



Hospitality and Tourism



UNIVERSITY of HAWAII[®]
KAUA'I
COMMUNITY COLLEGE

Kaua`i Community College

Five Year Comprehensive Program Review (CPR)

Program Name: Hospitality and Tourism

Assessment Period: (e.g., 2016-2021): 2016-2021

Program or Unit Mission Statement:(UHCCP 5.202)

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”

Target Population: All students, community members, and those currently working in the industry are part of the target population for this program.

College Mission Statement (UHCCP 5.202)

Kaua`i Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.

Ke kū nei ke Kulanui Kaiāulu ma Kaua`i ma ke ‘ano he kahua e
ho‘oulu, ho‘ā, a ho‘oikaika ‘ia ai ka ‘ike a me ka na‘auao o nā
kānaka a‘o aku a a‘o mai no ka ho‘owaiwai ‘ana i ke kaiāulu a
me ka honua.

‘O ke kahua ma mua, ma hope ke kūkulu.

First comes the foundation, then comes the building.

(‘Ōlelo No‘eau, number 2459)

Part I. Executive Summary of Program Status

Summary of previous CPR and/or Annual Program Review (APRU) recommendations by Cabinet, College Council, the Division/Unit Chair, Advisory Board, or other reviewing entity. Describe program or unit changes made as a result of these recommendations.

There were no formal recommendations on the last CPR except to address distance learning opportunities for the program. In fall 2021, the HOST program became DE certified. Other recommendations from 2018 were to include action plans to address Perkins Health indicators.

The program met 1P1-Postsecondary Place in 2019-20 and 2021-21; 2P1 Earned Recognized Credential was met from 2017-18 to the current year. 3P1 was met for the first time in 2019-20 versus the previous three years; however, in 2020-21, the indicator was N/A. 4P1 Student Placement was met from 2017-2020; however in 2020-21, the indicator was N/A.

Part II. Program Description (UHCCP 5.202)

Number of Faculty and Staff	Faculty (FT): Candace M. Tabuchi
	Faculty (Lecturers): 2016-17: 3 2017-18: 2 2018-19: 3 2019-20: 2 2020-21: 2
	Staff: 0
Date Website Last Reviewed/Updated	2021
Brief History of Program	<p>The Hospitality and Tourism (HOST) program was previously named Hospitality Services and Hotel Operations (HOPE). In the early 1990s, all HOPE courses were re-numbered at the 100 level to reflect their academic rigor.</p> <p>A Spring 2006 University of Hawai'i System Articulation Agreement facilitates matriculation of students and transfer of courses across the University System and to UH Manoa. This was the first articulation agreement to a 4-year university. The Hospitality and Tourism Program has since maintained an articulated agreement with UHWO, the most recent being effective from Fall 2019.</p>

For Instructional Programs ONLY

Graduate Occupation or Transfer Options	CIP/SOC codes are for Food Service Managers and Lodging Managers. Students are eligible for various positions in the Visitor Industry, such as Front Desk, Reservations, Housekeeping, Food and Beverage, and Sales. Graduates may transfer to various 4-year universities within, and outside of the UH System.
Special Admission Requirements	None

Credentials Offered	Certificate of Competence (CO), Certificate of Achievement (CA), and an Associate of Applied Science (AAS).
Current Program Articulation Agreements (Institution and Expiration Date)	Institution: UH West Oahu
	Expiration Date: current; no end date specified
	Institution: UH Manoa
	Expiration Date: current, no end date specified
Distance Education Courses Offered	The HOST 100 and 101 have been offered online in the past; however, since spring 2020 all HOST courses have been offered synchronously via Zoom due to the pandemic.
Early College Courses offered (total number of sections/high school)	Course Alpha and Number – # sections – High School 2016-17 HOST 100 (0); HOST 101 (2)-KHS 2017-18 HOST 100 (3); HOST 101 (2)-KHS 2018-19 HOST 100 (6); HOST 101 (2)-KHS and WHS 2019-20 HOST 100 (3); HOST 101 (2)-KHS 2020-21 HOST 100 (2); HOST 101 (2)-KHS
Distance Education Programs offered	The HOST Program was DE certified as a substantive change by ACCJC, and recognized by KauCC by fall 2021.
Current Advisory Board Members/Employer and last meeting date	Member Name: Chuck Brady
	Employer: Marriott International
	Last Meeting Date: May 2019; next in Nov. 2021
	Member Name: Jennifer Tone
	Employer: Hokualea-A Timber's Resort
	Last Meeting Date: May 2019
	Member Name: Bryan Holladay
	Employer: Sheraton Coconut Beach Hotel
	Last Meeting Date: May 2019
	Member Name: Robert Minicola

	Employer: Kauai Beach Resort and Spa
	Last Meeting Date: May 2019
	Member Name: Sharolyn Segundo
	Employer: MVW Waiohai Beach Club/Kalanipuu
	Last Meeting Date: May 2019
	Member Name: Rachelle Takeshita
	Employer: Enterprise Holdings
	Last Meeting Date: May 2019
	Member Name: Jennie Waiwaiole *HOST Graduate
	Employer: Kauai Shores Hotel
	Last Meeting Date: May 2019
Hu`i Ho`okipa at Kaua`i HS	Meeting on November 10, 2021 with Kaua`i Program Teacher and Chuck Brady, Board President
HLTA-Kaua`i Chapter	Meeting with members of the Board to discuss the industry needs and ways in which the program can partner to provide PLA, internship, and other opportunities. Board members included Darin Tann, Samira Siale, Jim Braman, Beres Wall, and Frankie Harriss.
Employer Internships	Several partnerships exist for internships. They include: Marriott Vacation Worldwide, Sheraton Kauai Beach Resort, Kauai Coconut Beach Resort, Kauai Beach Resort, Kauai Shores Hotel, Banyan Harbor, Grand Hyatt Kauai Resort, Marriott Waiohai Beach Club, among others.

Due to the impact of the pandemic on the Visitor Industry, the Advisory Board did not meet in 2020; however, a survey was sent in February 2021 to gather information/feedback on the program. Meetings were held in November 2021 with Kaua`i HS as an Advisory Board and with HLTA board members to discuss post-pandemic changes to the industry and ways to enhance the partnerships to benefit students, the program, college, and prospective employers.

For Non-Instructional Programs ONLY

Community Partnerships, Advisory Committees, etc.	
--	--

Part III. Analysis of Quantitative Indicators

	2016-17	2017-18	2018-19	2019-20	2020-21
Overall Program Health	Healthy	Cautionary	Healthy	Cautionary	Healthy
Demand	Cautionary	Healthy	Healthy	Healthy	Healthy
Efficiency	Healthy	Cautionary	Cautionary	Cautionary	Progressing
Effectiveness	Healthy	Cautionary	Healthy	Cautionary	Healthy

The Overall Program Health is: **Healthy**.

2018-19, 2019-20, & 2020-21 ARPD:

<https://uhcc.hawaii.edu/varpd/index.php?y=2021&c=KAU&t=CTE&p=2381>

2016-17 and 2017-18 ARPD:

<https://uhcc.hawaii.edu/varpd/index.php?y=2019&c=KAU&t=CTE&p=1952>

Demand

The HOST Demand indicator is **Healthy**; however, positions in the State and County have fallen slightly. The number of majors exceeds New and Replacement County positions. The economic environment is still rebuilding after the pandemic decimated the Visitor industry in the second quarter of 2020. This is reflected in the reduction of Majors, Native Hawaiian Majors, and spring full-time numbers. Spring part-time numbers saw a significant increase over last year. Typically when a downturn occurs in the economy, program numbers increase and vice versa. However, this has not been the case for the HOST program. The FTE in program classes fell 20% from last year. The number of classes taught is fairly stable from last year, but down from AY 2018-19.

There were a significant number of graduates this past year, much higher than previous years, and this has impacted the number of majors as new recruitments to the program have slowed. Fall full-time numbers fell by 2%; whereas, Fall part-time numbers increased by 2%. This may indicate that students are selecting part-time education over full-time employment. Although the Demand Indicators are Healthy again this year, the economic downturn from the pandemic does pose a risk to the program's health in the future as employers must hire workers with limited skills due to the pandemic, which created a gap in the workforce due to employees leaving the island or seeking other industries.

Efficiency

The HOST Efficiency indicator is **Progressing**. Efficiency indicators have been Cautionary four out of five years. Class size has shrunk a little from previous years, which may be a trend following the pandemic. The average class is down to 13 students from previous years at 15 students. The Fill Rate has also fallen by about 10%. This is the largest decrease in the five-year period. The number of classes have adjusted by reducing the number of sections and off-sequence classes, which has contributed to the number of low-enrolled classes. However, classes have been allowed to run with minimal numbers (i.e. less than 10 students), and the total number of low-enrolled classes have increased from 2 to 5 classes over last year. This is impacted by the reduction of program majors, and the necessity to offer classes that are needed for graduation. The second semester classes typically will run with lower numbers than the first semester classes, as many non-majors take the introductory classes as electives; however, program majors continue onward towards a Certificate of Achievement (CA) or AAS (Associate in Applied Science) degree. However, with the addition of the second CA, and the possibility to earn it within two semesters, may help with enrollment and Persistence as only the completion of CAs and AAS degrees are counted in the annual reporting data.

Effectiveness

The HOST effectiveness indicator is **Healthy** based primarily on the number of degrees awarded, Certificates of Achievement (CA) awarded, Other Certificates awarded, and Transfers to 4-year. The number of Degrees Awarded was at the highest level at 13. The average from the previous four years was 6.25, so that was a substantial increase. Certificates of Achievement awarded also rose to 16. The average over the past four years was 5.5. This may have been due to program changes that increased the number of CAs from one to two. The number of Other Certificates awarded and transfers to 4-years remained stable. The Successful Completion dipped by 2% points from 78% over the past two years to 76%. The number of Withdrawals are fairly stable, but higher than expected. Persistence from Fall to Spring and Fall to Fall have plunged between 4%-6% points. This may be due to economic issues where students are juggling the demands of income over education, and may be interested in a Certificate of Competence, which can be accomplished in one semester. The addition of the second CA may be a positive

contributor to Persistence in the future. Furthermore, industry partners are willing to hire workers with minimal certifications and degrees at the entry to supervisory levels.

Distance Indicators

The HOST program is now Distance Education certified, since fall 2021. The program courses may be offered asynchronously online. However, since March 2020, all program courses have been taught synchronously via Zoom due to the pandemic and restrictions on in-person classes. This factor has influenced the growth in the number of classes taught, enrollments, and successful completions. Persistence from fall to spring increased by 17%; however, the Fill Rate fell by 3% over last year, and is considerably trending downward compared to previous years. The Withdrawal rate is also much higher than past years. Successful completion is at the highest level in five years, and improved by 23% over last year. This may be attributed to the synchronous aspect of Zoom that allows for increased instructor presence and the ability to collaborate with other students in real time.

Perkins Indicators

The HOST Program has made progress over the past five years on the Perkins Indicators. Perkins Indicators for the two applicable areas (1P1 and 2P1) were met for the past two years.

Perkins Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
1P1 Postsecondary Placement	93.75 Met	87.5 Not	87.5 Not	100 Met	90.91 Met
2P1 Earned Recognized Credential	50 Not	56.25 Met	56.25 Met	70 Met	82.61 Met

Performance Indicators

In 2020, The HOST program’s performance indicators had fallen from the previous year in the Number of Degrees and Certificates. In 2021, the number of Certificates of Achievement completed rose from 7 to 16 over 2020, and the number of Degrees Awarded went from 3 to 13 over 2020). These degree and certificate completions are at their highest level in 2021. Transfers to UH went from 0 to 1 in 2021, the highest level was in AY 2018-19 at 3 students. The number of program majors fell from 40 students (2020) to 33 students (2021). FTE enrollments in classes and the total number of classes taught fell slightly in 2021 (FTE from 23 to 18 students and Classes Taught from 15 to 14 students)

The HOST program has active and support industry partners, and that has contributed to the success of the annual LEI (Leadership, Exploration, and Inspiration) event, career fair, and internship opportunities. This event was held on Kaua`i for four years; however, it was canceled in 2020 due to the pandemic, and it was not resumed on our island. A virtual event was held on O`ahu in 2021 with participants from high schools in attendance. However, the pandemic has

negatively affected the industry, for the time being, and that has slightly impacted the program’s overall health. The number of majors has decreased from 40 students in 2020 to 33 students in 2021. The program does require increased marketing and recruitment over the next year; however, outreach will be difficult with our industry partners 2022-23 as the labor shortage means that industry is willing to hire workers with limited skill sets versus those with degrees. One area that may be of interest is PLA (Prior-learning assessment as well the tuition reimbursement that is offered by several hotels). However, increasing program enrollment would have to address the need for industry workers. Asynchronous online courses and PLA may be avenues for consideration. This may increase the number of part-time students in the program. The adoption of TXT0 (zero cost textbooks) for all HOST courses is a benefit that should be capitalized on. Students enrolled in HOST alpha classes are able to sign out course textbooks at the library for the semester. The Fill Rate and number of Withdrawals in the Distance Indicators requires attention as the number of Withdrawals has increased from 1 to 8 students over last year. Informally, students have mentioned the need to work and difficulty in balancing work, family, and school. The Program Coordinator will continue to encourage students to meet for academic counseling and supplemental tutoring. These tactics may be beneficial to the overall success of students. Persistence is another area that is trending slightly downward, Persistence from fall to spring was done from 71% in 2020 to 67% in 2021, and Persistence from fall to fall has fallen from 60% in 2020 to 54% in 2021.

Demand Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
New & Replacement Positions (State)	355	325	428	368	320
New & Replacement Positions (County Prorated)	26	24	22	18	15
Number of Majors	47	38	36	40	33
Number of Majors Native Hawaiian	17	13	10	14	12
Fall Full-Time	39%	43%	42%	51%	49%
Fall Part-Time	61%	57%	58%	49%	51%
Fall Part-Time who are Full-Time in System	2%	5%	8%	2%	15%
Spring Full-Time	40%	33%	39%	61%	26%
Spring Part-Time	60%	67%	61%	39%	74%
Spring Part-Time who are Full-Time in System	0%	0%	3%	3%	11%

SSH Program Majors in Program Classes	384	210	252	252	192
SSH Non-Majors in Program Classes	246	510	597	423	351
SSH in All Program Classes	630	720	849	675	543
FTE Enrollment in Program Classes	21	24	28	23	18
Total Number of Classes Taught	12	16	19	15	14
Efficiency Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
Average Class Size	18	15	15	15	13
Fill Rate	78.1%	65.2%	63.6%	66.2%	56.6%
FTE BOR Appointed Faculty	1	1	1	1	1
Majors to FTE BOR Appointed Faculty	47	38	36	40	33
Majors to Analytic FTE Faculty	47	19	18	20	33
Analytic FTE Faculty	1	2	2	2	1
Overall Program Expenditures	n/a	n/a	\$2,958	\$400	\$0
General Funded Budget Allocation	n/a	n/a	0	0	
Special/Federal Budget Allocation	n/a	n/a	0	0	
Tuition and Fees	n/a	n/a	\$2,958	\$400	
Cost per SSH	n/a	n/a			
Number of Low-Enrolled (<10) Classes	2	5	4	2	5
Effectiveness Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
Successful Completion (Equivalent C or Higher)	72%	75%	78%	78%	76%
Withdrawals (Grade = W)	9	5	8	7	8
Persistence Fall to Spring	76%	73%	78%	71%	67%
Persistence Fall to Fall	56%	49%	68%	60%	54%
Unduplicated Degrees/Certificates Awarded	23	18	30	27	28

Degrees Awarded	7	7	8	3	13
Certificates of Achievement Awarded	6	2	7	7	16
Advanced Professional Certificates Awarded	0	0	0	0	0
Other Certificates Awarded	31	22	37	35	33
External Licensing Exams Passed	n/a	n/a	n/a	n/a	n/a
Transfers to UH 4-yr	0	0	3	1	1
Transfers with credential from program	0	0	0	1	0
Transfers without credential from program	0	0	3	0	1
Distance Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
Number of Distance Education Classes Taught	1	1	1	1	14
Enrollments Distance Education Classes	24	22	22	15	181
Fill Rate	96%	88%	88%	60%	57%
Successful Completion (Equivalent C or Higher)	54%	55%	41%	53%	76%
Withdrawals (Grade = W)	1	2	2	1	8
Persistence (Fall to Spring Not Limited to Distance Education)	n/a	68%	61%	40%	57%
Perkins Indicators	2016-17	2017-18	2018-19	2019-20	2020-21
1P1 Postsecondary Placement	93.75 Met	87.5 Not	87.5 Not	100 Met	90.91 Met
2P1 Earned Recognized Credential	50 Not	56.25 Met	56.25 Met	70 Met	82.61 Met
3P1 Nontraditional Program Concentration	75 Not	87.5 Not	76 Not	87.5 Met	n/a
4P1 Student Placement	60.87 Not	56.25 Met	87.5 Met	87.5 Met	n/a
Performance Indicators	2016-17	2017-18	2018-19	2019-20	2020-21

Number of Degrees and Certificates	13	9	15	10	29
Number of Degrees and Certificates Native Hawaiian	8	3	6	4	14
Number of Degrees and Certificates STEM	Not Stem	Not Stem	Not Stem	Not Stem	Not Stem
Number of Pell Recipients ¹	10	5	13	4	24
Number of Transfers to UH 4-yr	0	0	3	1	1

Part IV. Assessment Data (EP 5.202)

All HOST alpha courses have been assessed at least once a year for course and program learning outcomes, including a closing the loop summary. These assessments are housed on the VCAA’s Program Assessment shared drive. While much of the focus has been on course assessment, the move to program assessment is now in place. One of the action plans for the HOST program is to develop an assessment plan that includes formative and summative assessments.

Develop a schedule for PSLO assessment over the next five years so that within the review period, all PSLOs will have been assessed (UHCCP 5.202).

1. List of the PSLOs, last date assessed, and next date to be assessed.
2. Assessment findings.
3. Changes that have been made as a result of the assessment findings.

The HOST program’s benchmark is at 70%. Students have been meeting or exceeding the benchmarks since AY 2016-17, where two PSLOs were just short of meeting the benchmark. One of the changes will be to construct a formative and summative assessment plan versus the current assessment plan. In this way, not all courses will need to be assessed every semester/year.

	PSLO	2016-17	2017-18	2018-19	2019-20	2020-21
1	Develop critical thinking skills to effectively function in the hospitality and tourism industry.	69%	83%	79%	84%	79%
2	Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.	71%	85%	81%	88%	84%

3	Utilize interpersonal written and oral communication skills necessary for effective organizational operations.	68%	86%	75%	91%	78%
4	Incorporate the principles of aloha to promote the sustainability of Hawaiian cultural values in the hospitality industry.	70%	90%	81%	97%	81%

PSLO	Date Last Assessed	Findings	Improvements Implemented	Next Assessment Date
Develop critical thinking skills to effectively function in the hospitality and tourism industry.	AY 2020-21	Since AY2017-18, students are meeting or exceeding the benchmark of 70%	None	AY 2021-22
Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.	AY 2020-21	Students are meeting or exceeding the benchmark of 70%	None	AY 2021-22
Utilize interpersonal written and oral communication skills necessary for effective organizational operations.	AY 2020-21	Since AY2017-18, students are meeting or exceeding the benchmark of 70%	None	AY 2021-22
Incorporate the principles of aloha to promote the sustainability of Hawaiian cultural values in the hospitality industry.	AY 2020-21		None	AY 2021-22

Part V. Curriculum Revision and Review

Minimum of 20% of existing courses are to be reviewed each year so that within the timeframe of the CPR, all courses will be reviewed and revised as appropriate. Indicate when all courses within the program will be reviewed during the next five years.

Course Prefix and Number	Date Last Reviewed	Next Review Date
HOST 100	Fall 2020	Fall 2025
HOST 101	Fall 2021	Fall 2026
HOST 150	Fall 2021	Fall 2026
HOST 152	Fall 2021	Fall 2026
HOST 154	Fall 2021	Fall 2026
HOST 280	Fall 2021	Fall 2026
HOST 293	Fall 2021	Fall 2026

Part VI. Survey Results

Survey Type	Date Administered	Date of Next Survey	Results
--------------------	--------------------------	----------------------------	----------------

<p>Industry/Advisory Board Focus Group Survey</p>	<p>Spring 2021</p>	<p>Spring 2022</p>	<ul style="list-style-type: none"> ● Your Industry/Organization? *62.5% Hotel; 25% State/County partners; 12.5% Activity/Entertainment; 12.5 Business Owner. ● 87.5% said HOST curriculum addressed workforce needs; 12.5% Not sure ● The most important GenEd courses included Oral Communication, Written Communication, and Thinking/Math ● Anticipated workforce demand in the next year or two: 25% High; 37.5% Medium, and 37.5% Low ● 100% responded that it is very important to maintain a HOST program here at KauCC ● Has the organization hired HOST graduates? Yes-62.5%; Not sure-37.5% ● Top employment training needs: communication skills, cultural awareness, customer service, certified tour guides, finance/budgeting ● Preferred learning platforms: Zoom-62.5%; in-person-25%, asynchronous online-12.5% ● What could we do better to prepare students? Project Management Skills; Internship/job shadow; business etiquette, communication skills, teamwork, customer service, Hawaiian history, focus on areas related to Rooms (Front office/Housekeeping) and F&B, “I believe the HOST program is working well”, “It’s been a such a huge struggle for the hospitality industry as a result of the on-going pandemic. Not many students are aware of the endless list of opportunities within the hospitality industry. Getting them familiar with the number of career opportunities would be beneficial. We continue to incorporate contact-less procedures such as clocking in, time and attendance, mobile check in and keyless
---	--------------------	--------------------	--

			<p>entry so technology and the ability to do things online is a requirement”</p> <ul style="list-style-type: none"> • What are emerging occupations in the industry? Project Management-all areas, Facilities Management (Engineering), Remains same for our team.-additional Plant and Cultural Resource Specialist is growing need, Customer Service & F&B, Revenue Management • What types of learning opportunities can you provide for students? Guest speakers-100%, Mentorships and Meet and Greet with students-75%, Property tours and Career Fairs-62.5%, Internships-50%, Job Shadow-25%
Kauai Tourism Strategic Planning Group Scorecard	2018-19	n/a	<ul style="list-style-type: none"> • Number of school partnerships created through Career Connections: 2 KHS/WHS • Number of visitor industry employees completing KCC non credit training: n/a • Number of high school students in HOST early College courses: 138 • Number of Early College HOST certificate graduates: 5 • Number of PLA awarded: 2 • Number of high school attendees at the LEI event: 160 • HOST mentors at LEI event: 22
HOST Advisory Board Survey	2018	n/a	<ul style="list-style-type: none"> • Do you know the number of your employees that are HOST graduates? 2 unsure; 1-4 employees, 1-0 employees • Do HOST interns demonstrate the workplace competencies needed to perform at an expected level? 3-Yes; 1-Unsure • Do HOST graduates demonstrate the foundational (sof) skills and technical skills at an expected level? 3-Yes; 1-Unsure • How do you as an advisory member contribute/or wish to contribute to this program (Guest speaker, property tours, internships, mentors, networking (meet

			<p>and greet), LEI Career Fair, Course Lecturer)? 90%-yes to all, except 1 no for LEI event, and 3 no to Lecturer.</p> <ul style="list-style-type: none"> ● All Advisory members would like to meet twice a year
Kauai Tourism Strategic Planning Group Scorecard	2017-18	n/a	<ul style="list-style-type: none"> ● Number of school partnerships created through Career Connections: 1KHS ● Number of visitor industry employees completing KCC non credit training: 22 ● Number of high school students in HOST early College courses: 109 ● Number of Early College HOST certificate graduates: 0 ● Number of PLA awarded: 8 ● Number of high school attendees at the LEI event: 180 ● HOST mentors at LEI event: 20 ● Number of employers in OCET's Certificate for Customer Service and Tour Guide program: 5
Graduate Leaver Surveys (11 total)	2017-21	Spring 2022	<ul style="list-style-type: none"> ● The HOST program has prepared me to seek or continue employment in a hospitality-related position-91% Strongly agree; 8 % Agree ● The program helped me achieve my career objectives-36% Strongly Agree; 55% Agree; 8% (1)-n/a *Comment: "Not applicable at this time as I am currently seeking employment and begin my new career" ● I am satisfied with the quality of the HOST program-64% Strongly Agree; 36% Agree ● The classroom environment was conducive to learning-55% Strongly Agree; 45% Agree ● The textbooks reinforced course objectives-45% Strongly Agree; 55% Agree ● The BusEd Division has adequate lab facilities and hours to accommodate my study needs-55% Strongly Agree; 45% Agree

		<ul style="list-style-type: none"> ● The objective of skill requirements were made clear-55% Strongly Agree; 45% Agree ● Evaluations/grading were fair and consistent-64% Strongly Agree; 36% Agree ● Instructors were accessible and available when help was needed-64% Strongly Agree; 36% Agree ● Projects/assignments related to career objectives/skill-building-64% Strongly Agree; 36% Agree <p>Comments:</p> <p>“All of the teachers were great. Very invested in their students”</p> <p>“Ellyn Gorman and Candace Tabuchi were very helpful and supportive”</p> <p>“I would like to see courses align with schools outside of Hawaii, that would have made things easier for me”</p> <p>“I thought most of these classes I took were super beneficial to me. My favorite classes were all of the HOST courses”</p> <p>“Each course that I took I believe that it is all beneficial towards my future successes and everyday life. I really enjoyed all of the HOST related courses specifically because I utilize my learning from these courses to both my work and everyday life. Overall, I am very satisfied with the courses that I have completed to achieve my degree.”</p> <p>“ As I reflect on my three years at the Kauai Community College, I am so grateful for all of the wonderful instructors that I have met along the way. A special thank you to Professor Candace Tabuchi, Professor Eli Gorman, and Professor Robert Goldberg. The HOST program has helped me tremendously towards gaining employment in the hotel industry and a stepping stone towards my future successes. I have learned so many valuable skills and expanded my knowledge about what it’s like working in the tourism industry. Each instructor that I</p>
--	--	--

			had was very understanding and knowledgeable in the subject, as well as making the learning fun and interesting. I am so thankful for everything that the HOST program at Kauai Community College has to offer and amazing instructors that have helped me to pursue higher education.”
--	--	--	---

Part VII. Financials

Provide your program or unit’s budget for each year of this review.

Fiscal Year	Expenditures	Budget
2016-17	\$1521,02	\$750.00
2017-18	\$2715.47	\$2500.00
2018-19	\$2440.73	\$2500.00
2019-20	\$399.80	\$2000.00, but approval required for purchases
2020-21	\$0.00	\$870.00, but approval required approval required for purchases

Describe any changes that have occurred regarding services, functions, personnel, facilities, or stakeholders served. **None**

Provide the program or unit’s current resources.

Category	Current Resource(s)	What is needed?	Justification
PERSONNEL			
Positions (Faculty)	1		
Positions (Staff)	0		
OPERATING			
Supplies	General Classroom		
Equipment	10 Lenovo laptops		

Space/Facilities	BUS 101 (shared space)		
TECHNOLOGY			
Hardware	College issued		
Software	Adobe Acrobat licenses for laptops. Currently two laptops have the perpetual license.	Annual licenses are about \$200.00 per laptop, and they are not perpetual; they would have to be renewed every year.	May not be feasible to request money at this time.

Part VIII. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
Continue to offer and work to expand program course offerings in Early College at island high schools	Maintain course offerings for HOST 100 and 101 at Kauai High School. Expand course offerings to Waimea HS in AY 2021-22, offering HOST 100 in the fall and HOST 101 in the spring.	Kauai High School course offerings remain stable. Course offerings were expanded to Waimea High School. HOST 100 was scheduled to start in fall 2021; however, this was canceled due to low enrollment in August. There were 8 HOST completers for the AY 2020-21.
Promote Prior Learning Assessment (PLA) and online course offerings to industry managers and unions.	Plans were to resume property visits to promote PLA.	Updated the union website for PLA offerings; however, due the pandemic the program has been unable to visit to promote PLA. The program did award one PLA at the end of 2020.
Created a new Certificate of Achievement	Effective Fall 2020, HOST program removed one Certificate of Competence and created a new Certificate of Achievement. This should increase the number of graduates earning a certificate	The number of CAs awarded was 16. This is an increase of 9 from the previous year, and the highest number in this period. The newly created CA most likely contributed to the positive growth.

	that counts towards the Perkins metrics.	
Support campus International short-term study abroad students.	The HOST program continued to support and engage in the International short-term study abroad programs. In 2019, three out of four international students taking HOST classes were declared HOST majors.	The pandemic has slowed down international student engagement. One international student completed the AAS degree in 2021, and one student is currently enrolled in the program.
Apply for HOST program to be Distance Education certified	Planned to apply for DE certification in 2020.	HOST Program was accepted as a DE program at the end of Fall 2020.
Seek OER for HOST 100 course	HOST 100 to provide OER for students by Spring 2022. Apply for grant to develop OER HOST 100 course; collaborate with UH Maui College on selection of OER materials.	Received a stipend to develop HOST 100 OER materials; this was completed in June 2021. Decided to move all HOST alpha courses to TXT0 using HOST Fundraiser funds from Table 53. Amount spent on textbooks was about \$6900.00. This was accomplished in time for the Fall 2021 semester.
Provide two DE asynchronous courses: HOST 100 and HOST 101 in Fall 2021	Attempted to coordinate with Hawaii CC to provide DE courses for students for HOST 100 and HOST 101; however, this did not come to fruition.	All HOST alpha courses are currently offered synchronously via Zoom.
Program Coordinator to continue to pursue PhD in LTEC (Learning Design and Technology) to support Distance Education. This is possible through faculty tuition waivers.	Estimated completion date is Fall 2022.	Professional development plan is on track. This will support DE initiatives in the HOST program.

Part IX. Analysis of Program

Over the next five years, some of the goals that the program would like to accomplish include increasing the number of students that transfer to 4-year, enrollment of working adults or those returning to complete certificates and/or degrees, as well as international students. Additionally, the program will continue to work with and build upon the collaboration with UH Maui College to provide online case simulations through Knowledge Matters to support 21st-century skills and cognitive thinking in the program. The HOST program and HOST 101 students are coordinating a webinar in partnership with UH Maui College during the 2021 International Week. Students will present on 21st-century skills, regenerative tourism, cultural sustainability, and the United Nations Sustainable Development Goals. Guest faculty speakers from the Ryukyus University as well as industry professionals will be featured in the webinar. The plan is to offer these types of webinars every year.

Goal	Strategic Goal/Priority (List number)*	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Increase the number of students that transfer	Goal 1	1	2	APRD transfers to UH 4-yr number	FY 2022-23
Increase enrollment of working adults	Goal 20	1	2	Number of PLAs awarded	FY 2022-23
International Students	Goal 21	1	2	Number of students earning Certificates	FY 2022-23

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

Part X. Resource Request(s) for next year (Year 1 of the 5-year Plan for your unit or program).

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

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**