Counseling Unit/Student Affairs Program Learning Report

Program Name: Hospitality & Tourism Department

Date: November 1, 2013

Author: Sheryl Fuchino-Nishida

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 openended 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

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¹Results 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.

Program SLO Learning Report			
Program SLO Learning Report	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.

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.

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Date: November 1, 2013 Extension and Email: x9716, fuchino@hawaii.edu

AY 13-14-Competency #4: SWIBAT increase understanding of resources available and increase comfort level in college.

Strategy type	Organizational	Operational	Organizational/ Strategic	Organizational/ Strategic	Assessment- related			
Based on your "next steps", what changes might be needed in your unit to complete the cycle for this intervention?	Do you need to revise Office Structure within your unit? (See guide for examples)	Do you need to revamp administrative procedures within your program? (See guide for examples)	Should you modify your relationships with other programs in the unit or college? (See guide for examples)	Should you modify your relationships with community partners or other UH system colleges? (See guide for examples)	Do you need to update your assessment method to measure your SLO? (See guide for examples)	Should you reallocate resources already provided by VCSA, VCAA or Academic Deans? (See guide for examples)	Are you requesting new resources? If so, what resources will you request? (See guide for examples)	What are your Action Plans for change? (See guide for examples)
Intervention #1 HOST dept. New Student Reception 8/21/13	No	No	No	No	No		Yes, request assistance from OFIE to analyze student success (academic achievement – GPA, retention) of student who attended reception vs. those that did not.	Consult with BLCH cluster counselors to update survey questions. The revised survey will be used in the next cycle of assessing this intervention.