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EĞİTİMDE KALİTE GÜVENCESİ GÜZ DÖNEMİ RAPORU

QUALITY ASSURANCE IN
EDUCATION FALL SEMESTER
REPORT

UYGULAMALI BİLİMLER
FAKÜLTESİ / FACULTY OF APPLIED
SCIENCES

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



İÇİNDEKİLER / CONTENTS

1. LİSANS PROGRAMI / UNDERGRADUATE PROGRAM	2
1.1. MÜFREDAT / CURRICULUM.....	2
2. PROGRAM ÇIKTILARI / PROGRAM OUTCOMES	4
2.1. PROGRAM ÇIKTILARININ LİSTESİ / LIST OF PROGRAM OUTCOMES	4
2.2. PROGRAM ÇIKTILARI - DERSLER MATRİSİ / PROGRAM OUTCOMES - COURSES TABLE	6
3. PERFORMANS ÖLÇÜMLERİNDE KULLANILACAK METRİKLER / METRICS TO BE USED IN PERFORMANCE MEASUREMENT	7
3.1. PERFORMANS ÖLÇÜMLERİNDE KULLANILACAK DEĞERLENDİRME METOTLARI / EVALUATION METHODS USED IN PERFORMANCE MEASUREMENTS	7
3.2. PERFORMANS ÖLÇÜMLERİNDE KULLANILAN METOTLAR VE PERFORMANS SONUÇ DETAYLARI / METHODS USED IN PERFORMANCE MEASUREMENTS AND PERFORMANCE RESULT DETAILS	15
3.3. PERFORMANS ÖLÇÜM SONUÇLARI / PERFORMANCE MEASUREMENT RESULTS	20
3.3.1. PROGRAM ÇIKTILARI PERFORMANS TABLOSU / PROGRAM OUTCOMES PERFORMANCE TABLE	20
3.3.2. PROGRAM ÇIKTILARI PERFORMANS ORANLARI / PROGRAM OUTCOMES PERFORMANCE RATES	21

**UYGULAMALI BİLİMLER FAKÜLTESİ / FACULTY OF
APPLIED SCIENCES**

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

1. LİSANS PROGRAMI / UNDERGRADUATE PROGRAM

1.1. 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	Uygurlık 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	Uygurlık 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	

2. PROGRAM ÇIKTILARI / PROGRAM OUTCOMES

2.1. 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/herself 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.*

2.2. PROGRAM ÇIKTILARI - DERSLER MATRİSİ / 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	✓						✓		
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.2.2. Turizm ve Otel İşletmeciliği Lisans Programı - Program Çıktıları ve Dersler Tablosu / **Table.2.2.** Tourism and Hotel Management Undergraduate Program - Program Outcomes and Courses Table

3. PERFORMANS ÖLÇÜMLERİNDE KULLANILACAK METRİKLER / METRICS TO BE USED IN PERFORMANCE MEASUREMENT

3.1. PERFORMANS ÖLÇÜMLERİNDE KULLANILACAK DEĞERLENDİRME METOTLARI / EVALUATION METHODS USED IN PERFORMANCE MEASUREMENTS

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 (%)			
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	Final:Essay / written	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade						
THM 106	a	40	60	100	M3	40						
	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							
THM 125	a	100	100	M3	40							
	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						
THM 243	a	50	50	100	M3	50						
	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
THM 244	a	10	10	10	10	10	10	10	10	10	10	100
		Qualification Calculation Method	(Average) Qualification Grade									
	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		

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
THM 310	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			
	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				
THM 323	a	100	100	M3	60				
	Program Outputs	Lab work	Total Contribution	Qualification Calculation Method	(Average) Qualification Grade				
	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 409	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	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	
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			
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			
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					
THM 419	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					
	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				
THM 423	a	60	40	100	M3	50				
	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 (%)			
TURK 101	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			

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 not ortalamasının G veya üzerinde olması / M1: T% of students have a grade point average of G or above
- M2: Öğrencilerin %T'sinin bölüm ortalaması üzerinde not almış olması / M2: %T of students have received grades above the department average
- M3: Öğrencilerin not ortalamasının G veya üzerinde olması / M3: Students' grade point average should be G or above
- M4: Öğrencilerin %T'sinin not ortalamasının dersi alan tüm öğrencilerin ortalamasına eşit veya daha yüksek olması / M4: The GPA of %T of students is equal to or higher than the average of all students taking the course

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

Program Çıktısı / Program Outcome	Yeterlilik Hesaplama Yöntemi / Method	(Ortalama) Yeterlilik Notu / Minimum Successful Grade	Yeterlilik Eşiği (%) / Threshold 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 (%) / Threshold 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 (%) / Threshold 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 (%) / Threshold 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 (%) / Threshold 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

3.3. PERFORMANS ÖLÇÜM SONUÇLARI / PERFORMANCE MEASUREMENT RESULTS

3.3.1. PROGRAM ÇIKTILARI PERFORMANS TABLOSU / PROGRAM OUTCOMES PERFORMANCE TABLE

Dersler / Courses	Program Çıktıları / Program Outcomes									Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i		a	b	c	d	e	f	g	h	i
CTIS 186					✓					THM 244	✓						✓		
CTIS 285	✓				✓		✓			THM 245	✓						✓		
ECON 103	✓					✓				THM 246							✓		
ENG 101			X							THM 247	✓						✓		
ENG 102			✓							THM 303		✓							
GE 100									✓	THM 309	✓	✓							
GE 251									✓	THM 310	✓		✓	✓					
HCIV 101				✓						THM 323	✓		✓				✓		
HCIV 102				✓						THM 409	✓					✓			
HIST 200		✓	✓							THM 415		✓							
MATH 105		✓								THM 416	✓	✓			✓	✓		✓	
THM 105	✓						✓			THM 418	✓	✓	✓						
THM 106	✓					✓				THM 419	✓	✓	✓		✓	✓	✓	✓	
THM 125	✓							✓		THM 423	✓	✓							
THM 168	✓									TURK 101		✓	✓						
THM 243	✓						✓			TURK 102		✓	✓						

Tablo.3.3.1. 2023-2024 Akademik Yılı Güz Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Tablosu /
Table.3.3.1. 2023-2024 Academic Year Fall Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Table

3.3.2. PROGRAM ÇIKTILARI PERFORMANS ORANLARI / PROGRAM OUTCOMES PERFORMANCE RATES

Dersler / Courses	Program Çıktıları / Program Outcomes									Dersler / Courses	Program Çıktıları / Program Outcomes								
	a	b	c	d	e	f	g	h	i		a	b	c	d	e	f	g	h	i
CTIS 186					86.06					THM 244	87.50					85.00			
CTIS 285	85.47				85.47		85.47			THM 245	71.96					45.79			
ECON 103	59.72					59.72				THM 246						77.33			
ENG 101			58.33							THM 247	76.18					83.88			
ENG 102			75.00							THM 303		58.50							
GE 100										THM 309	69.64	69.64							
GE 251										THM 310	76.65		96.59	91.84					
HCIV 101				80.00						THM 323	100.00		100.00			83.33			
HCIV 102				100.00						THM 409	61.27				64.94				
HIST 200		100.00	100.00							THM 415		69.46							
MATH 105		60.00								THM 416	94.32	96.00		95.95	91.00		93.00		
THM 105	63.76						63.76			THM 418	92.84	95.50	96.00						
THM 106	64.72					64.72				THM 419	78.62	77.86	83.57	90.23	79.84	71.25	71.91		
THM 125	79.56							79.56		THM 423	81.95	80.30							
THM 168	76.57									TURK 101		92.31	92.31						
THM 243	67.79						67.79			TURK 102		100.00	100.00						

Tablo.3.3.2. 2023-2024 Akademik Yılı Güz Dönemi Turizm ve Otel İşletmeciliği Lisans Programı Program Çıktıları Performans Oranları Tablosu
/ **Table.3.3.2.** 2023-2024 Academic Year Fall Semester Tourism and Hotel Management Undergraduate Program - Program Outcomes Performance Rates Table