

Counseling Unit/Student Affairs Program Learning Report

Program Name: Hospitality & Tourism Department

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Program SLOs	Timeline	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment ¹	Next Steps ²
Student will be able to increase understanding of resources available and increase comfort level in college	Assessment of HOST department New Student Reception on August 21, 2013. All new and transfer HOST students were invited to attend.	Goal: 70% of participants would score at the “competent” level, which means that students ranked a minimum of 6 of the 11 questions as “agree” or “strongly agree”.	Surveys were distributed to student participants and completed immediately following the reception. Student survey questions enabled students to provide feedback regarding their current feelings and attitudes toward starting their college career at KCC. Questions #1-5 related to students’ understanding of resources, while questions #6-11 related to students’	The 35 student participants were surveyed at the end of the reception. Survey results reflected 100% of the students at the competent level. 100% of students rated each of the 11 questions as “agree” or “strongly agree” except for question #9 (33/35 or 94.2%, agreed or strongly agreed). Open-ended feedback reflected students finding	While the survey results didn’t identify specific areas for improvement, I plan to discuss changing the second open-ended question with the BLCH cluster counselors from asking about the “least helpful part of the reception” to asking for suggestions for improvement or what students would have wanted to have had included in hopes

¹ Results of program assessment: for example, percent of students who met the outcome(s) and at what level they met the outcome(s)

² Next Steps: What will the program do to improve the results? Next steps may include immediate actions such as revision to workshop curriculum or changes on an evaluation instrument. Next steps may also include requests to administration for additional support.

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			preparation/comfort level in beginning college at KCC. Feedback was also solicited regarding what students found most and least helpful about the reception, and other comments and suggestions to provide an opportunity for participants to provide suggestions for future improvement.	value in all areas of the program. This exceeded our expectations and provided feedback that the reception is having the positive impact we were hoping for.	that it might solicit or encourage more suggestions.
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Please complete the table above OR provide the information requested above in a format of your own choosing.

Please attach an assessment plan: what outcomes will be assessed, when they will be assessed and how will they be assessed on a three-year cycle.

