



Course Outcomes Form Northwest Indian College

All hand-outs are posted on the faculty website at www.nwic.edu/faculty (follow the Assessment link)

Before completing this form, please refer to the *Instructions for Completing the Course Outcomes Form*. Please submit this form electronically to amkarlberg@nwic.edu.

Last date this form was updated or edited	March 7, 2011
Course Number (e.g., ENGL 101)	HRCM 111
Course Name (e.g., English Composition I)	Introduction to Casino Management
List all instructor(s) who participated in creating and approved these course outcomes (please consult with at least one other person)	Frank Cornett, Ted Williams,
List the main textbooks, readings or other resources used in this course (including title, year and publisher)	Casino Management: A Strategic Approach, Pearson Prentice Hall, 2008
	Indian Gaming Regulatory Act, National Indian Gaming Commission Website
	Minimum Internal Control Standards, NIGC.gov
	Industry Fact Sheets, American Gaming Association, 2010-2011
	Daily press releases and industry articles; pechanga.net, prnewswire.com
	Use additional readings assigned. Course is in development.
	Guest Lecturers from Industry and Regulatory

A. NWIC outcomes: From the *List of NWIC Outcomes*, select the most important outcomes you assess in this course (at least one NWIC outcome must be chosen).

NWIC outcome # (e.g., “Written communication: 2a. write standard English”)	Instructional Activities: How will students master this outcome? (e.g., solving problems, group activity)	Assessment/Evaluation Strategies: How will you measure this outcome? (e.g., student presentations, essays)
Oral Communication: 3b. Apply interpersonal communication skills	Discuss readings, project assignments, practicum learning objectives	Observe student in discussion
Communication skills: 4a. Use word processing software for communication	Prepare reports, author article, update team practicum files using various computer programs	Report, Authored article, writings in the team practicum file
Quantitative skills: 5b. Use analytical and critical thinking skills to draw and interpret conclusions.	Produce report on performance, benchmarking, trend, statistics and technology standards applicable to operational processes	Report
Communication Skills: 4e. Use email for communication.	Email	Email

B. Course outcomes: In order of priority, list the most important other learning outcomes for this course that you assess (a maximum of 8).

Other course outcomes: Complete the sentence – As a result of this course, students will be able to...	Instructional Activities: How will students master this outcome? (e.g., solving problems, group activity)	Assessment / Evaluation Strategies: How will you measure this outcome? (e.g., student presentations, essays)
1. Produce an organization chart of the typical revenue producing casino	Develop Organizational Chart	Student presentation
2. Demonstrate employee management skills that produce positive results	Read, lecture, demonstrations and practice through role plays	Role plays
3. Complete an MICS checklist I.E. from the National Indian Gaming Commission	Download and procure checklist applicable to each gaming department	Conducting audit and summarizing results
4. Discuss trends and operational processes that have emerged in the last decade in hospitality	Internet (research NIGC, PRNewswire, DOI, AGA, WSGC, Industry articles	Class discussion and producing resources and weblinks
5. Describe at least two diverse management styles	Readings, discussion, observation, interview industry professional, internet based content, research	Discuss experience with managers in real world scenarios
6. Discuss impacts of diversification and development of a Tribal Casino Enterprise	Readings, research, direct experience, interview elders with applicable tribal organization	Direct observation and compare results from various sources and community leaders

C. Please list the NWIC outcomes and course outcomes from above on your syllabus.