Annual Assessment Report 2023-2024

BS Hospitality Management

Department of Hospitality Management

Collins College of Hospitality Management

CONTACT
Name of Program Assessment Lead Patrick Lee
Name of Person Completing Report Patrick Lee

DISCIPLINARY ACCREDITATION Yes

DEVELOPMENT AND DOCUMENTATION OF STUDENT LEARNING OUTCOMES
How were the program's SLOs developed? (select all that apply)
  o   Our disciplinary accrediting agency has <u>required</u> learning outcomes, so we use them.

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/future-students/degree-programs.shtml
- Course Syllabi

ASSESSMENT ACTIVITIES IN 2023-2024

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2023-2024.** 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 2023-2024?

- My program assessed SLOs in AY 2023-2024 (e.g., artifact collection, scoring, closing the loop, etc.).

Please list the SLOs examined

- SLO #1: Develop and integrate a core set of business skills necessary to successfully operate a hospitality and tourism organization
- SLO #2: Demonstrate competence in the communication skills necessary for hospitality and tourism management

Student Learning Outcome (SLO): Develop and integrate a core set of business skills necessary to successfully operate a hospitality and tourism organization

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
• Collected/Analyzed/Developed/Modified/Discussed assessment tools	• Assignment/exam/paper completed as part of regular coursework (Direct)	• Used rubric or scoring guide
• Closing the loop (e.g., investigated other pressing issues related to SLO achievement, change course sequence, etc.). Please explain: Recommendations from the College Assessment Committee were given to the instructors in Fall semester and the instructors accepted and adopted in Spring semester.		

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
28	Average score to meet the requirement of introduced, reinforced, or emphasized levels.	Partially since there was no artifacts from HRT2400	Students would be able to perform at the designated level.

Student Learning Outcome (SLO): Demonstrate competence in the communication skills necessary for hospitality and tourism management

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
• Collected/Analyzed/Developed/Modified/Discussed assessment tools	• Assignment/exam/paper completed as part of regular coursework (Direct) • Oral performance (e.g., presentation, defense, conference presentation, etc.) (Direct)	• Used rubric or scoring guide

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
85	Average score to meet the requirement of introduced, reinforced, or emphasized levels.	Yes	Students would be able to demonstrate required levels of PLOs from their artifacts.

IMPROVING THROUGH ASSESSMENT

Overall, what best describes how the program used the results in 2023-2024? 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 2023-2024? Select all that apply.

- Program/department faculty as whole
- College assessment committee
- College Assessment Liaison

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 2023-2024 so that others may learn from your experiences.

The PLOs were updated in the academic year 2022-23 to comply with ACPHA accreditation recommendations. This initiative triggered the need for a comprehensive overhaul of our assessment plans, rubrics, and methods. The College Assessment Committee and the faculty have embraced this as a learning opportunity. Faculty need more time to adapt and adopt.

Please share how the program triangulates various data sources to determine student success. Consider assessment findings, CPP's GI2025 markers, CSU Dashboard, CPP's Student Success Dashboard on Tableau, CPP's Graduating Senior Survey on Tableau, course evaluations, etc.

We employ a systematic assessment process, evaluating consistent learning outcomes twice per academic year, during the fall and spring semesters. Additionally, while the College Assessment Committee does not directly access individual instructors' course evaluations, the college diligently analyze a range of key student success indicators, including but not limited to DWU rates and GI 2025 markers, to inform our evaluation process as a college.

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 <u>here</u>. 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