



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Ticketing Automation							
Course Code		TTS211		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	77 (Hours)	Theory	2	Practice	2	Laboratory	0
Objectives of the Course		It is aimed to have the students gain the proficiency of using packaged software on ticketing.							
Course Content		The course covers learning about making reservation, pricing, ticketing and entering and changing passenger information on software Galileo							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Demonstration, Discussion, Case Study, Individual Study, Problem Solving					
Name of Lecturer(s)		Ins. Eren GÖNÜL							

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Galileo Bilgisayarlı Eğitim Sistemi (Yazılım) & Dokümantasyon
2	Öğretim elemanı yardımcı notları

Week	Weekly Detailed Course Contents	
1	Theoretical	(Galileo Information System –GIS-) - Encoding and Decoding
2	Theoretical	Flight Availability
3	Theoretical	Booking File Creation
4	Theoretical	Booking File Creation
5	Theoretical	Supplementary Data
6	Theoretical	Retrieving and Displaying
7	Theoretical	Booking File Modification
8	Intermediate Exam	midterm exam
9	Theoretical	Fares and Ticketing
10	Theoretical	Seat Reservations
11	Theoretical	Client Files
12	Theoretical	Queues
13	Theoretical	Reference Information
14	Theoretical	Repetition of the overall course
15	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	2	0	28
Assignment	10	1	0	10
Laboratory	14	0	2	28
Midterm Examination	1	4	1	5
Final Examination	1	5	1	6
Total Workload (Hours)				77
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	Students know ticketing automation softwares.
2	Students use Galileo automation software.
3	Students carry out ticketing stages.
4	To make special request entries.
5	To make flight reservation changes and cancellations

