

**Representative sample of student comments from
HOSP2401 Hotel & Resort Management**

<i>Good</i>	<i>Bad</i>
The workload was spread evenly throughout the course which was very helpful. The projects we did in this class were very interesting, engaging and even fun! They correlated strongly with material we were learning in class and provided us with valuable real-world hotel experience/ knowledge. The class structure itself was effective and I enjoyed coming to class. Discussions, videos, and guest speakers were excellent ways to break up lectures.	Grading is unnecessarily hard on everyone. As well there are not enough assignments to improve grades and the smaller in class activities do not have enough point values Young to make much of a difference. I felt as though this course in some ways was meant to bring down GPA instead of raise it which ultimately harmed other opportunities.
Cheri is incredibly passionate and knowledgeable of the industry and takes a genuine interest in the education of her students. She has been a great mentor for the short time I have known her.	Writing assignments are graded so difficultly. Maybe not the fairest or most helpful grading system. Focus on content and make specifics more of a learning experience rather than a huge part of the grade.
I really enjoyed the reading material and getting real knowledge from actual people in the industry, and the professor really engages you through how enthusiastic she is about teaching.	Grade a little bit easier and allow some creativity in the rubrics. Its really hard to completely follow a rubric word by word even if we read it multiple times because different situations happen.
Cheri is very passionate about the course and this is evident in every lecture. I came into this course with very little previous knowledge about the hotel industry and learned so much over the quarter. I liked how we were with our teams throughout the quarter. This really allowed us to connect and build relationships with those in our team. I also liked how I knew exactly what I was expected to read/complete for each class period and how Cheri stuck to the schedule on the syllabus for the most part.	I like the interactive moments in the course, however I feel that it is a lot of the same thing over and over. Since we are working one on one with hotels, maybe touring and interviewing people would be beneficial. In terms of grading, maybe not as intense. There is only so much we can learn and retain, and wanting us to know absolutely EVERYTHING for the midterm and not providing that is very disheartening.
I had a great time in this course and learned so much about the hotel industry...wonderful introductory course! I really liked the service evaluation project that required us to stay a night at a hotel and found that the other assignments were also very beneficial to my understanding of the topics discussed in class. I also really liked the reading material "Heads in Beds" that we referenced during the first half of the quarter. Professor Young is a wonderful resource and shows genuine interest in her students. I also like how Professor Young uses Twitter to help students stay up to date on industry news.	I found that the in-class activities that were worth 4 pts were often difficult to complete in a class setting with a time limit. Had these assignments been done outside of class I feel that I would have learned more. Having to rush to find sources and format an assignment does not leave much time to actually comprehend the information you are researching and writing about when completing the inclass homework.

**Representative sample of student comments from
HOSP2501 Managing Human Capital in Hospitality**

<i>Good</i>	<i>Bad</i>
Cheri is top 5 on my all time list of teachers and makes a strong case for both my favorite teacher I have had as well as being just the best TEACHER I have had. Cheri's unbridled joy for what she does is tangible in the class room and I can see the way it positively effects other students in the class (very rarely can teachers make every student feel confident in their answers, especially in a non hard science class). The course asks us to be thoughtful, intentional, and proactive - all features that I think more classes should strive for. The interaction with refugees can be invaluable to some students and is an important reminder for us in the management school.	Although this course is really rewarding and informative, there are some improvements that can be made. I know the timeline is inevitably very rushed and busy while working with the refugees and this may be difficult to fix, but honestly having a huge paper due every Friday for 5-6 weeks straight involving complex, new subjects that we essentially have to teach ourselves really took away from my learning and appreciation for the course. If the workload could possibly be a bit less or organized in a more effective way, I think I would've liked the class more instead of constantly wishing and waiting for it to be over. Cheri can be understanding of students' situations, but one of her biggest weaknesses is the inability to admit when she is wrong, and this is very frustrating. For instance, although it was generous to offer paper extensions in the first place, she should have been more clear about which paper(s) she would not be able to grant an extension for - which means

	<p>reminding the class the week said paper is due that we will not be able to have an extension, instead of relying on us the remember that during Week 1 she said that ONE OF (not specifically which) the papers will not allow an extension. Overall, this class is too valuable and special to be so overshadowed and degraded by the amount of work, stress, and confusion that comes along with it.</p>
<p>This course was one of the most interesting and the most rewarding courses taught at this school. I enjoyed the curriculum and the meaning behind this class as I think it is so beneficial for everyone to learn. She was very on top of the curriculum and knew what we would be doing everyday. I learned so much in this course and thought it was well done.</p>	<p>The quizzes are not the best indicator of knowledge. I read the book and took notes for hours, and still my scores did not match what I knew. While a perfect score on each quiz does not matter, they should reflect what we have learned by reading the material in the book.</p>
<p>Cheri is one of the most challenging and difficult professors in the core classes for Hospitality Management. She is also the most effective. This course is rigorous, fast-paced, and sometimes daunting, but the amount of applicable knowledge gained is immeasurable. Cheri cares that each of her students walks away with a thorough understanding of the material and can actually apply what is taught.</p>	<p>There are a few too many papers in this class. I wish some of them had been combined. I felt like we had one due every Friday. It was quite a lot of work. I liked the take home quizzes. They were very difficult though. I think we also needed a day to prep the training in class. Also I completely understand the performance appraisal part however it was ineffective with one time employees who did not care or understand how they performed.</p>
<p>I absolutely love every class I have taken with Cheri and always learn a lot of valuable information during the class lectures. Working with the CFaSST students was a memorable experience that I hope future students are able to have and I think it differentiates DU from other hospitality programs in a good way.</p>	<p>The quizzes are helpful in getting us to read the book, however the time is a little too short to have time to comprehend what the questions are asking you and to problem solve. An additional 10 minutes would really help to be more successful in understanding the readings.</p>
<p>I really enjoyed Cheri's constant interaction and guidance throughout the course. She is so genuine and kind, and really does want the best for her students. I love having her as a teacher!!!!</p>	<p>A little less harsh on precision. It is difficult when I tend to be a vaguer person b/c I like to leave room for change, but when most things need to be super precise it can start to get difficult for me and what I generally do.</p>
<p>This was actually my favorite course for the quarter. Cheri is very dedicated to her students and making sure that what we learn we will be able to use in the real world. She relates almost everything back to real world application. Out of all the classes, I have learned by far the most out of this class.</p>	<p>this class caused me a LOT of stress because of the frequency and importance of all the papers and their midnight deadlines. Definitely felt like I spent 90% of my waking hours on the weekends papers were due on these papers. It paid off in a good grade but I felt a lot of pressure to write perfect papers if I wanted an A in the class.</p>
<p>I loved how hands on the course is. Everything we did, we actually completed. It was a lot of work and it was really challenging in the midst of the course but after it was over, it was easily a class I have learned the most in. Cheri is also a wonderful lecturer, she is so engaging and passionate it's really great to listen to her. She commands attention, I love it.</p>	<p>Honestly, I wish we could have a little, even just a tiny bit, more lecture. Cheri is a fantastic lecturer, and when we actually sat down and had a lecture, I felt like we learned a lot. It would have been nice to talk about the material before we wrote the essay. My main struggle was that we had to write the essay before we really had a chance to discuss it. Then we would talk about the material after we turned in the essay and THEN it would make sense. Discussion prior to the the essay would have been very helpful</p>
<p>Hands down, working with the refugees from ACC. This class would not be the same without that practical component - hands-on experience is so powerful for lifelong learning. I might forget what the textbook said, but I will not forget the experiences I had in this class.</p>	