

Hospitality and Tourism



2020

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®
HAWAII
COMMUNITY COLLEGE

1. Program or Unit Description

Program or Unit Mission or Purpose Statement
What is the target student or service population?

Per HawaiiCC catalog:

The Hospitality and Tourism (HOST) program is designed to provide job training for entry-level and first-line supervisory level positions in the hospitality/visitor industry. Offering education training in the field of hospitality/visitor industry will ensure a skilled pool of workers is continuously available to meet the industry's employment demand on the Island of Hawai'i. Additionally, making a career path possible to local workers strengthens the human assets of our community. The program was established to:

- Meet the growing needs of the hotels and related hospitality/visitor organizations by training existing and future employees in basic skills needed to obtain entry-level and supervisory positions.
- Provide job upgrading skills necessary for career advancement in the hospitality/visitor industry.
- Develop skills in verbal and written communication.
- Develop skills in distance learning that will promote life-long learning.

2. Analysis of the Program/Unit

<https://uhcc.hawaii.edu/varpd/index.php?y=2020&c=HAW&t=CTE&p=2097>

The HOST program is currently on a stop out effective Fall 2020 and has only offered courses necessary to cycle out students who are currently in the program. There has been difficulty finding and retaining a full-time HOST faculty and enrollment has been low. The intent of the stop-out was to revamp the program however, during this budget crisis, the college will have to determine whether the program should be restarted.

The HOST program had an Overall Program Health of Cautionary.

The Demand was deemed healthy because the New and Replacement county positions (42) divided by graduates (5) scored above 1.5, meaning there are at least one and a half positions available in Hawaii County for every graduate.

Efficiency was Unhealthy. Two metrics, Class Fill Rate and Majors to FTE BOR Appointed Faculty determine the Efficiency Health. The Fill Rate of 56.8% is considered Unhealthy while the Majors to FTE BOR Appointed Faculty of 0 is considered Unhealthy.

Effectiveness Health was Cautionary. Two metrics, Unduplicated Degrees/Certificates Awarded and Persistence Fall to Spring, determine the Effectiveness Health. The Unduplicated Degrees/Certificates Awarded was five and deemed Unhealthy. Persistence Fall to Spring was 67% and deemed Cautionary. $Unhealthy + Cautionary = (0 + 1) / 2 = 0.5$ (round up to 1.0), thus Cautionary.

HOST met only one Perkins Indicator, 2P1, completion.

HOST contributed to the Performance Indicators with 6 Degrees and Certificates, 4 being Native Hawaiian and 2 Pell Recipients. HOST offers the CO/CA/AAS, all terminal degrees, however there were 2 transfers to UH 4-year.

3. Program Student Learning Outcomes or Unit/Service Outcomes

a) Program Learning Outcomes

- Effectively and purposely use verbal and nonverbal language about Hospitality and Tourism topics with confidence, and appropriate to the audience.
- Use critical thinking skills to effectively synthesize and evaluate information from assigned readings and articles through written memos, reports, reflective notes, and essay exams.
- Conduct presentation projects that include Internet research and visual media.
- Interact with others through team-building speeches and visual-oral presentations, which are designed to promote teamwork solutions and teach teamwork principles. Values such as respect for diversity, the need for fairness, empathy, and human dignity are stressed.
- Demonstrate self-management related to the Hospitality Industry through practices that promote physical, mental, and emotional health.

b) & c) No learning outcomes were assessed during the review period, thus no assessment results can be reported.

d) no changes were made to the program based on assessment results.

4. Action Plan

This program has been lacking a committed full-time faculty to oversee the program. Since the retirement of the sole faculty several years ago, the program was functioning with lecturers and for the last two years, faculty were hired but left.

Since the last APR, the program went into a stop-out with the intention to revamp the program. However, the budget shortfall across the UH system is a big factor in determining whether this program can be supported at the college. The vacant faculty position has been abolished at the system. To keep the program active, the campus has come up with an agreement with UHMC and Kauai CC to align and collaborate on course offerings. Additionally, program modifications are being submitted for alignment. Finally, options for stackable short-term certificates will be proposed.

5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

2020 Hawai'i Community College ARPD
Program: HOST – Hospitality and Tourism

xx I am NOT requesting additional resources for my program/unit.