

Hospitality and Tourism Education Department Program Learning Report 2012

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All nine HOST program SLOs were assessed in 2011. This report includes the detailed assessment reported during Spring 2011 and Fall 2011.

Spring 2011-Program SLO Assessment Summary/Highlights

- The HOST faculty met monthly to discuss HOST program/course SLOs, assessment updates, and action plans
- HOST Program SLOs:
 - 1) Program grid created to align course outcomes to program outcomes
 - 2) Internship employer evaluation analyzed to assess program outcomes
 - 3) Internship student self-report analyzed to assess program outcomes
 - 4) Additional evidence to document student learning identified

HOST PROGRAM SLO ASSESSMENT REPORT-SPRING 2011

Program SLOs	Evidence of Industry Validation	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment ¹	Plan for Improvement ²
<p>1. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community, and industry.</p>	<p>Successful completion of student internship experience</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a) “Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p>2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p>2- a) Creativity: 98% of students provided a rating of “adequately meets expectations of management” or better. b) Problem solving: 93% Creative thinking: 93% Critical thinking: 88% Decision making abilities: 91%</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *Career portfolio documents (HOST 100) *Management case study (HOST 290)</p>

¹ Results of program assessment: % of students who met the outcome(s) and at what level they met the outcome(s)

² Plan for Improvement: what will the program do to improve the results?

<p>2. Apply the concepts and skills necessary to achieve guest satisfaction.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a) “Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p>2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p>2- a) 100% of students provided a rating of “adequately meets expectations of management” or better.</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *American Hotel and Lodging (AHLA) Spirit of Hospitality Certification (HOST 100)</p>
<p>3. Demonstrate leadership and teamwork to achieve common goals.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p>2- a) Teamwork: 100% of students provided a rating of “adequately meets</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *Team member assessment of</p>

		<p>2-Self reports a)“Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>receive their degree. The internship serves as a capstone experience. 2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>expectations of management” or better. b)Leadership abilities: 80% Teamwork skills: 91%</p>	<p>marketing group projects (HOST 258)</p>
<p>4. Conduct themselves in a professional and ethical manner, and practice industry defined work ethics.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale. 2-Self reports a)“Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience. 2-Student survey: Students completed a self-reflective survey to rate their</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale. 2- a)100% of students provided a rating of “adequately meets expectations of management” or better.</p>	<p>MET EXPECTATION May consider other student learning documentation: *Mock interview assessment (HOST 100) * Team member evaluations (HOST 258)</p>

<p>5. Communicate effectively and confidently in the classroom, community and industry.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a) “Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>performance level.</p> <p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p>2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p>2- a) 98% of students provided a rating of “adequately meets expectations of management” or better. b) Verbal communication: 89% Written communication: 86%</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *Mock interview assessment (HOST 100) * Marketing Presentation (HOST 258) *Internship presentations (HOST 293)</p>
<p>6. Demonstrate knowledge of multicultural perspectives to meet the needs of guests and employees.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they</p>	<p>1-All students received a “Good” rating of 4 or higher on a 5 point scale.</p> <p>2- a) 100% of students provided a rating of “adequately meets expectations of</p>	<p>MET EXPECTATION</p> <p>May consider other student learning documentation: *American Hotel and Lodging</p>

		<p>2-Self reports a)“Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>receive their degree. The internship serves as a capstone experience. 2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>management” or better.</p>	<p>(AHLA) Spirit of Hospitality Certification (HOST 100) *Journal on topic: Stereotypes/cultural differences & service expectations (HOST 100)</p>
<p>7. Lead with the knowledge that the foundation of tourism is based on the respect of the host culture with the responsibility to perpetuate the unique values, traditions, and practices of the place.</p>	<p>Student Internship</p>	<p>1-Internship supervisor evaluation report “Satisfactory” performance rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a)“Adequately meets expectations of management” rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience. 2-Student survey: Students completed a self-reflective survey to rate their</p>	<p>NONE</p>	<p>DID NOT MEET EXPECTATION HOST faculty needs to evaluate and decide on an assessment measure during fall 2011 semester</p> <p>HOST faculty recommendations below:</p> <p>*Work philosophy assignment addressing local host culture values (HOST 100) *Managing with</p>

			performance level.		Aloha Report (HOST 290) *Sustainability Analysis (HOST 293)
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.	Student Internship	<p>1-Internship supervisor evaluation report "Satisfactory" performance rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a) "Adequately meets expectations of management" rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>1-Internship supervisor assessment of student performance: Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p>2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	NONE	<p>DID NOT MEET EXPECTATION HOST faculty needs to evaluate and decide on an assessment measure during fall 2011 semester</p> <p>HOST faculty recommendations below:</p> <p>*Internship presentations (HOST 293) *Assignment serving as an introduction to topics (HOST 101)</p>
9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers	Student Internship	<p>1-Internship supervisor evaluation report "Satisfactory" performance</p>	<p>1-Internship supervisor assessment of student performance:</p>	<p>1-All students received a "Good" rating of 4 or higher on a 5 point scale.</p>	MET EXPECTATION

		<p>rating of 3 or higher on a 5 point scale.</p> <p>2-Self reports a) "Adequately meets expectations of management" rating or better b) 70% of students or more note a self-improvement since enrolling in HOST program</p>	<p>Students are required to intern a minimum of 225 hours before they receive their degree. The internship serves as a capstone experience.</p> <p>2-Student survey: Students completed a self-reflective survey to rate their performance level.</p>	<p>2- a) 100% of students provided a rating of "adequately meets expectations of management" or better.</p>	
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Post Spring 2011 Action Steps

- HOST Program SLOs

HOST faculty to assess spring 2011 assessment process:

- Continue with similar process? How often do we assess Program SLOs?
- Include additional student learning documentation for Program SLOs that met expectation?
- How to best assess program outcomes that did not meet expectation?
- Incorporate e-portfolio, Imiloa, or other online data management system?

Fall 2011 Program SLO Assessment Summary/Highlights

- The HOST faculty met monthly to discuss HOST program/course SLOs, assessment updates, and/or action plans
- HOST Program SLOs:
 - 1) HOST faculty identified a HOST 293 assignment/evidence to document student learning for HOST Program SLOs #7 and #8
 - 2) HOST 293 assignment assessed/validated HOST Program SLOs #7 and #8
 - 3) HOST Program SLO assessment cycle completed; all HOST Program SLOs assessed as “met expectation”

Review of Fall 2011 HOST Assessment Action Plan

On August 18, 2011, the Department Assessment Coordinator presented a fall 2011 assessment action plan to the HOST faculty. Action plan highlights are listed below:

PROGRAM SLOs THAT DID NOT MEET EXPECTATION DURING SPRING 2011 ASSESSMENT PERIOD:

- ***SLO #7 -- Lead with the knowledge that the foundation of tourism is based on the respect of host culture with the responsibility to perpetuate the unique values, traditions, and practices of place.***
- ***SLO #8 -- Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in industry***

**Recommended Artifact:

HOST 100: Work Philosophy assignment addressing local host cultural values

HOST 290: Managing with Aloha Report

**HOST 293: Sustainability Analysis

HOST PROGRAM SLO ASSESSMENT RESULTS/REPORT FALL 2011

(CARRY OVER FROM SPRING 2011) Program SLOs	Evidence of Industry Validation	Expected Level of Achievement	Assessment Strategy/ Instrument	Results of Program Assessment Fall 2011	Plan for Improvement
7. Lead with the knowledge that the foundation of tourism is based on the respect of the host culture with the responsibility to perpetuate the unique values, traditions, and practices of the place.	Student Internship (Sustainability Analysis)	EXPECTED: 70% of students to receive 70% of higher	Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze the current sustainability practices at the site and make recommendations for implementing or improving.	ACTUAL: 78% (26/33) of students received 70% or higher	MET EXPECTATION FALL 2011
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in industry.	Student Internship (Sustainability Analysis)	EXPECTED: 70% of students to receive 70% of higher	Sustainability Analysis is a memorandum students write to their internship supervisor in which they analyze the current sustainability practices at the site and make recommendations for implementing or improving.	ACTUAL: 78% (26/33) of students received 70% or higher	MET EXPECTATION FALL 2011