.
4	Practical communication CLOs require consistent exposure to authentic tourism contexts, but classroom activities may still be limited in reflecting real workplace demands.	Integrate more authentic materials and real-world tourism scenarios such as hotel check-in forms, maps, brochures, transport schedules, and tour guiding tasks.
5	Even though performance is satisfactory, maintaining and improving achievement across all CLOs requires continuous monitoring and refinement of teaching strategies.	Regularly review teaching methods, assessment instruments, and learning materials to ensure stronger alignment with CLOs and students' learning needs

7. CONCLUSION

Overall, the assessment results show that all Course Learning Outcomes (CLOs) were successfully achieved, as the actual student performance exceeded the

target in every outcome. This indicates that the course implementation, learning activities, and assessment methods were generally effective in supporting students' tourism English competence. However, continuous improvement is still needed, particularly in strengthening practical communication skills, increasing the use of authentic learning tasks, and providing more specific feedback to ensure higher and more consistent student achievement in the future.