

Hospitality and Tourism



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAI'I®
HAWAI'I
COMMUNITY COLLEGE

1. Program Description

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.

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.

2. Analysis of the Program

The HOST program had an Overall Program Health of Healthy.

Although seven of the thirteen Demand Indicators decreased from previous year the Demand was deemed Healthy because the New and replacement county positions divided by graduates scored above 1.5, meaning there are at least one and a half position available in Hawaii County for every graduate. The most notable decrease was in SSH Program Majors in Program Classes from 444 in 2017-2018 to 273 in 2018-2019. However, SSH Non-Majors in Program Classes increased by 66.

Efficiency Health was Cautionary. Two metrics, Class Fill Rate and Majors to FTE BOR Appointed Faculty determine the Efficiency Health. The Fill Rate of 42.2% is considered Unhealthy while the Majors to FTE BOR Appointed Faculty of 25 is considered Healthy. There were nine Low Enrolled (<10) Classes. Though not a metric to determine health, nine out of sixteen classes offered is an alarming number.

Effectiveness Health was Healthy. Two metrics, Unduplicated Degrees/Certificates Awarded and Persistence Fall to Spring, determine the Effectiveness Health. The Unduplicated Degrees/Certificates Awarded was fourteen, four more than previous year, a 44% increase. The goal is 5% increase each year so any percentage above five is considered Healthy. Persistence Fall to Spring was 68%, a 2% decrease from previous year, and deemed Cautionary. $\text{Healthy} + \text{Cautionary} = (2+1)/2 = 1.5$ (round up to 2.0), thus Healthy.

There were no distance education classes taught in 2018-2019.

HOST met only one Perkins Indicator, 4P1. There were significant differences between the Goal and Actual for 1P1, 2P1, 3P; this needs attention. This program is not considered nontraditional.

HOST contributed to the Performance Indicators with 18 Degrees and Certificates, 10 being Native Hawaiian and 4 Pell Recipients. HOST offers the CO/CA/AAS, all terminal degrees, thus no contribution made to transfers to UH 4-year.

3. Program Student Learning Outcomes

- a) List of the Program Student Learning Outcomes
- b) Program Student Learning Outcomes that have been assessed in the year of the Annual Review of Program Data.
- c) Assessment Results
- d) Changes that have been made as a result of the assessments.

a) Program Learning Outcomes

- Effectively and purposely use verbal and nonverbal language about Hospitality and Tourism topics with confidence, and appropriate to the audience.
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- 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.

The Division Chair and Administrators with its industry partners will assess this program for currency and relevancy for our island and the industry. Though the program title is Hospitality and Tourism, the curriculum is centered on hospitality as a service industry. The Tourism component and what it means need to be explored. A decision will be made soon as to whether the Program should be temporarily stopped out and revamped.

5. Resource Implications

(physical, human, financial)

None at this time.