



## Annual Assessment Report 2022-2023

### 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)

- We do not have disciplinary accreditation but drew from our disciplinary/professional organizations, and developed our SLOs as a program/department.

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/cpge/degreeprograms/hospitality/curriculum.shtml>
- Course Syllabi

#### ASSESSMENT ACTIVITIES IN 2022-2023

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2022-2023**. 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 2022-2023?**

- My program assessed SLOs in AY 2022-2023 (e.g., artifact collection, scoring, closing the loop, etc.). May also have engaged in assessment planning activities unrelated to specific SLOs (e.g., modified curriculum matrix, assessment plan, etc.).

**Please list the SLOs examined**

- SLO #1: Use appropriate statistical analyses and methodological techniques and interpret the results to formulate rational solutions in a hospitality business environment.

**Student Learning Outcome (SLO): Use appropriate statistical analyses and methodological techniques and interpret the results to formulate rational solutions in a hospitality business environment.**

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
• Collected direct evidence (e.g., student work, exam items, etc.)	• Assignment/exam/paper completed as part of regular coursework	
• Investigated other pressing issues related to SLO achievement: Sustainability of program		

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
12	Implementing this year	Yes	

## IMPROVING THROUGH ASSESSMENT

Overall, what best describes how the program used the results in 2022-2023? Select all that apply.

- Course-level changes (e.g., syllabus, content, pedagogy)

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.

- Program/department faculty as whole

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 2022-2023 so that others may learn from your experiences.

Three all-faculty meetings were held in 2022-2023. Multiple meetings with CPGE were also held to discuss the sustainability of our program. Multiple actions and changes were implemented in the program: 1. Professional paper committees were reduced to 2 from 3 members. 2. minimum enrollments in courses was increased to 8 3. Faculty salary was reevaluated with enrollments 4. multiple financial models were considered for MSHM financial sustainability. 5. Director position was reevaluated

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, course evaluations, etc.

CPGE and CCHM data is compared and discussed.

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 - No

Curriculum Matrix - No