

Drs. Wichard Zwaal

Research Lecturer
Stenden Hotel School
Leeuwarden



Member of the Academy of International Hospitality Research.
Together with Sjoerd Gehrels coordinating the lectorate Hospitality Management Studies.
Responsible for the research line Hospitality Management Education.
Leading researcher for the program on Problem-based hospitality management education.
Together with Sjoerd Gehrels chief-editor of the journal 'Research in Hospitality Management'.

Areas of interest and expertise: Hospitality Management Research, PBL, Edumetrics, Testing & Selection, Assessment & Development Centers, Concept mapping, Personality & Educational Psychology, Professional Research, Applied Data Analysis, SPSS, Structural Equation Modeling, Academic Writing, Critical Thinking, Strategic Management, Service Management, Psychology of Hospitality Management.

Publications & presentations by Wichard Zwaal:

Publications in academic journals:

Zwaal, W. and Otting, H. (2012). The Impact of Concept Mapping on the Process of Problem-based Learning. *The Interdisciplinary Journal of Problem-Based Learning*, Vol. 6, no. 1, p.103-126.

Otting, H. and Zwaal, W. (2011). Hospitality Management students' conceptions about teaching and learning and their evaluation of tasks in problem-based learning. *Journal of Hospitality, Leisure, Sports, and Tourism Education*, Vol.10, No. 1, p.4-12.

Otting, H., Zwaal, W., Tempelaar, D., & Gijssels, W. (2010). The structural relationship between students' epistemological beliefs and conceptions of teaching and learning. *Studies in Higher Education*.

Zwaal, W. and Otting, H. (2010). The process of problem-based hospitality management education. *Journal of Hospitality, Leisure, Sports & Tourism Education*, Vol.9, No. 2. p. 17-30.

Otting, H. and Zwaal, W. (2010). Hospitality Management students' conceptions about teaching and learning and their evaluation of tasks in problem-based learning. Submitted to *Journal of Hospitality, Leisure, Sports, and Tourism Education*.

Otting, H., Zwaal, W., & Gijssels, W. (2009). International Hospitality management students' epistemological beliefs and conceptions of teaching and learning. *Journal of Hospitality and Tourism Education*. Vol.21, No.3, p.44-53.

Zwaal, W. & H. Otting (2007). Hospitality Management Students' Conceptions of Education. *Hospitality & Tourism Research*, Vol,7,3/4, 256-268.

Otting, H. & W. Zwaal (2006). Critical task characteristics in problem-based learning. *Industry & Higher Education*, Vol.20, No.5, pp. 347-357.

Paper presentations at academic and professional conferences:

Zwaal, W. and Otting, H. (2010). The Impact of Concept Mapping on the Process and Output of Problem-based Learning in a BA Hospitality Management Program. Paper presented at Eurochrie 2010 Amsterdam.

Bossema, J. and Zwaal, W.(2010). Increasing students' safety-awareness in a teaching hotel. Paper presented at Eurochrie 2010 Amsterdam.

Plaisant van der Wal, B., Driesen, C., Joël, C., Hauk, L., Bats, L.and Zwaal, W.(2010). Hospitality Management Test 2009. Paper presented at Eurochrie 2010 Amsterdam.

Vuuren, R.G.F.M. van, and Zwaal, W. (2010). Reading the Guest: Assessment & development of a quintessential competency. Paper presented at Eurochrie 2010 Amsterdam.

Zwaal, W. and Otting, H. (2010). The Impact of Concept Mapping on the Process and Output of Problem-based Learning in a BA Hospitality Management Program. Paper presented at Eurochrie 2010 Amsterdam.

Dekker, J. and Zwaal, W. (2010). The assessment practice in a teaching hotel. Paper presented at Eurochrie 2010 Amsterdam.

Zwaal, W. & Otting, H. (2009). The Experience of Problem-based Hospitality Management Education. Paper presented at Eurochrie 2009 Helsinki.

Otting, H., Zwaal, W., & Gijsselaers, W. (2008). International hospitality management students' epistemological beliefs and conceptions of teaching and learning. Paper presented at the CHME conference in Glasgow.

Otting, H. and Zwaal, W. (2008). Hospitality management students' conceptions about teaching and learning and their evaluation of PBL-tasks. Paper presented at Eurochrie 2008 in Dubai.

Zwaal, W. & H. Otting (2006). Hospitality Management Students' Conceptions of Education. Paper presented at the 24th EuroCHRIE Congress, 25-28 October 2006 in Thessaloniki, Greece. (HCIMA best education research paper award).

Otting, H. and Zwaal, W. (2006). The relation between epistemological beliefs and conceptions of teaching and learning. Lisbon, Presentation at the Educational Innovation In Economics and Business (EDINEB XIII) Conference.

Zwaal, W. and Otting, H. (2006). A traditional versus a constructivist conception of assessment. Lisbon, Presentation at the Educational Innovation In Economics and Business (EDINEB XIII) Conference.

Otting, H. and Zwaal, W. (2005). Critical task characteristics in Problem-based learning. Antwerp, Presentation at the Educational Innovation In Economics and Business (EDINEB XII) Conference.

Otting, H. and Zwaal, W. (2004) The identification of constructivist pedagogy in different learning environments. Maastricht, Presentation at the Educational Innovation In Economics and Business (EDINEB XI) Conference.

Zwaal, W., Otting, H. and Eringa, K. (2003). How students conceive Quality of Life. Leeuwarden, Presentation at the ATLAS conference.

Otting, H. & W. Zwaal (2003). Assessment in a constructivist learning environment. Paper for the 13th World Conference on Cooperative Education (WACE 2003).

Otting, H., Zwaal, W. and Eringa, K. (2002). A constructivist approach to competence development and assessment. Guadalajara, Presentation at the Educational Innovation In Economics and Business (EDINEB IX) Conference.

Eringa, K. Otting, H., Siehoyono, L. and Zwaal, W. (2002). Self, peer and tutor assessment of hospitality management competencies in an intercultural setting. Guadalajara, Presentation at the Educational Innovation In Economics and Business (EDINEB IX) Conference.

Books:

Zwaal, W., Singh, H., Tjallinks, E., Schmidt-Bielicke, I. (eds) (2009). Enhancing Hospitality Competency; case-studies in Research-based learning. Leeuwarden: Stenden University Press.

Eringa, K., Rietveld, J., Zwaal, W. (2000). Assessment en development centers voor studenten. Groningen: Wolters-Noordhoff.

Schulp, J.A., Vijver, H., Zwaal, W. (red) (1997). In hoger Beroep; 10 jaar Christelijke Hogeschool Noord-Nederland. Assen: Van Gorcum.

Contributions to books:

Otting, H. & Zwaal, W. (2007). The identification of constructivist pedagogy in different learning environments. In: M.K. McCuddy, H. van den Bosch, Wm. B. Martz, A.V. Matveev, & K.O. Morse (Eds.), The Challenges of Educating People in a Challenging World (pp. 171-196). Dordrecht: Springer.

Zwaal, W. and Eringa, K.(2000). Assessment & Development Centers in a Problem-based Learning Environment. In: Borghans, L., Gijselaers, W. H., Milter, R. G. and Stinson, J. E. (Eds.) Educational Innovation In Economics and Business V. Business Education for the Changing Workplace. Dordrecht, Kluwer Academic Publishers.

Wichard Zwaal en Klaes Eringa (2002). Toetsen van competenties. In: Berkel, H. van, Bax, A. (red.). Toetsen in hoger onderwijs. Houten/Diegem: Bohn Stafleu Van Loghum.

Klaes Eringa en Wichard Zwaal (2002). Toetsen van stages. In: Berkel, H. van, Bax, A. (red.). Toetsen in hoger onderwijs. Houten/Diegem: Bohn Stafleu Van Loghum.

Eringa, K., Rietveld, J., Zwaal, W. (2000). De Leerwaarde van toetsen. In: Heijnen, G. en Meeder, S. (red). Toetsen en ICT in het hoger onderwijs. Utrecht: Stichting SURF.

Bruijns, V., Eringa, K., Rietveld, J., Zwaal, W. (1999). Het gebruik van assessment en development centers in een competentiegerichte leeromgeving. In: Schlusmans, K., Slotman, R., Nagtegaal, C. , Klinkhorst, G.(red.). Competentiegerichte leeromgevingen. Utrecht: Lemma.

Contributions to 'Profiles in Hospitality' series:

Ruben de Groot, Annebel Bosma, Amanda Jonathans, Mayra Bossenbroek, Rob van Vuuren, Wichard Zwaal (2010). Measuring, Monitoring and Managing Sustainable Hospitality. In: Nairn, P., Huisman, J. and Wen, M. (eds). Profiles and Dimensions in Hospitality. Leeuwarden: Stenden Hotel School.

Hans Otting, Wichard Zwaal, Eveline van Hassel (2010). The Quality of Email responses of Dutch Hotels. In: Nairn, P., Huisman, J. and Wen, M. (eds). Profiles and Dimensions in Hospitality. Leeuwarden: Stenden Hotel School.

Mark Holtrop, Michael Gras, Rob van Vuuren, Wichard Zwaal (2010). The Performance Dashboard of Hospitality Managers. In: Nairn, P., Huisman, J. and Wen, M. (eds). Profiles and Dimensions in Hospitality. Leeuwarden: Stenden Hotel School.

Lisa Voissel, Melina Kitzel, Verena Fischer, Annika Grunow, Renée van der Horst, Alexandra Schilling, Alexandria Sears, Rob van Vuuren, Wichard Zwaal (2010). Reading the Guest-Exploring New Territory. In: Nairn, P., Huisman, J. and Wen, M. (eds). Profiles and Dimensions in Hospitality. Leeuwarden: Stenden Hotel School.

Zwaal, W. , H. Otting, K. Eringa, L. Siehoyono (2005). Does diversity make a difference. In: Heinhuis, E. & Van der Hoek, K.W. (eds). Babylon United. Leeuwarden: CHN publications.

Internal publications:

Stenden Hotel School Professional Research Journal (2010), special issue on The Quintessence of Hospitality, edited by Wichard Zwaal, Gea Harder and Claudia Zonneville.

Otting, H., Zwaal, W., Brouwer, W., Duijf, S. and Zhao, J. (2006). Academic dishonesty. Leeuwarden, Internal publication.

Zwaal, Wichard & Hans Otting (2004). Student assessment of tutor performance in problem-based learning. Internal report.