



## Annual Assessment Report 2021-2022

### BS Hospitality Management Hospitality Management Collins College of Hospitality Management

#### CONTACT

**Name of Program Assessment Lead** Sungsik Yoon & Li Ge

**Name of Person Completing Report** Li Ge

**DISCIPLINARY ACCREDITATION** Yes

#### DEVELOPMENT AND DOCUMENTATION OF STUDENT LEARNING OUTCOMES

**How were the program's SLOs developed? (select all that apply)**

- ☐ Our disciplinary accrediting agency has required learning outcomes, so we use them.
- ☐ We developed them as a program/department using our own knowledge and expertise of the field.

**Other than the CPP Catalog and the Office of Assessment and Program Review website, where else are your SLOs published? Select all that apply.**

- Department Website - provide URL: <https://www.cpp.edu/collins/about/learningoutcomes.shtml>
- Course Syllabi
- Brochures or other printed material

#### ASSESSMENT ACTIVITIES IN 2021-2022

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2021-2022**. This includes data collection, rubric development, data analysis, discussion of findings, development or implementation of closing the loop improvement strategies, update of your assessment plan and/or curriculum matrix, etc.

**How many total SLOs does your program assess according to your assessment plan?**

- 5

**How many SLOs did your program assess this past year in 2021-2022?**

- My program assessed SLOs in AY 2021-2022

**Please list the SLOs examined**

- SLO #1: Characteristics of Hospitable Service

**Student Learning Outcome (SLO): Characteristics of Hospitable Service**

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
<ul style="list-style-type: none"><li>Collected direct evidence (e.g., student work, exam items, etc.)</li><li>Scored direct evidence of student learning</li></ul>	<ul style="list-style-type: none"><li>Assignment/exam/paper completed as part of regular coursework</li></ul>	<ul style="list-style-type: none"><li>Used rubric or scoring guide</li></ul>

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
82	Artifact's average score was assessed based on the level of the course learning outcomes(e.g., for "Introduce" level, the mean score should range between 1 and 2; for "Reinforce" level the mean score should range between 2 and 3; for "Emphasize" level the mean score should range between 3 and 4).	Yes	No outliers of the mean scores.

## IMPROVING THROUGH ASSESSMENT

**Overall, what best describes how the program used the results in 2021-2022? Select all that apply.**

- Results indicated no action needed because students met expectations

**Ideas to improve student learning can come from different constituents. With whom did the program discuss assessment planning and/or share results during AY 2021-2022? Select all that apply.**

- A committee of program/department faculty
- Program/department assessment committee
- College assessment committee

**The past academic year posed both challenges and opportunities. Please share any assessment discoveries (e.g., insights about assessment procedures, great achievements, etc.) regarding program assessment in 2021-2022 so that others may learn from your experiences.**

The college assessment committee informed the instructors in advance (at the beginning of each semester) that their courses would be assessed at the end of the semester. The instructors also received the assessment rubric in advance. The assessment committee also communicated with the instructors at the end of the semester to remind them to submit artifacts for assessment purposes. The assessment committee also provided support and clarity when needed which probably helped to make the assessment process as easy as possible for the instructors.

**CPP's GI2025 goals What assessment-related efforts do you already implement, or would implement to support the campus' diversity, equity, and inclusion (DEI) efforts? (e.g., planned or current disaggregation of assessment data by race/ethnicity, etc.) Undergraduate programs may wish to refer to CPP's GI2025 goals. (Not Mandatory)**

To eliminate bias, the Collins College Assessment Committee randomly selects artifacts for assessment activities. For example, if there are 100 students in a class, 20 samples are randomly selected (every fifth) for assessment. This practice helps to ensure that the assessment results reflect students' performance as accurately as possible. The Collins College also examines the DWF rates in various courses among URM vs. non-URM students. Although this is not a formal assessment activity, this practice helps us to identify courses with high DWF rates among URM students so we can take actions to address the equity gap.

**Does the program offer a certificate or credential (e.g., teaching credential)?**

- No

The most current assessment plan and curriculum matrix we have on file for your program may be found [here](#). To ensure we have the most updated assessment plan and curriculum matrix for your program, and for posting on our website, please upload the following documents:

**Assessment Plan**

Yes

**Curriculum Matrix**

Yes