



Annual Assessment Report 2020-2021

MS Hospitality Management Hospitality Management Collins College of Hospitality Management

CONTACT

Name of Program Assessment Lead Neha Singh

Name of Person Completing Report Neha Singh

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 and other printed materials

ASSESSMENT ACTIVITIES IN 2020-2021

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2020-2021**. 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 2020-2021?

- My program assessed SLOs in AY 2020-2021

Please list the SLOs examined

- SLO #1: Information Literacy: Use current and relevant technology, information, and findings from research data to enhance organizational performance in a hospitality business environment

Student Learning Outcome (SLO): SLO 1: Information Literacy: Use current and relevant technology, information, and findings from research data to enhance organizational performance in a hospitality business environment

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

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
14	Artifact's average score was compared with each level (e.g., Reinforce level (mean score of 2-3); Emphasize level (mean score of 3-4) of the course.	Yes	No outliers

IMPROVING THROUGH ASSESSMENT

Overall, what best describes how the program used the results in 2020-2021? Select all that apply.

- Results indicated no actions 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 2020-2021? Select all that apply.

- Program/department faculty 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 2020-2021 so that others may learn from your experiences.

The graduate program director collected artifacts electronically in 2020-2021. The MSHM program was externally reviewed in March of 2020. Thus, an action plan as well as a response to the reviewers comments were also submitted, in the academic year of 2020-2021, by the program director to all graduate faculty as well as to the Department Administrative team.

CPP's GI2025 goals focus on eliminating equity gaps. What plans 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.)

To eliminate any bias and equity gaps, the Program Director holds meetings with all graduate students each semester to review their graduate study contracts and modify or advice all students towards graduation.

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 No

Curriculum Matrix No