

Kaua'i Community College
Annual Program Review Update (APRU) for (Type your program or unit name here)

At a minimum, each program or unit Annual Program Review Update shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

Program or Unit Mission Statement

The HOST program provides students a quality education, and prepares them for a career in the Visitor Industry or for transfer to a bachelor's degree in Business and/or Travel Industry Management. The HOST program promotes positive work ethics, self-esteem, service excellence, customer-centric attitudes, cultural understanding and appreciation, quality and productivity, positive interpersonal skills, professionalism; and supports students in achieving their goals.

“Ensuring the sustainability of Aloha in the Hospitality and Tourism Industries”

Part I. Program Description

Date of Last Comprehensive Review	November 2016
Date Website Last Reviewed/Updated	Fall 2018
Target Student Population	All college-age adults and those currently working full-time in the Visitor industry are part of the target student population.
External Factor(s) that Affected the Program or Unit	Low unemployment rates, high cost of living means students need to work, and low student enrollment at the College.

Part II. Analysis of Quantitative Indicators:

Demand Indicators		Program Year			Demand Health
		15-16	16-17	17-18	
1.	New & Replacement Positions (State)	366	355	325	Healthy
*2.	New & Replacement Positions (County Prorated)	27	26	24	
3.	Number of Majors	42	47	38	
3a.	Number of Majors Native Hawaiian	15	17	13	
3b.	Fall Full-Time	38%	39%	43%	
3c.	Fall Part-Time	62%	61%	57%	
3d.	Fall Part-Time who are Full-Time in System	5%	2%	5%	
3e.	Spring Full-Time	46%	40%	33%	
3f.	Spring Part-Time	54%	60%	67%	

3g.	Spring Part-Time who are Full-Time in System	2%	0%	0%
4.	SSH Program Majors in Program Classes	322	384	210
5.	SSH Non-Majors in Program Classes	555	246	510
6.	SSH in All Program Classes	877	630	720
7.	FTE Enrollment in Program Classes	29	21	24
8.	Total Number of Classes Taught	19	12	16

Efficiency Indicators		Program Year		
		15-16	16-17	17-18
9.	Average Class Size	15	18	
*10.	Fill Rate	68.6%	78.1%	
11.	FTE BOR Appointed Faculty	1	1	
*12.	Majors to FTE BOR Appointed Faculty	42	47	38
13.	Majors to Analytic FTE Faculty	21	47	19
13a.	Analytic FTE Faculty	2	1	2
14.	Overall Program Budget Allocation			
14a.	General Funded Budget Allocation			
14b.	Special/Federal Budget Allocation			
14c.	Tuition and Fees			
15.	Cost per SSH			
16.	Number of Low-Enrolled (<10) Classes	4	2	5

Cautionary

Effectiveness Indicators		Program Year			Effectiveness Health
		15-16	16-17	17-18	
17.	Successful Completion (Equivalent C or Higher)	81%	72%	75%	Cautionary
18.	Withdrawals (Grade = W)	11	9	5	
*19.	Persistence Fall to Spring	69%	76%	73%	
19a.	Persistence Fall to Fall	33%	56%	49%	
*20.	Unduplicated Degrees/Certificates Awarded	23	23	18	
20a.	Degrees Awarded	8	7	7	
20b.	Certificates of Achievement Awarded	1	6	2	
20c.	Advanced Professional Certificates Awarded	0	0	0	
20d.	Other Certificates Awarded	24	31	22	
21.	External Licensing Exams Passed				
22.	Transfers to UH 4-yr	2	0	0	
22a.	Transfers with credential from program	1	0	0	
22b.	Transfers without credential from program	1	0	0	

Cautionary

Distance Indicators		Program Year		
		15-16	16-17	17-18
23.	Number of Distance Education Classes Taught	2	1	1

24.	Enrollments Distance Education Classes	46	24	22	
25.	Fill Rate	92%	96%	88%	
26.	Successful Completion (Equivalent C or Higher)	78%	54%	55%	
27.	Withdrawals (Grade = W)	1	1	2	
28.	Persistence (Fall to Spring Not Limited to Distance Education)	43%	n/a	68%	
Perkins Indicators (2016 - 2017)		Goal	Actual	Met	
29.	1P1 Technical Skills Attainment	92.92	93.75	Met	
30.	2P1 Completion	51.51	50	Not Met	
31.	3P1 Student Retention or Transfer	81.81	75	Not Met	
32.	4P1 Student Placement	64.51	60.87	Not Met	
33.	5P1 Nontraditional Participation	N/A	N/A	N/A	
34.	5P2 Nontraditional Completion	N/A	N/A	N/A	
Performance Indicators		Program Year			
		15-16	16-17	17-18	
35.	Number of Degrees and Certificates	9	13	9	
36.	Number of Degrees and Certificates Native Hawaiian	2	8	3	
37.	Number of Degrees and Certificates STEM	0	0	0	
38.	Number of Pell Recipients ¹	7	10	5	
39.	Number of Transfers to UH 4-yr	2	0	0	

The Overall Program Health is Cautionary.

Demand Indicator

The Demand Indicator remains at Cautionary. The number of New and Replacement Positions in the State and County decreased slightly. The number of Program Majors decreased by about 20%. Factors such as the lower enrollment numbers for the College and a 2.4% unemployment rate contribute to the decline in program majors. According to the 2017-18 numbers, the HOST Program has one of the larger program sizes, which places it in the top five CTE programs. Increases were evident in Fall Full-Time, Spring Part-Time, SSH in Program Classes, FTE Enrollment, and Total Number of Classes Taught. The increase in classes taught may be attributed to Early College classes; however, these numbers do negatively affect Persistence and Certificates and Degrees Awarded. Efforts continue to market the program to Early College schools, industry partners, and the community at large.

Efficiency Indicator

The efficiency indicator moved from Healthy to Cautionary. The Average Class Size dropped slightly, as did the Fill Rate. Additionally, the Number of Low-Enrolled Classes increased;

however, two of the classes are Cooperative Education (Internship) which typically have less than five students every semester. Typically, the faculty TEs are at .20 per student. Overall, the low enrolled classes brought down the Average Class Size from 18 to 15.

Effectiveness Indicator

The Effectiveness Indicator moved from Healthy to Cautionary. The number of Withdrawals decreased by 50%. Persistence Rates from Fall to Spring and Fall to Fall all dropped slightly; however, Fall to Spring at 73% and Fall to Fall at 49% rates are quite good and better than most. Overall, the number of Degrees Awarded remained flat while Certificates awarded dropped slightly. Transfers to UH 4-year are expected to remain flat as more students are counseled to pursue an AA and then transfer to career-focused degrees. The Exploratory Majors in Business pathway is expected to further decrease the transfer numbers in CTE programs. I also question the measurement and/or validity of the data. I am aware of one HOST major that transferred to UHWO last year, but that is not reflected in the data. Additional data acquired through our Institutional Researcher shows that over the past 10 years, 11 students transferred to another 2-year college, 6 to a 4-year, and 8 transferred to a college outside of the UH system.

Distance Education

The number of DE HOST courses will most likely be limited to one per year, unless demand increases. The Enrollment and Fill Rate dropped slightly, as expected. The solo class had an enrollment of 22 students, which was down 2 students from the previous year. These small changes can negatively affect the overall percentages year over year. Successful Completions were up slightly, as was Persistence. Persistence rates from Fall to Spring were at 68%. These two areas did show a positive improvement over last year, and could be partially due to the use of a different lecturer.

Perkins IV Core Indicators 2016-17

The HOST Program met the Technical Skills Attainment, but did not meet the other indicators. In order to meet the Perkins Indicators, I believe there must be better coordination and accountability across the board, not just by Program Coordinators.

Performance Measures

The number of Degrees and Certificates for students, including Native Hawaiian showed slight decreases. Beginning fall 2018, the HOST program expects to have five Kauai High School students complete one of the program certificates by spring 2019. If this is successful, the program plans to continue to work towards promoting more certificate completions in Early College. Waimea High School is interested in working on certificate completers. HOST 100 will be offered in spring 2019, which will work towards this goal. The number of transfers remained unchanged, and is expected to remain flat due to the Exploratory Majors in Business and/or counseling of students to pursue AA degrees and then transfer to 4-year TIM programs.

Over the past three years, the trends are somewhat predictable given the dropping enrollment at the College and the stronger economy.

Part III. Assessment Data (EP 5.202)

Assessment results for Program Student Learning Outcomes (PSLOs).

Report on PSLO assessment for the prior year.

1. List of the PSLOs.
2. Indicate PLSOs that were assessed in the year of this APRU.
3. Assessment findings.
4. Changes that have been made as a result of the assessment findings.
5. Next planned assessment date.

The table below lists the HOST Program’s Learning Outcomes and assessment finding. The program assessment encompasses the following:

- Course learning outcome alignment at the system level
- Inclusion of Course and Program SLOs on course syllabi
- The completion of LiveText every semester
- Closing the Loop assessments every semester
- The development and tracking of the Program’s 5-year plan, which began in Fall 2017
- Graduate surveys conducted at the end of every semester
- Annual Community Advisory Board assessment

PSLO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Develop critical thinking skills to effectively function in the hospitality and tourism industry.	Yes	Meets Program Learning Outcomes	N/A	Spring 2019

Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.	Yes	Meets Program Learning Outcomes	N/A	Spring 2019
Utilize interpersonal written and oral communication skills necessary for effective organizational operations.	Yes	Meets Program Learning Outcomes	N/A	Spring 2019
Incorporate the principles of aloha to promote the sustainability of Hawaiian cultural values in the hospitality industry.	Yes	Meets Program Learning Outcomes	N/A	Spring 2019

Part IV. Results of Prior Year Action Plans and Future Action Plans (UHCCP 5.202)

Action Plans for the 2017-2018 Academic Year:			
Hawaii Graduation Initiative			
Increase the Number of Graduates			
Action Item	Action Goal(s)	Outcome	Action plan if outcome was not met
Continue to teach Early College at Island high schools	Work with DOE partners to establish Early College for HOST 101 in the high schools.	Taught HOST 101 at Kaua`i HS in Fall 2017. Further discussions led to an additional course offering scheduled for Spring 2018. Three sections of HOST 100 will be offered at Kaua`i HS.	The HOST Program continues to maintain its course offerings at Kauai HS. We now offer three courses in the fall and two in the spring. The program will offer 3 sections of HOST 100 in spring 2019 at Waimea High School.
Increase the Number of Students Who Transfer			
Action Item	Action Goal(s)	Outcome	Action plan if outcome was not met
Maintain articulation with UHWO	Travel for PCC meetings Assigned time as Program Coordinator to work on articulation revisions and updates	Increase student transfers to UHWO	The HOST PC is working with our VCAA and UHWO to re-establish the HOST articulation agreement that expired as of spring 2018. Will continue to market the transferability to students; however, transfer rates may be impacted by Exploratory Majors-Business track.
Discuss further articulation options with UH Manoa and/or UH Hilo	Travel for PCC meetings Assigned time as Program Coordinator to work on articulation agreements	Increase student transfers to UH 4-year.	There is no viable discussion with UH Manoa or UH Hilo. Attempts to articulate are met with indifference. We will no longer pursue this.
Increase Job Placement for KauCC Students			
Action Item	Action Goal(s)	Outcome	Action plan if outcome was not met
Track student placement in jobs and Employer Satisfaction	With assistance from IR and Division counselor to create, track, and collate data on student placement in jobs and Employer satisfaction survey	In progress	Some progress has been made, but very little. More system support for all programs in tracking job placement is necessary.

Better tracking of Graduates/Leavers Survey	With assistance from IR and Division counselor to create, track, and collate data for Graduate Leaver surveys	In progress	Little progress has been made in this area. The HOST PC does collect data on program majors to complete the online Graduate Survey.
Increase Enrollment of Working Adults and Reduce the Time to Degree			
Action Item	Action Goal(s)	Outcome	Action plan if outcome was not met
Promote PLA and online course offerings to industry managers and union.	Obtained Perkins grant in 2016-17. Reach goal of three PLA completers in Spring 2017. Provide one DE course with adequate enrollment numbers (10)	Exceeded grant goal to have three PLA completers. A total of four completers in Spring 2017. Offered HOST 100 in Spring 2017. The class enrollment was 24. Another DE course for HOST 100 was offered in Fall 2018. Enrollment is at 20.	The HOST program continues to offer one section of HOST 101 each fall semester. A total of 8 PLAs have been awarded in the program to date. Currently, the HOST PC is working on three more PLA applicants for spring 2019.
International Students			
Action Item	Action Goal(s)	Outcome	Action plan if outcome was not met
Support study abroad opportunities for the program and its students.	Develop and promote marketing materials and opportunities to study and internship abroad.	In progress. Continue to promote international internships for HOST majors, and to work with UH Maui College to provide these opportunities.	Will continue to work on this.
Fund student study abroad and/or international internships	Funding to help students meet financial obligations of traveling and studying abroad.	In progress.	Will continue to work on this.
Support campus International short-term study abroad students.	N/A	Continue to support short-term international programs throughout the year as a Home Stay family. Continue to provide property tours and classroom experience for Okinawa groups every February.	The HOST program continues to support and engage in the International short-term study abroad programs. Currently, two international students are enrolled in HOST classes; one is a declared HOST major.

Part V. Analysis of Alignment with CPR

Action Plan	Anticipated Outcome	Actual Outcome
Continue to provide academic planning for majors to keep them on track	Increase the Number of Graduates	Number of Unduplicated Degrees/Certificates decreased
Continue to support ACF Breakfast using student volunteers. Continue to recruit students to volunteer in community and/or industry events such as the LEI program, County Job Fairs, Food Bank, HLTA, and other Visitor Industry events.	Increase job placement for students	This is difficult to measure. The program is successful in placing students in meaningful internships that often lead to careers in the industry but tracking and measurements are not in place.
Promote PLA and online course offerings to industry managers and union.	Increase enrollment for Working Adults	To date, eight PLAs have been awarded. There are 2-3 PLAs scheduled for spring 2019

**All Strategic Goals and Priorities are aligned to the College Mission.

Describe any impacts these goals had on your health indicator(s).

*Based on findings in Parts I – IV, develop an action plan for your program or unit from now until your next CPR date. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College’s Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, PSLO outcomes, results of survey data, and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Initiate research for OER	Reduce the Cost of Education for Students	Provide OER for one HOST course	Will provide OER for HOST 100 in Spring 2020	OER will reduce the cost of textbook for one course	0
Continue to work with Early College Coordinators to promote certificate offerings	Increase Recent High School Graduates Enrollment	Offer Early College courses that lead to a certificate	Have certificate completers in Early College	Certificate completers in Kauai HS in spring 2019	1

Part VI. Resource Request(s) for next year (from CPR Plan for your program or unit, or one(s) developed in Part V above if CPR was completed prior to 2018).

If no resources are being requested, place an “X” here. X

Program Goal	
Resource Requested*	
Cost and Vendor	
Annual Recurring Cost	
Useful Life of Resource	
Person(s) Responsible and Collaborators	
Timeline	

***An approved ITAC Request Form must be attached for all technology requests**