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University of Hawaii Community Colleges Annual Report of Program Data Analysis Preview

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PREVIEW

College: Kauai Community College Program: Hospitality and Tourism

The last comprehensive review for this program was on 2011, and can be viewed at:

<http://info.kauai.hawaii.edu/admin/prapru.htm#pr>

Program Description

The HOST Program seeks to prepare students for a career in the Hospitality and Tourism Industry and/or for transfer to a bachelor's degree in Travel Industry Management or Business; to promote positive work ethics, self-esteem, accountability, cultural understanding, quality and productivity, positive interpersonal service skills, professionalism, and to support students in achieving their goals.

The Hospitality and Tourism (HOST) program at Kauai Community College is designed to ensure student success in their chosen hospitality careers. The program is designed to meet the needs of those who are already employed in the hospitality services industry, as well as those who wish to prepare themselves for entry into this global field. We welcome you to experience the diversity and professionalism that make this career a sustainable opportunity.

Part I. Quantitative Indicators

Overall Program Health: **Cautionary**

Majors Included: HOST Program CIP: 52.0901

Demand Indicators		Program Year			Demand Health Call
		12-13	13-14	14-15	
1	New & Replacement Positions (State)	117	70	76	Unhealthy
2	*New & Replacement Positions (County Prorated)	14	6	7	
3	*Number of Majors	60	55	55	
3a	Number of Majors Native Hawaiian	23	20	21	
3b	Fall Full-Time	55%	49%	54%	
3c	Fall Part-Time	45%	51%	46%	
3d	Fall Part-Time who are Full-Time in System	3%	2%	2%	
3e	Spring Full-Time	38%	45%	57%	
3f	Spring Part-Time	62%	55%	43%	
3g	Spring Part-Time who are Full-Time in System	2%	0%	5%	
4	SSH Program Majors in Program Classes	523	499	468	

5	SSH Non-Majors in Program Classes	672	604	435
6	SSH in All Program Classes	1,195	1,103	903
7	FTE Enrollment in Program Classes	40	37	30
8	Total Number of Classes Taught	23	26	24

Efficiency Indicators		Program Year			Efficiency Health Call
		12-13	13-14	14-15	
9	Average Class Size	17.4	14.3	12.6	Cautionary
10	*Fill Rate	74%	60.3%	52.9%	
11	FTE BOR Appointed Faculty	1	1	1	
12	*Majors to FTE BOR Appointed Faculty	59.5	55	54.5	
13	Majors to Analytic FTE Faculty	24.3	19.5	21.3	
13a	Analytic FTE Faculty	2.4	2.8	2.6	
14	Overall Program Budget Allocation	\$94,175	\$92,379	\$73,932	
14a	General Funded Budget Allocation	\$92,614	\$91,986	\$72,804	
14b	Special/Federal Budget Allocation	\$0	\$0	\$0	
14c	Tuition and Fees	\$1,561	\$393	\$1,128	
15	Cost per SSH	\$79	\$84	\$82	
16	Number of Low-Enrolled (<10) Classes	1	9	8	

*Data element used in health call calculation

Last Updated: October 7, 2015

Effectiveness Indicators		Program Year			Effectiveness Health Call
		12-13	13-14	14-15	
17	Successful Completion (Equivalent C or Higher)	70%	76%	74%	Healthy
18	Withdrawals (Grade = W)	25	15	19	
19	*Persistence Fall to Spring	69.8%	74%	64.4%	
19a	Persistence Fall to Fall	43.6%	57.9%	39.6%	
20	*Unduplicated Degrees/Certificates Awarded	26	19	33	
20a	Degrees Awarded	11	6	14	
20b	Certificates of Achievement Awarded	2	1	3	
20c	Advanced Professional Certificates Awarded	0	0	0	
20d	Other Certificates Awarded	28	18	32	
21	External Licensing Exams Passed	Not Reported	Not Reported	N/A	
22	Transfers to UH 4-yr	1	2	2	
22a	Transfers with credential from program	0	2	1	
22b	Transfers without credential from program	1	0	1	

Distance Education: Completely On-line Classes		Program Year		
		12-13	13-14	14-15
23	Number of Distance Education Classes Taught	8	13	8
24	Enrollments Distance Education Classes	148	146	94
25	Fill Rate	74%	44%	47%
26	Successful Completion (Equivalent C or Higher)	53%	64%	61%
27	Withdrawals (Grade = W)	11	5	6
28	Persistence (Fall to Spring Not Limited to Distance Education)	72%	59%	39%

Perkins IV Core Indicators	Goal	Actual	Met
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2013-2014				
29	1P1 Technical Skills Attainment	91.00	93.75	Met
30	2P1 Completion	47.00	37.50	Not Met
31	3P1 Student Retention or Transfer	75.21	82.22	Met
32	4P1 Student Placement	68.92	44.00	Not Met
33	5P1 Nontraditional Participation	N/A	N/A	N/A
34	5P2 Nontraditional Completion	N/A	N/A	N/A

Performance Funding		Program Year		
		12-13	13-14	14-15
35	Number of Degrees and Certificates	13	7	17
36	Number of Degrees and Certificates Native Hawaiian	4	1	6
37	Number of Degrees and Certificates STEM	Not STEM	Not STEM	Not STEM
38	Number of Pell Recipients	45	37	40
39	Number of Transfers to UH 4-yr	1	2	2

*Data element used in health call calculation

Last Updated: October 7, 2015

[Glossary](#) | [Health Call Scoring Rubric](#)

Part II. Analysis of the Program

According to the 2015 Instructional Annual Report of Program Data for the Hospitality and Tourism (HOST) program, the program's overall health is Cautionary.

The Demand Indicator went from Healthy to Unhealthy in the past year. Positive news is the number of replacement positions went up 1%; the number of Native Hawaiian majors, Fall Full-time, Spring Full-time, and Spring Part-Time who are Full-Time in the System showed positive growth. the number of Program Majors and Fall Part-Time who are Full-time in the System remained the same. Decreases in the Fall and Spring Part-Time are evident

Demand Indicator

The number of New and Replacement Positions in the State and County showed the slightest increase, and the Number of Majors remained steady at 55. However, the New and Replacement Positions-County divided by Number of Majors ($7 \div 55$) = .127, and that puts the Demand Indicator Unhealthy for the program.

Efficiency Indicator

The Fill Rate has declined over the past three years 74%; 60.3%, 52.9%. While adjustments have been made to the MYPO, which may provide higher fill rates in the future. The decline may also be attributed the CT3 grant, which ran several classes at numbers well below low-enrolled minimums. Secondly, Majors to FTE BOR Appointed Faculty for the years 2012-13, 2013-14, 2014-15 is 59.5; 55; 54.5, which places the Student/Faculty Ratio in the Cautionary range.

Effectiveness Indicator

Unduplicated Degrees and Certificates Awarded divided by Number of Majors ($33 \div 55$) = .60, which places this Indicator in the Healthy range. The Persistence Fall to Spring is Cautionary. However, the average of the two measures give the program an overall Healthy score.

Perkins IV Core Indicators 2013-14

This year, the HOST Program did meet the Technical Skills Attainment. Student Retention or Transfer was also met. Completion and Student Placement goals were not met.

Part III. Action Plan

ACTION PLAN							
UH SYSTEM, CAMPUS AND/OR PROGRAM GOALS	ACTION ITEM	RESOURCES NEEDED	PERSON(S) RESPONSIBLE	TIMELIME	INDICATOR OF IMPROVEMENT	PLO IMPACTED	STATUS
UH GOAL 1: EDUCATIONAL EFFECTIVENESS, KCC GOAL 1: ACCESS, AND KCC GOAL 2: LEARNING AND TEACHING							
RECRUIT NH STUDENTS	Increase number of NH Majors by 10%	External funding, support from external NH agencies	Program Faculty	Spring 2015 to Spring 2016	Number of majors to increase from 20 to 22	All	Majors increased by 5%, from 20-21 in 2014-15
INCREASE SUCCESS OF NON-TRADITIONAL STUDENTS IN CTE PROGRAMS	Identify student population that may be non-traditional and seek ways to improve Perkins Core Indicators on Technical Skills Attainment and Completion	Perkins Grant	Program Faculty working with Sandy Magnussen	Spring 2015 to Spring 2016	Improve Perkins Core Indicators to reflect at least two goals being met	All	Technical Skills met, Completion not met in 2014-15. Progress in on-going
INCREASE AND IMPROVE DESIGN AND DELIVERY OF DISTANCE LEARNING EDUCATION OFFERINGS						All	This action item was intended to improve Technical Skills/Completion rates in the program; however, DL in the HOST Program is not supported by the VCAA and all DL offerings have been removed
INCREASE AND IMPROVE DESIGN AND DELIVERY OF DISTANCE LEARNING EDUCATION OFFERINGS							This action item was intended to improve Persistence rates in the program; however, DL in the HOST Program is not supported by the VCAA and all DL offerings have been removed
INCREASE OVERALL RETENTION AND PERSISTENCE TO GRADUATION AND TRANSFER	Re-visit the pursuit of an AS in HOST with system sister programs/colleges	Assigned Time or Summer Overload	Program Faculty	Spring and/or Summer 2016	Increase transfers by 10% two years after implementation	All	Transfer numbers remain constant

EARLY COLLEGE OFFERING	Increase awareness of BED/HOST Programs in the DOE		Program Faculty	Spring 2016	Successful completion of course(s) taught	All	Met with DOE counterparts in spring 2015. Introduced the idea of Early College course offerings of BED courses. Coordinated two guest speaker events at Kapaa High School in Spring 2015. Received the approval to teach HOST 101 and ACC 124 in Kauai High School in Spring 2016.
UH GOAL 2: A LEARNING, RESEARCH AND SERVICE NETWORK; KCC GOAL 3: WORKFORCE DEVELOPMENT							
TRANSFER	Maintain, and work to improve transfer rates	Assigned Time	Program Faculty	Spring 2016	Increase transfers by one student per year	All	Currently, the transfer rate is at 3.6%. Articulation agreement is in place with UHWO, and a new bachelor's in Business concentration in Hospitality and Tourism offering is effective Fall 2015. Will work to strengthen agreement to facilitate transfers.
INCREASE INTERNSHIP OPPORTUNITIES	Work with International Education Coordinator (IEC) to identify the framework for program internships	Assigned Time	Program Faculty	Spring 2016	Work with IEC on expanded program internships	All	Have identified possible expanded internships opportunities and funding, but will need to work with the IEC and majors to bring expanded prospects to fruition.

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Part IV. Resource Implications

N/A

Program Student Learning Outcomes

For the 2014-2015 program year, some or all of the following P-SLOs were reviewed by the program:

Assessed this year?	Program Student Learning Outcomes	
1 <input type="checkbox"/> Yes	Demonstrate critical thinking skills to effectively function in the hospitality and tourism industry.	
2 <input type="checkbox"/> Yes	Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.	
3 <input type="checkbox"/> Yes	Utilize interpersonal written and oral communication skills necessary for effective organizational operations.	

Assessed this year?	Program Student Learning Outcomes	
4	<input type="checkbox"/> Yes	Incorporate the principles of Aloha to promote the sustainability of Hawaiian cultural values in the hospitality industry.

A) Evidence of Industry Validation

The HOST Program maintains an industry-based advisory committee that meets annually to discuss program goals and effectiveness. The HOST Program is also part of a system-wide PCC, and works with system colleagues to align program courses, CSLOs, and articulation agreements, and works to align with industry standards.

B) Expected Level Achievement

General education and program student learning outcomes are cross listed to maximize program efficiency. Students are expected to complete courses with a "C" or higher.

C) Courses Assessed

The HOST Program is current with the campus' goal to assess all courses every five years. As part of the Business Education Divisions' 5-year course review schedule, the HOST courses are continually updated every five years or less, depending upon PCC discussions and articulation agreement updates.

D) Assessment Strategy/Instrument

Course student learning outcomes, program learning outcomes, and institutional learning outcomes are assessed in various ways, such as in our course outlines, comprehensive program reviews, and the annual program review updates. Course outlines are also assessed system-wide via our Program Coordinating Committees. An assortment of assessment methods are involved, which include exams, written assignments, performance-based assessments, student research and presentations, and via course and peer evaluations. The HOST Program has consistently provided course-level assessments via the CARD system, and provide an opportunity to analyze student students' success in meeting the 70% benchmarks. The data provided from these various sources are reviewed annually to determine the improvements necessary for implementation in the following semester(s).

E) Results of Program Assessment

	Fall 2012		Spring 2013		Fall 2013	
	# Assm	Percentage Met	# Assm	Percentage Met	# Assm	Percentage Met
Communication						
Teamwork	784	79	160	61	812	74
Critical Thinking	52	83			80	85
Synthesize and Evaluate Information	325	82	80	55	576	76
Presentation Skills	199	84			241	80
Research Skills	90	91			5	100
Physical, Mental, and Emotional health	136	99			121	76

F) Other Comments

The majority of HOST students appear to be progressively meeting the benchmarks, although the data is a little dated. The program continues to adjust its curriculum and coursework to ensure student success and meet industry expectations.

G) Next Steps

Future discussions will occur with the Institutional Researcher to synthesize and analyze data in order to strengthen the program goals. Action plans will continue to be a focus, but collaboration and time is needed to maintain and improve upon program benchmarks.

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