



Course Code : IAC 3307

Course Title : Introduction to Crew Scheduling

Credits : 3 (3-0-6)

Semester /Academic Year : 1/2020

Students : Bachelor of Arts Program in Airline Business

Lecturer(s) : Mr. Theppaluk Komolvanij

International College, SuanSunandhaRajabhat University

Course Report

Institution : Suan Sunandha Rajabhat University

Campus/Faculty/Department : International College, Airline Business

Section 1: General Information

1. Course Code and Title :

IAC 3307 Introduction to Crew Scheduling

2. Pre-requisite (if any) :

None

3. Faculty Member(s) Teaching the Course and Sections

Mr. Theppaluk Komolvani

Sections: 1

4. Semester and Academic Year

Semester 1, Academic Year 2020

5. Venue

International College, Suan Sunandha Rajabhat University, Nakhonpathom Campus

Section 2 : Actual Teaching Hours Compared with Teaching

Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
Unit 1: Introduction - Crew scheduling terminology - Aircraft type and fleet	3	3	-
Unit 2: Economic issues - Operational significance to the airline - Crew scheduling and financial impacts	3	3	online
Unit 3: Overview of Regulations & Strategy (1) - Rule & regulations - Manpower planning - Crew scheduling strategy	3	3	-
Unit 4: Overview of Regulations & Strategy (2) - Crew scheduling process - Crew costs, crew work schedule	3	3	online
Unit 5: CRM & Crew Pairing - Crew resource management technique - Flight crew member pairing/ crew pairing problem	3	3	-
Unit 6: Aircraft Maintenance Check - Maintenance regulations - Type of maintenance check - Crew scheduling related to maintenance check	3	3	-
Unit 7: Airline crew rostering	3	3	online

- Flight regulations - Rostering & schedule problem			
Unit 8: Pilot scheduling & work rules - Pilot commuting - Flight schedule - Pilot work rules	3	3	-
Unit 9: Schedule disruptions - Schedule disruptions - Crew schedule impact on passenger services (disrupted passenger)	3	3	-
Unit 10: Schedule recovery & logistics - Schedule recovery - Crew logistics	3	3	online
• Conclusion	6	6	-
• Make-up class	3	3	-
• Midterm and Final Test	6	6	
Total	45	45	-

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
English Conversation in Airline service practicing	Insufficient time to complete everyone for conversation, online interruption	Ask the students to meet on their free time to practice

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
<p>1. Morals and Ethics</p> <p>1. Be able to deliver or to complete a required task at appointed time.</p> <p>2. Be able to do the right thing according to the values, beliefs and principles they claim to hold.</p> <p>3. Be able to make decisions in business according to moral concepts and judgments.</p>	<p>1. Activities that require students to practice being punctual and no tardiness.</p> <p>2. Learn the consequences of plagiarism.</p> <p>3. Learn how to work as a Team, trustworthy, and responsibility.</p> <p>4. Students help to prevent cheating in classroom and during examinations.</p>	✓	-	<p>1. Some students were arriving late for class, teaching them and giving some more assignments to practice.</p>
<p>2. Knowledge</p> <p>1. Be able to understand the theories and important case studies taught.</p> <p>2. Be able to provide an analysis and provide the solution to real world problems.</p> <p>3. Be able to use knowledge integrated with other disciplines.</p>	<p>1. Direct instruction</p> <p>2. Student-centered: Cooperative learning</p> <p>3. Problem solving</p> <p>4. Case Study</p> <p>5. Individual Practicing</p> <p>6. Group discussion</p> <p>7. Group Performance</p> <p>8. Questions and answers</p>	✓	-	<p>- Some students have extremely limited ability in English, assigned to read aviation news and report in class.</p> <p>- Need an extra attention in class individually in some topic.</p>

<p>3. Cognitive Skills</p> <ol style="list-style-type: none"> 1. Be able to gather and summarize information, and report. 2. Be able to do self-study and sharing information to the class. 3. Be able to solve problems from case studies. 	<ol style="list-style-type: none"> 1. Case Study 2. Brainstorming 	<p>✓</p>	<p>-</p>	<ul style="list-style-type: none"> - Students need to read more about English article. - Encourage students to use any technologies with WIFI access to attain the information.
<p>4. Interpersonal Skills and Responsibilities</p> <ol style="list-style-type: none"> 1. Be able to communicate with foreigners in English and another language. 2. Be able to use English to solve problems. 3. Be able to initiate some new ideas and have leadership. 	<ol style="list-style-type: none"> 1. Group discussion 2. Group performance 	<p>✓</p>	<p>-</p>	<ul style="list-style-type: none"> - Use team learning and students to do group presentation with different role of duties assigned as a ‘Airline Crew Scheduler planning’
<p>5. Numerical Analysis, Communication and Information Technology Skills</p> <ol style="list-style-type: none"> 1. Be able to use ICT skills and apply them. 2. Be able to use ICT in the work place and apply numerical analysis in communication. 	<ol style="list-style-type: none"> 1. Students present their work by using interpersonal skills and technology. 2. Students present their work by using proper terminologies of Airline communication in English. 3. Students use all technologies to solve the problems during Teamwork assignments. 	<p>✓</p>	<p>-</p>	<ul style="list-style-type: none"> - Use team learning as an example.
<p>6. Learning Management Skills</p> <ol style="list-style-type: none"> 1. Be able to use learning skills and apply them to solve the problem. 	<ol style="list-style-type: none"> 1. Group research. 2. Group performance. 	<p>✓</p>	<p>-</p>	<ul style="list-style-type: none"> - Students are unable to manage for time-being as much accurate.

4. Suggestions for Improving Teaching Methods

The students should be more educated in responsibility for their life in all aspects by teaching more about morality, on-time related issues, article reading and teamwork planning. Also, in English communication, should be more practicing both speaking and reading.

Section 3 : Course Outcomes

- 1. Number of registered students : 28
- 2. Number of students at the end of semester : 28
- 3 Number of students who withdrew (W) : 0

4. Grade distribution

Grade	No. of students	Percentage
A	10	35.7
A-	7	25.0
B+	6	21.4
B	3	10.7
B-	2	7.1
C+	-	-
C	-	-
C-	-	-
D+	-	-
D	-	-
D-	-	-
F	-	-
Incomplete (I)	-	-

5. Factors causing unusual distribution of grades (If any)

N/A

6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
1. Individual presentation was assigned to testing on Interpersonal skills, English speaking, Pronunciation and Presentation skills.	1. Most of the students were having a problem about pronunciation and unable to speak clearly.

<p>2. Group performance were testing on Teamwork, English conversation and Interpersonal skills to solve the problems.</p>	<p>2. Most of the students were able to deliver the main message related what they have read and presented in their own idea. 3. Group presentation were successfully in teamwork, cooperation, solving problems in team.</p>
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Section 4 : Problems and Impacts

1. Teaching and learning resources

<p>Teaching Problems: Covid-19 Pandemic attack and unstable situation</p>	<p>Impacts on students' learning : Change to online-teaching 4 times</p>
<p>Learning Resources Problems: Change to online-teaching</p>	<p>Impacts on students' learning : Students lack of attention</p>

2. Administration and organization

<p>Problems from administration N/A</p>	<p>Impacts on students' learning N/A</p>
<p>Problems from organization N/A</p>	<p>Impacts on students' learning N/A</p>

Section 5 : Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

All aspects of knowledge were able to be used in the future as in the Airline service career. They need more exercise in details but not too hard.

1.2 Faculty members' opinions on the comments in 1.1

Agreed to get more exercise.

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

Students evaluated team by themselves, they were happy to do so.

2.2 Faculty members' opinions on the comments in 2.1

Agreed.

Section 6 : Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester 2 Academic year 2020 1. More practices with real situations. 2. More practices on conversation. 3. More practices on Airlines details. 4. Preparation for the Online Course	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.) 1. Preparation for the Online Course, 2/2020 replace with 60% F2F, 40% online.
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2. Other improvements

N/A

3. Suggestions for improvement for Semester 2 Academic year 2019

Suggestions	Time Frame	Responsible person
More practices with situations / conversations / English Daily conversation in office life	Jan 2021	Mr.Theppaluk Komolvaniij / Ms.Rojanard Waramontri

Suggestions of faculty member(s) responsible for the course

More practices on English speaking for schedule planning discussion with the students on free time.

Responsible Faculty Member/Coordinator:

Mr. Theppaluk Komolvaniij

Signature..... Submission Date 14/12/2020

Chairperson/Program Director: Ms.Kanittha Charernnit

Signature..... Receipt Date 14/12/2020