

ANNUAL
REPORT OF PROGRAM DATA
2022

UNIVERSITY of HAWAI'I
HAWAI'I
COMMUNITY COLLEGE



July 1, 2021 through June 30, 2022

Hospitality and Tourism

**Submit this Review document in WORD via the
[Hawaii CC - Program & Unit Review Submission portal](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)**

<https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

attachments and supporting documentation may be uploaded in WORD, PDF, or EXCEL

1. Program or Unit Description

Program or Unit Mission or Purpose Statement and target student or service population?

Program or Unit Mission or Purpose Statement and target student or service population

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

[UHCC Annual Report of Program Data \(VARPD\)](#)

Discuss the program's or unit's strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program's ARPD Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years). Provide an explanation of any significant changes to the program's Quantitative Indicators or unit's key performance measures in the year of this Review.

Instructional programs must include a discussion of ARPD health indicators with benchmarks to provide a quick view on the overall condition of the program. CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level in the year of this Review.

Discuss significant program or unit actions and activities over the year of this Review. Include new certificate(s), stop outs, gain/loss of position(s), organizational changes, changes in unit operations or responsibilities, etc. Include a discussion of external factors affecting the program or unit.

HOST: Hospitality and Tourism

Instructional programs must provide the URL for the program's ARPD data tables and attachment(s) for relevant program-developed metrics discussed in this Review; non-instructional units must provide URLs for unit-specific data and attachment(s) for relevant unit-developed metrics discussed in this Review.

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. The request to hire a full-time HOST faculty has been denied. Progress on the program redesign is difficult without a full-time faculty program coordinator to focus on the redesign

The HOST program had an Overall Program Health of Cautionary.

- The Demand was again deemed healthy because the New and Replacement county positions (19) divided by graduates (2) scored above 1.5, meaning there are at least one and a half positions available in Hawaii County for every graduate.
- Efficiency is again rated as Needs Attention. Two metrics, Class Fill Rate and Majors to FTE BOR Appointed Faculty determine the Efficiency Health. The Fill Rate of 44% is considered Needs Attention while the Majors to FTE BOR Appointed Faculty of 0 also in the Needs Attention category.
- Effectiveness Health was rated as Needs Attention. Two metrics, Unduplicated Degrees/Certificates Awarded and Persistence Fall to Spring, determine the Effectiveness Health. The Unduplicated Degrees/Certificates Awarded was 2 and had a decrease from previous semesters and deemed Needs Attention. Persistence Fall to Spring was 50% and also deemed Needs Attention.
- Perkins Indicators
 - 1P1 – Postsecondary Placement – **MET**
 - 2P1 -- Earned Recognized Credential -- **MET**
- HOST contributed to the Performance Indicators with 2 Degrees and Certificates, 2 being Native Hawaiian and 0 Pell Recipient. HOST offers the CO/CA/AAS, all terminal degrees, however there was 1 transfer to UH 4-year.
- Some changes that became effective in Fall 2022 allow the program to be more closely aligned with HOST programs at other campuses. This allows students to take classes from other campuses more easily. Additionally, as industry has been requesting, a stronger background in local history and culture is being emphasized in this program.

Course updates

- Delete: HOST 295, HOST 265, BUS 120, MATH 100
- Add: HWST 100, HWST 270, BUS 178, MATH 115, MGT 124
- Renumber HOST 290 to HOST 280
- Update HOST 260 to include BLAW 200 as option
- Update HOST 261 to include ECON 131 as option
- Update Computer Literacy to include BUSN and ICS 101 as options
- Modify learning outcomes to align with system HOST PCC

<https://uhcc.hawaii.edu/varpd/index.php?y=2022&c=HAW&t=CTE&p=2548>

3. Program Student Learning Outcomes or Unit/Service Outcomes

- a) List all Program Learning Outcomes (**PLOs**) or Unit/Service Outcomes (**UOs**) and their alignment to the College's Institutional Learning Outcomes (**ILOs**).

Program Learning Outcomes	ILO Alignment
PLO 1: Demonstrate essential hospitality operations and management skills, including accounting, marketing, and information technology.	ILOs 1, 2, 3
PLO 2: Communicate effectively with guests and coworkers through writing, speech, listening, and nonverbal expression appropriate for the hospitality workplace.	ILOs 1, 2, 3, 5
PLO 3: Analyze diverse and dynamic hospitality workplace situations to solve problems and achieve goals through leadership and teamwork.	ILOs 1, 2, 3, 5
PLO 4: Assess personal work performance through various lenses, including Hawaiian cultural values, multicultural global perspectives, ethical reasoning, legal principles, and sustainability.	ILOs 2, 3, 4, 5, 6

- b) List the PLOs or UOs that have been assessed in the year of this Review. Instructional programs must list the courses that have been assessed in the year of this Review and identify the alignment(s) of Course Learning Outcomes (**CLOs**) to the PLOs. If no assessment was conducted in the year of this Review, provide an explanation and schedule of upcoming planned assessments.
- Since the program is on a temporary stop out, no learning outcomes were assessed during the review period, thus no assessment results can be reported. The assessment schedule will be updated and restarted if/when the College restarts the Program.
- c) Assessment Results: provide a detailed discussion of assessment results at the program (PLO) and course (CLO), or unit (UO), levels in the year of this Review. Provide an

analysis of how these results reflect the strengths and challenges of the program or unit in meetings its Outcomes.

- N/A

- d) Changes that have been made as a result of the assessment results: instructional programs must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to curriculum, instruction, development of student learning opportunities, faculty professional development activities, assessment strategies, etc.; non-instructional units must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to services, operations, personnel training, assessment strategies, etc.

- N/A

4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Review, or as appropriate, update the action plan provided in your last Comprehensive Review.

Be sure to focus on areas to improve as identified in ARPD data or unit-developed measures, the results of assessments of student learning or unit/service outcomes, and results of survey and other data used to assess your program or unit.

This action plan must include an analysis of progress in achieving previous planned improvements including the results of the prior Comprehensive Review's action plan(s). Discuss how the goals identified in that prior action plan were met and the impact on the program or unit; or, if not met, discuss why and the impact on the program or unit, and whether those goals are being carried over to the current action plan.

This action plan should include specific recommendations for improvement(s) or planned program or unit action(s) that will guide your program/unit through to the next program/unit Review cycle. The plan must include details of measurable outcomes, benchmarks and timelines.

** CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.*

Specify how the action plan aligns with the College's Mission and Strategic Plan. Include a discussion of how implementing this action plan will contribute to the College achieving the goals of the Strategic Plan.

<https://hawaii.hawaii.edu/sites/default/files/assets/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

Be sure to list resources that will be required, if any, in section 5 below.

HOST: Hospitality and Tourism

**The action plan may be amended based on new initiatives, updated data, or unforeseen external factors between now and the next Comprehensive Review.*

This program has been lacking a committed full-time faculty to oversee the program. Since the retirement of the full-timed faculty several years ago, the program has been functioning with lecturers. There were two attempts to bring in faculty but both hires did not work out and the position was subsequently swept during the budget crisis. The program advocates hiring a full-time faculty to support this program.

The program has been in a stop-out with the intention to redesign the program. However, the budget shortfall across the UH system is a factor in determining whether this program can be supported at the College. The vacant faculty position has been abolished at the system-level. To keep the program active, the campus has come up with an agreement with UHMC to align and collaborate on course offerings. A Perkins grant to hire a Hawai'i Island HOST internship coordinator has been approved and the college is in the process of screening candidates for this APT position in collaboration with UHMC.

Strategy	Timeline	College Alignment	Discussion
Hire Hawai'i Island Coordinator for HOST Internships in collaboration with UHMC	Effective Fall 2022 and ending in Spring 2023	Mission: This updated program promotes student learning by embracing our unique Hawaii Island culture and inspires growth in the spirit of E 'Imi Pono. HGI Goal: Increase the educational capital of the state by increasing the participation and completion of students, particularly Native Hawaiians, low-income students, and those from underserved regions and populations, and preparing them for success in the workforce and their communities. • Continue to embed Hawaiian practices throughout the college • Align curricula with community and workforce needs	Hiring a HOST coordinator will allow the program to be more closely aligned with HOST programs at UHMC. This will allow students to take classes from UHMC without disrupting their path toward graduation requirements while still residing on Hawai'i Island and making connections within our industry.

HOST: Hospitality and Tourism

Hire HOST Faculty	Effective Fall 2023	<p>HGI Goal: Increase the educational capital of the state by increasing the participation and completion of students, particularly Native Hawaiians, low-income students, and those from underserved regions and populations, and preparing them for success in the workforce and their communities.</p> <ul style="list-style-type: none"> • Develop academic programs that meet the needs of the Hawai'i Island hospitality and tourism industry. 	<p>The program has not been able to function optimally without a faculty in place to guide the program. The program has had to rely on lecturers, classes from other campuses, and when appropriate course substitutions with modifications. Hiring a full-time faculty will jump-start the chance to revitalize the program to meet the needs of our current travel and tourism industry.</p>
-------------------	---------------------	---	--

5. Resource Implications

*** Special Resource Requests not included in operating “B” budget ***

Detail any special, one-time or personnel resource requests in the categories listed in the table below that are not included in your regular program or unit operating “B” budget.

*Note: CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.

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

I AM requesting additional resource(s) for my program/unit.

Total number of items being requested: 1 (4 items max.)

*For each item requested, make sure you have gathered the following required information and all relevant documentation before you upload this Review; you will submit all information and attachments for your **Resource Request** as part of your Review document submission via the

[Hawaii CC - Program & Unit Review Submission portal](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)
<https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

HOST: Hospitality and Tourism

- ✓ **Item Description** -- Full-time Faculty
- ✓ **Justification** -- A full-time faculty is required to run this program. Without a dedicated faculty, we cannot offer this necessary program.
- ✓ **Priority Criteria** (must meet at least one of the following):
 1. Ensure compliance with mandates and requirements such as laws and regulations, executive orders, board mandates, agreements and contracts and accreditation requirements.
 2. Address and/or mitigate issues of liability, including ensuring the health, safety and security of our Kauhale.
 3. Expand our commitment to serving all segments of our Hawaii Island community through Pāalamanui and satellite centers
 4. Address aging infrastructure.
 5. Continue efforts to promote integrated student support in closing educational gaps.
 6. Leverage resources, investments with returns, or scaling opportunities
 7. Promote professional development.

CATEGORY	Category-Specific Information Needed			
Equipment	Estimated Date Needed	Quantity / Number of Units; Cost per Unit	Total Cost (with S&H, tax)	On Inventory List (Y/N); Decal #, Reason replacing
Facilities Modification	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Utilities Required
Personnel Resource	Estimated Date Needed Fall 2023 (or Spring 2023 if possible)	FTE; Position Type-Tenure Track; Position Title- HOST Faculty	Estimated Salary - \$64.896	Was an Existing Position Abolished? (YES); Position #83156
Professional Development	Estimated Date Needed	Have you applied before (Y/N); was it approved?	Professional Development Type	PD Details; Impact; Total Cost
Reallocation of Funds	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Reallocation Proposal

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

xx I am NOT requesting changes to the SOC codes/occupations listed for my program.

HOST: Hospitality and Tourism

I am requesting changes to the SOC codes/occupations listed for my program.

[O*Net CIP-SOC Code Look-up](#)

in the **Crosswalks box, choose "Education," then enter CIP number to see related SOC codes*

List below each SOC code for which change is being requested and include details of requested code deletions and/or additions. Include justification for all requested changes.

*All requested changes to the SOC codes/occupations listed for programs must be discussed with and approved by the Department/Division Chair.