

University of Hawai'i Community Colleges
Kaua'i Community College
Comprehensive Program Review

Hospitality and Tourism (HOST) Program
Assessment Period 2011-2016

Kaua'i Community College Mission Statement (<http://Kauai.Hawaii.edu/about/mission.htm>)

Kaua'i Community College provides open access education and training in an ethical and innovative student-centered and community-focused environment, nurturing life-long learners who appreciate diversity and lead responsible and fulfilling lives.

To demonstrate our commitment to this mission, Kaua'i Community College:

- supports students of all ages, cultures, and backgrounds to achieve their educational goals
- perpetuates appreciation and understanding of Hawaii an culture and develops programs to support native Hawaii an students
- cultivates appreciation for artistic, intellectual, and technical pursuits
- creates curricula and programs responsive to the community's changing needs for career and work force development
- fosters partnerships with schools, the University of Hawai'i system, and local, state, national, and global communities
- leads the community toward greater social, economic, and environmental sustainability
- Maintains a healthy and safe learning environment that enhances student and employee growth and success.

Hospitality and Tourism (HOST) Program 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"

The HOST Program mission statement and program student learning outcomes are aligned with the mission and vision of the College in providing training, a community-focused career path, and helping students lead fulfilling, productive, independent lives. Furthermore, the HOST program supports student diversity, both in the classroom and in industry, incorporates Hawaii and culture in various HOST classes, is responsive to industry needs and workforce development as outlined, not only in the College's mission statement, but also in the Hawaii and Kaua'i Strategic Plans. The program fosters collaboration across the UH System and internationally, and assists our local community in addressing sustainable social, economic, and environmental goals.

Part I. Executive Summary of Program Status

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There was no formal response to previous program review recommendations; however, the table in Part VIII displays the HOST Program's prior goals and status.

Part II. Program Description

Program Description

The HOST Program is a Career Technical Education (CTE) program. Various certificates and an A.A.S. degree delivers the following, which is found on page 53 of the 2016-2017 Kaua'i Community College General Catalog.

The Kaua'i 2016-2017 Community College Catalog describes the program on pages 86-87, and on the campus website: <https://sites.google.com/a/Hawaii.edu/hospitality-and-tourism/home> "The Hospitality and Tourism program is designed to meet the needs of those who are already employed in the hospitality services industry, as well as those who wish to prepare themselves for entry into this field."

The HOST program provides students an opportunity to achieve a number of Certificates of Competence, a Certificate of Achievement, and an Associate of Applied Science degree.

The Associate in Applied Science (A.A.S.) is a 2-year technical-occupational-professional degree, consisting of 61 semester credit hours, which provides students with skills and competencies for gainful employment. This degree is not intended nor designed for transfer directly into a baccalaureate program; however, A.A.S. programs provide students the ability to prepare for baccalaureate-level transferability by offering selective General Education courses that meet transfer guidelines. The issuance of an A.A.S. in Hospitality and Tourism requires that the student must earn a GPA of 2.0 or better for all courses applicable toward the degree.

The Certificate of Achievement (C.A.) is a college credential for students who have successfully completed designated medium-length-technical-occupational-professional education credit course sequences which provide them with entry-level skills or job upgrading. These course sequences shall be at least 24 credit hours, but may not exceed 45 credit hours (unless external employment requirements exceed this number). The issuance of a C.A. in Hospitality and Tourism requires that the student earn a GPA of 2.0 or better for all courses required in the certificate.

The Certificates of Competence (C.O.) The Certificate of Competence is a college credential for students who have successfully completed designated short-term credit courses, which may provide them with professional development, job enhancement, or entry-level skills. Credit course sequences shall not exceed 23 credit hours. The issuance of a C.O. requires that the student's work has been evaluated and determined to be satisfactory. In credit course sequences, the student must earn a GPA of 2.0 or better for all courses required in the certificate.

Certificates of Competence are available in Hospitality Essentials, Hospitality and Tourism, Hospitality Management, and Hospitality Sales and Marketing.

History of the HOST Program

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.

A Spring 2006 University of Hawaii System Articulation Agreement facilitates matriculation of students and transfer of courses across the University System. The Hospitality and Tourism Program has an articulated career ladder with the University of Hawai'i West Oahu Business program leading to a Bachelor's in Business degree.

HOST Program Goals/Occupations for which this program prepares students

The format of the HOST Program combines specific technical-occupational-professional studies with general education to allow for greater life opportunities. Furthermore, a HOST Program graduate will not only be capable of vocational applications, but will be able to communicate effectively, think clearly and creatively, possess the ability to access information, be adaptable, and live ethically and responsibly in our community. Therefore the HOST Program curriculum aims to produce a well-rounded citizen.

The format of the A.A.S. degree is designed to articulate with University of Hawai'i's four-year colleges, permitting HOST majors to apply their two-year degree to the general education requirements of a bachelor's in travel management or general business degrees, not only in the UH system, but in other colleges and universities in the state and across the nation.

The HOST Program conducts the following activities such as: continuous updating of the curriculum and instructional materials: establishing strong linkages with the industry, here and ideally abroad: exposing students to the real world of hospitality and tourism industries through the co-op internship course, touring to different properties and locales, and inviting industry practitioners to speak/share about the actual practices in the industry. The HOST Program also requires students to participate in community service events for the development and advancement of knowledge and skills, and monitors student performance and attitudes to ascertain that cultural awareness and Hawaiian values are inculcated into their practices. Lastly, the HOST Program continuously develops a competency-based curriculum as a strong foundation for effective instruction.

The HOST Program strives to provide faculty members who are qualified and competent, committed to help develop students for the hospitality industry, to instill among students the Hawaiian values that will serve as tools in their personal and professional development, and to take active part in the island and state's development, particularly, the Visitor Industry or its associated fields through the development of strong manpower resources.

Program Student Learning Outcomes

HOST Program Learning Outcomes

1. Develop critical thinking skills to effectively function in the hospitality and tourism industry.
2. Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.
3. Utilize interpersonal written and oral communication skills necessary for effective organizational operations.
4. Incorporate the principles of aloha to promote the sustainability of Hawaii and cultural values in the hospitality industry.

Program Admission Requirements

Kaua'i Community College maintains an open-door admission policy. A student may be granted admission to the college as a high school graduate, or has earned a General Equivalency Diploma (GED), or if the applicant is 18 years or older, and can benefit from instruction at the college.

There are no barriers to entry in the HOST program; however, students are encouraged to strive for the A.A.S. degree, which includes 100 level General Education course offerings. Program certificates allow students seeking short-term educational goals the opportunity to ladder upwards to a Certificate of Achievement or higher.

Students must have completed 30 or more credits in their major to register for the Cooperative Education co-op course. Individual exceptions may be requested. Students must obtain approval from the Co-op Instructor in order to register for the Co-op course.

Early College

As stated on the Department of Education Gearup site at: <http://www.p20Hawaii.org/>,

“The Early College High School Program (ECHS) is an initiative designed to allow more high school students to earn six or more college credits before they graduate from high school. Over the next three years, Hawai‘i P-20 Partnerships for Education, with the support of the Harold K.L. Castle Foundation and GEAR UP Hawai‘i, will invest more than \$1.2 million of resources to fund tuition and expenses and provide technical assistance to selected high schools working in partnership with University of Hawai‘i campuses, to provide high school-based early college courses.

The Early College High School Program is part of a cohesive effort to bring an early college high school model successful in other states, where students have the option of earning both an associate's degree and a high school diploma by their high school graduation, to Hawai‘i. The

purpose of these grants is to develop best practices for early college high schools such that more students graduate with college credits and better preparation for their future degree/career. The program will serve up to 3,200 students statewide.

The selected schools will provide early college courses over a three year period with the goal of increasing the number of high school students taking early college courses and the number of college credits students receive by their high school graduation. Technical assistance will be provided through the Early College High School Program to assist grantees in understanding and best utilizing their current resources, as well as offering guidance to grantees to reach their three-year goals for the program. In addition, a community of learners will be developed to allow grantees to share their best practices and identify barriers and solutions to common challenges.

The HOST program has offered the HOST 101 course at Kaua'i High School in Spring and Fall 2016 semesters, and is scheduled to offer it again in Fall 2017.

Credentials, licensures offered

The HOST Program offers an A.A.S. degree in Hospitality and Tourism. Additionally, Certificates of Competence in Hospitality Essentials, Hospitality and Tourism, Hospitality Management, and Hospitality Sales and Marketing, and a Certificate of Achievement in Hospitality and Tourism are offered.

HOST Faculty and staff

The campus currently supports one full-time program faculty who serves as both the primary HOST instructor and Program Coordinator. This faculty concurrently serves as the Division Chair for the Business Education Division, which includes five programs: Accounting, Business, Business Technology, Culinary Arts, and Hospitality and Tourism.

Candace M. Tabuchi, Associate Professor
Hospitality and Tourism Program Coordinator
Business Education Division Chair

Credentials: MBA, University of Hawai'i Shidler College of Business: CHE, Certified Hospitality Educator

Resources

Library: The HOST Program is supported by the library, which along with access to a book collection of 60,000+ volumes, also provides intra-system loan (ISL) from the entire University of Hawai'i Library System. Desk copies of HOST textbooks are kept at the Reference Desk of the Learning Resource Center. Various online resources, books, journals, and magazines are accessible to students.

Computer labs: There are two computer labs located in the Business Education building, which contain a total of 39 PCs. Additionally, through grant funds, the HOST program has secured a

limited supply of laptops for use by program majors. In addition, computer stations located in the Learning Resource Center are available to all students.

Instructional Media: The instructional media services have well supported the Business Education Division classrooms. All six classrooms are equipped with an Elmo and overhead projector; three classrooms are equipped with a SmartBoard, Elmo, and DVD player. Much of the equipment purchased was funded through the APRU process. While there is no program or division budget for such items, the program and division has benefited from the collaborative assistance of Media Services to maintain these equipment items.

Articulation Agreements

The HOST Program Coordinator has worked diligently to secure system-wide program articulation agreements and a 4-year articulation agreement with UH West Oahu.

A system-wide articulation agreement exists in the HOST Program with the following campuses: Kapiolani CC, Hawai'i CC, Maui College, Leeward CC, and the UH-Mānoa TIM School.

http://www.Hawaii.edu/offices/app/aa/articulation/HOSTArticulation_Agreement_10_11_10.pdf

An updated articulation agreement with UH West Oahu was signed, and is in effect from the Fall 2016 semester. A copy of the agreement is available on the HOST web page at:

https://drive.google.com/file/d/0B1m_42Rcp3ana2pUb1FJbXUwQ1k/view

Community connections, Advisory committees, Internships, Coops, DOE connections

The HOST Program has many local partnerships and has developed one international partnership that provides opportunities for faculty and student involvement. These partnerships provide real-world connections and collaboration on industry issues. These partnerships provide property tours, guest speakers, media materials, mock interview sessions, community service projects, internships, and employment for our majors. Listed below is a sampling of the many partnerships of the HOST Program.

County of Kauai: Kauai Tourism Strategic Planning Implementation Group

County of Kauai Workforce Development

Expedia Destination Services

Grand Hyatt Kauai Resort and Spa (Advisory Committee Member)

Hawai'i Lodging and Tourism Association-Kauai Chapter

Kauai Beach Resort

Kauai Courtyard by Marriott

Kauai High School (AOHT and Advisory Committee Member)

Kauai Marriott Resort (Advisory Committee Member)

Lawai Beach Resort

Julie Morikawa/LEI program

Marriott Vacation Club

Kauai Visitors Bureau

Koa Kea Hotel and Resort

Outrigger Kiahuna Plantation

Outrigger Waipouli Beach
Poipu Beach Resort Association
Sheraton Kaua'i Resort
Smith's Tropical Paradise and Luau
St. Regis Princeville Resort
Up-To-Date Cleaners Kaua'i, Inc.
Westin Princeville Ocean Resort Villas
Wyndham Vacation Ownership

The Liberal Arts-Science and Math Division Chair, Brian Yamamoto has collaborated with the HOST Program and the Office of Continuing Education's International Coordinator, Kyoko Ikeda-Chun, to provide hospitality-related classes to visiting students from Okinawa Christian University. This collaborative venture has provided faculty the opportunity to work with international students and to facilitate industry tours and provide instruction on the visitor industry on Kaua'i.

HOST Program Distance delivered/off campus programs, if applicable

The number of Distance Learning (DE) courses have significantly increased over the past five years. Initially, The HOST Program was the first program in the Business Education Division (BED) to develop the following online classes. The following courses were developed, and to date all but the one credit courses are still in effect. Since then, several other BED programs have added DE courses to their programs.

HOST 101, Introduction to the Hospitality Industry
HOST 125/100, Exceptional Guest Service/Career and Customer Service Skills
BUS 120, Principles of Business
MGT 122, Human Relations in Business
BUSN 166, Professional Employment Preparation
BUSN 160, Telephone Techniques and Communication

Part III. Quantitative Indicators for 5-year Program Review

HOST Program Data from Perkins Health Indicators, years 2011-2016*

Overall Program Health: Cautionary

Majors Included: HOST Program CIP: 52.0901

Demand Indicators	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
New/Replacement Positions (State)	101	117	70	76	75
New/Replacement Positions (County)	12	14	6	7	6
Number of Majors	46	59.5	55	55	41
Number of Majors Native Hawaiian	13	23	20	21	15
Fall Full-time	41%	55%	49%	54%	38%
Fall Part-Time	59%	45%	51%	46%	62%
Fall Part-Time who are Full-Time in the System	7%	3%	2%	2%	5%
Spring Full-Time	43%	38%	45%	57%	46%
Spring Part-Time	57%	62%	55%	43%	54%
Spring Part-Time who are Full-Time in the System	4%	2%	0%	5%	2%
SSH Program Majors in Program classes	421	523	499	468	322
SSH Non-Majors in Program classes	852	672	604	435	555
SSH in All Program Classes	1,273	1,195	1,103	903	877
FTE Enrollment in Program Classes	42	40	37	30	29
Total Number of Classes Taught	24	23	26	24	19
Efficiency Indicators	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Average Class Size	17.7	17.4	14.3	12.6	15.4
Fill Rate	76%	74%	60.3%	52.9%	68.6%
FTE BOR Appointed Faculty	0	1	1	1	1

Majors to FTE BOR Appointed Faculty	0	59.5	55	54.5	41
Majors to Analytic FTE Faculty	18.3	24.3	19.5	21.3	20.9
Analytic FTE Faculty	2.5	2.4	2.8	2.6	2.0
Overall Program Budget Allocation	\$65,135	\$94,175	\$92,379	\$73,932	n/a
General Funded Budget Allocation	\$63,705	\$92,614	\$91,986	\$72,804	n/a
Special/Federal Budget Allocation	\$0	\$0	\$0	\$0	n/a
Tuition and Fees	\$1,430	\$1,561	\$393	\$1,128	n/a
Cost per SSH	\$51	\$79	\$84	\$82	n/a
Number of Low-Enrolled (<10) Classes	3	1	9	8	4
Effectiveness Indicators	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Successful Completion (C or higher)	72%	70%	76%	74%	81%
Withdrawals (Grade=W)	34	25	15	19	11
Persistence Fall to Spring	77.5%	69.8%	74%	64.4%	65.8%
Persistence Fall to Fall	n/a	43.6%	57.9%	39.6%	33.3%
Unduplicated Degree/Certificates Awarded	9	26	19	33	23
Degrees Awarded	4	11	6	14	8
Certificates of Achievement Awarded	0	2	1	3	0
Advanced Professional Certificates Awarded	0	0	0	0	0
Other Certificates Awarded	5	28	18	32	24
External Licensing Exams Passed	Not Rptd	Not Rptd	Not Rptd	Not Rptd	Not Rptd
Transfers to UH 4-year	1	1	2	2	2
Transfers with credential from program	1	0	2	1	1
Transfers without credential from program	0	1	0	1	1
Distance Education-Completely On-line Classes	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Number of Distance Education Classes Taught	8	8	13	8	2
Enrollments Distance Education Classes	174	148	146	94	46
Fill Rate	87%	74%	44%	47%	92%
Successful Completion (C or higher)	67%	53%	64%	61%	78%
Withdrawals (Grade=W)	17	11	5	6	1
Persistence (fall to spring, not limited to DE)	72%	72%	59%	39%	43%
Performance Funding	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Number of Degrees and Certificates	n/a	13	7	17	32
Number of Degrees and Certificates NH	n/a	4	1	6	9
Number of Degrees and Certificates STEM	n/a	Not Stem	Not Stem	Not Stem	Not Stem
Number of Pell Recipients	n/a	45	37	40	32
Number of Transfers to UH 4-year	n/a	1	2	2	2
Perkins IV Core Indicators 2014-2015	Goal	Actual	Met		
1P1 Technical Skills Attainment	91.00	97.06	Met		
2P1 Completion	50.30	61.76	Met		

3P1 Student Retention or Transfer	76.72	73.53	Not Met
4P1 Student Placement	69.00	68.75	Not Met
5P1 Nontraditional Participation	n/a	n/a	n/a
5P2 Nontraditional Completion	n/a	n/a	n/a

*Data was not provided in several areas this year; however, some data was retrieved via Leighton Villa, KCC Institutional Researcher

Part IV. Analysis of the HOST Program for years 2011-2016

Overall HOST Program Health: Cautionary

Demand Indicators

Overall, the number of majors has decreased over the past two years, yet, the program numbers are higher than other BED programs to date. Due to the economic climate, industry positions have decreased over the past five years, yet remained relatively flat over the past three years, with New/Replacement County positions falling by one position. Therefore, the program produces more majors than New and Replacement positions available. The data also shows a substantial number of full-time students have decreased while the number of part-time students have increased substantially. The number of SSH Program Majors in Program Classes fell by about 30%, while the number of SSH in all Program Classes fell by less than 3%. The number of FTE Enrollment in Program Classes has fallen over the past five years, but remained relatively unchanged over the past two years. The total number of classes taught has decreased just in the past year, mainly due to tighter controls in some programs by the administration. Demand for the HOST Program in 2016 is Unhealthy; however, the Program has wavered between Cautionary and Healthy over the past five years.

Efficiency Indicators

The Average Class size for the HOST Program has increased over last year, and hopefully shows an upward trend. The Fill Rate increased over last year from 52.9% to 68.6%. FTE BOR Appointed faculty remains at one, and Majors to Analytic FTE Faculty has decreased slightly over last year. Several sections of data were not provided in this years' Perkins Health Indicators.

The number of Low-Enrolled classes has decreased substantially. This can be attributed to the final impact of the CT3 grant which skewed data in the years 2013/14 and 2014/15. The percentage of classes taught by lectures has increased as the HOST Program faculty has been the Business Education Division Chair since 2015. Health Efficiency for the HOST Program for 2016 is Cautionary.

Effectiveness Indicators

Program Health Effectiveness In 2016 show that the Successful Completion has increased to 81%, which is the highest level in the past five years. Withdrawals have also significantly decreased overall, falling from a high of 34 in 2011/12 to 11 in 2015/16. Persistence Fall to Spring indicates an upward trend once again over last year, although the Persistence Fall to Fall has decreased, part of that may be attributed to the Early College course offerings. While the number of Unduplicated Degree/Certificates Awarded and Degree Awarded fell about 30% to 40%, respectively, the numbers remained relatively steady over the past five years. No data was shown on the Certificates of Achievement Awarded; however, Leighton did indicate that his records showed one award. The number of Other Certificates Awarded has also dropped significantly. One reason for this may be that two of the certificates require BUSN 130 to be taken. That particular class has been low-enrolled for two semesters, and not offered. Therefore, those certificates have been unattainable for students even though they complete the CA and AAS degrees. A PAR change in Fall 2017 will address this issue, and will allow students to select from other course offerings. The number of Transfers with and without credential from the program are relatively small; however, the program transfer numbers are relatively stable over the past five years. CTE programs have historically been terminal degrees; however, due to an articulation agreement with UHWO, the HOST Program has been able to provide some transfer numbers for our campus, and it appears that about 5% of HOST majors transfer to 4-year.

Distance Education (Completely On-line Classes)

The number of Distance Education Classes has decreased significantly as mandated by administration. The reduction of DE course offerings has negatively impacted the enrollment in Distance Education Classes. However, data related to Fill Rate, Successful Completion, Withdrawals, and Persistence are positive over last year.

Performance Funding

The HOST Program shows positive upward growth in the Number of Degrees and Certificates and Number of Degrees and Certificates NH. The number of Pell Recipients has steadily decreased over the past five years, perhaps due to the stronger economy and in direct relation to part-time students funding their own education. The number of Transfers to UH 4-year was either not provided or could not be verified at this time.

Perkins Core Indicators

The HOST Program met the Technical Skills Attainment, Completion, and Student Retention/Transfer. However, Student Retention/Transfer and Student Placement goals have not; however, it is difficult to ascertain as the data provided is incomplete.

Expected Level of Achievement

The benchmarks for the program assessments are set at 70%

Course Assessment Results

The HOST Program has completed 100% of course assessments for all courses in this five-year to date. Currently, LiveText training will be completed in Fall 2016, and course assessments for Fall 2016 were completed by the January 30, 2017 deadline.

Assessment Strategy/Instrument

A variety of methods are utilized to assess PSLOs for all HOST alpha courses. These include, but are not limited to case studies, exams (multiple choice, essay questions, fill-in-the-blanks, and terminology), comprehensive projects and presentations, and/or written assignments that may include research criteria.

Results of Program Assessment

HOST PSLO	PSLO Description	# of Assessments	Met Benchmark?
1	Develop critical thinking skills to effectively function in the hospitality and tourism industry.		
2	Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and teamwork skills.		
3	Utilize interpersonal written and oral communication skills necessary for effective organizational operations.		
4	Incorporate the principles of aloha to promote the sustainability of Hawaii and cultural values in the hospitality industry.		

The following table illustrates the alignment of the HOST Program CSLOs to PSLOs to

	HOST CSLOs	PSLO #1	PSLO #2	PSLO #3	PSLO #4	ISLO #1	ISLO #2	ISLO #3	ISLO #4	ISLO #5	ISLO #6
		Develop critical thinking skills to effectively function in the hospitality and tourism industry.	Demonstrate an awareness of diversity and exhibit professional work ethics that promote positive service interactions and team work skills.	Utilize interpersonal written and oral communication skills necessary for effective organizational operations.	Incorporate the principles of aloha to promote the sustainability of Hawaiian cultural values in the hospitality industry.	(Respect for Diversity)-Demonstrate cognitive, affective, and behavioral skills	(Written Communication)-Write in clear and organized standard American English	(Oral Communication)-Speak in understandable and organized Standard English	(Reading)-Read, evaluate, and interpret written material critically and effectively	(Symbolic Reasoning)-Use appropriate mathematical and logical concepts	Integrative Thinking)-Use problem-solving skills and creative thinking strategies
HOST 100 (formerly, HOST 125)	Communicate clearly and effectively in a variety of cross-cultural, cross-gender, and cross-generational situations		X	X	X	X	X	X			
HOST 100 (formerly, HOST 125)	Participate effectively and responsibly in community service activities appropriate to hospitality and other related industries		X		X	X		X			X

HOST 100 (formerly, HOST 125)	Analyze and assess quality customer service in a real world setting	X	X		X	X		X	X		X
HOST 101	Analyze the roles and interrelationships of the various sectors of the travel and tourism industry and how they impact the industry	X	X		X	X		X	X		
HOST 101	Analyze the factors that influence destination choices and how they impact travel and tourism	X			X				X		X
HOST 101	Determine how historical and current concepts and trends impact the travel industry	X		X	X		X		X	X	
HOST 150	Explain the framework and functions of housekeeping and the inter-relationship with other departments to improve performance.	X	X					X	X	X	
HOST 150	Describe the skills needed to clean and service guestrooms, front and back of the house, and supporting services to improve performance of housekeeping duties.		X		X	X	X	X	X	X	X

HOST 150	Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.		X	X	X	X	X	X			X
HOST 152	Interpret Statistical Information that affects lodging operations	X		X			X	X	X	X	X
HOST 152	Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment		X								
HOST 152	Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment		X	X				X	X		X
HOST 154	Compare the different responsibilities involved in managing the various types of food and beverage operations to aid in career development choices.	X	X	X			X	X	X		X
HOST 154	Determine the components involved in the financial management of food and beverage operations to promote fiscal success.	X							X	X	

HOST 154	Evaluate the importance of guest service to ensure operation of a successful food and beverage industry business.		X		X	X			X			X
HOST 154	Participate in and evaluate service delivered through a back-of-the-house and front-of-the-house campus/community industry function.		X		X	X	X	X				X
HOST 290	Plan, conduct, and evaluate a training session.	X	X	X			X	X	X			X
HOST 290	Describe the various management functions and incorporate principles into a strategic plan.	X	X	X	X			X	X			X
HOST 290	Develop a strategic plan that may be implemented in an organization.	X	X	X	X	X	X			X		X
HOST 293V	Apply job readiness skills to obtain an internship/co-op placement.	X		X			X	X				
HOST 293V	Perform duties at the worksite according to industry standards in a field relating to the students' major.		X			X		X	X	X		X
HOST 293V	Apply classroom knowledge and skills in the workplace.	X	X	X	X		X	X	X			X

Program Criteria Questions

UHCC/KCC Initiative: Hawaii Graduate Initiative: Strategic Goals 1-7

The HOST Program is proactive, and works towards student transfer, as outlined in this document. Early College, Wai'ale'ale community referrer, PLA development, and having engaged industry partners contribute to enrollment and success in the program. The challenges are that there are more majors than industry positions, which creates a demand issue. However, as the Visitor industry is number one in the State of Hawaii, the program shall continue to develop and produce an educated workforce for our State's service industries.

UHCC/KCC Initiative: Hawaii Innovation Initiative: Strategic Goals 8-10

The College is currently working to develop better tracking of where students go after receiving a degree. Currently, the HOST program conducts informal monitoring of students. Several graduates are placed into jobs upon completion of the HOST 203V Internship/Co-op course; however, it is difficult to track the students that are not hired upon the completion of their internships. Students in the HOST Program participate in various community service activities such as, the ACF Breakfast, Kauai Food Bank, HLTA, LEI program, and Kauai County Job Fairs. The HOST Program Coordinator serves as Treasurer on the Kauai High School AOHT Board, and is the Chair for Employee Development for the Kauai County Tourism Strategic Planning Implementation Group.

The HOST program actively participates in Program Curriculum Committee goals and alignment with other system campuses. Furthermore, the program has completed an updated articulation agreement with UHWO and currently has a limited system alignment for a couple of HOST courses with the UH Manoa campus. Overall, the HOST program actively participates and is involved in multi-level partnerships with various stakeholders. These partnerships have developed over the years, and will likely continue to grow and expand. The challenge is that the program is relatively small, and with only one faculty member, it is difficult to manage various partnerships.

The HOST Program meets annually with its Advisory Board and discusses program achievements, currency, and future goals. There have been curriculum changes instituted over the past several years to ensure that graduates can pursue four-year degrees and/or are better prepared for the workforce.

UHCC/KCC Initiative: Modern Teaching and Learning Environment: Strategic Goals 11-13

The HOST program provides students with access to leaders and management in the Visitor industry. This is acquired via guest speakers, property tours, event participation, and the internship/co-op class. The HOST Program Coordinator has decades of industry experience and has achieved the AHLEA Certificate as a Certified Hospitality Educator.

The campus provides students access to a variety of tutoring and counseling services. In addition, the program has employed student tutors via a Perkins grant. The program coordinator meets regularly with students to assess their needs and counsel them on their progress and academic planning. Additionally, the HOST program provides an annual Meet and Greet to update and remind students of program changes, requirements, available services, and deadlines.

The HOST Program has the capability to offer DE courses, and has offered HOST 100 and 101 online. However, low enrollments in these classes do not warrant regularly scheduled course offerings, and it would be difficult to justify offering more DE courses at this time.

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The HOST Program meets the needs of senior high school students via the offerings of the

HOST 101 course at Kauai High School through the AOHT (Academy of Hospitality and Tourism) program. HOST 101 was taught during the Spring 2016 and Fall 2016 semesters. An additional course offering will occur in the Fall 2017 semester.

Additionally, the HOST Program's current Perkins grant addresses Prior-Learning Assessment and targets the working adult population.

Kauai Community College hired a full-time Marketing Director; however, despite efforts, enrollment has continued to decline. This affects all programs, including the HOST Program. The program coordinator participates in various campus tours, career and job fairs, the View from the College news articles, and in community activities. Perhaps a more focused approach by the Marketing department would contribute to higher enrollment numbers and increase enrollment in various programs. If faculty are expected to improve in this area, then assigned time would be necessary; however, that may impact our primary duty of teaching.

The HOST program has reached out to tourism-related stakeholders in China, Northern Ireland, New Zealand, and Alaska. The HOST Program Coordinator has taught three winter inter-session courses in Shanghai, China. This has helped to bridge opportunities for students. Two HOST majors recently completed their internships in Shanghai from June-December 2016.

Part V. HOST Program Curriculum Revision and Review (Cos)

Curriculum Revision and Review

Since 2011, All HOST Program courses are in compliance with the Business Education Divisions' five-year review cycle. All HOST alpha courses have been reviewed within the 5-year cycle. The HOST Program Coordinator is responsible for curriculum reviews, modifications, course additions, or deletions.

Part VI. HOST Program Survey Results

The Occupational Placement in jobs and the Employer satisfaction data is not available. This will be an action item for the Cooperative Education Coordinator and the Institutional Researcher to assist the HOST Program with feasible surveys to collect data. Informally, it is evident that students are employed in the industry; however, tracking students upon graduation is difficult and there are no mechanisms in place to track their progress.

Limited information on Graduate surveys has been obtained for the years 2012-2016. This is an area that will require assistance from the Institutional Researcher and the Division Counselor. This is definitely an area that requires assistance and improvement.

The following results were gathered by students when asked to evaluate the following question on a scale of Not Well, Somewhat Well, and Very Well.

How well do you feel the Hospitality and Tourism Program has prepared you to seek or continue employment in a hotel position? 100% (8) answered Very Well

Check the response that represents your opinions to the following:	Strongly Disagree	Disagree	Agree	Strongly Agree
The program helped me achieve my career objectives.			6	2
I am satisfied with the quality of the HOST program.	1		2	5
The classroom environment was conducive to learning.			2	6
The textbooks used for the courses were easy to follow and understand and reinforced course objectives.			6	2
The Business Education Division has adequate lab facilities and hours to accommodate my study needs.			5	3
The objectives of skill requirements were made clear.			5	3
Evaluations/Grading were fair and consistent			4	4
Instructors were accessible and available when/if help was needed.			2	2
Projects/assignments related to career objectives/skill-building			4	4

Please check the box that represents your opinion of the following:	Dissatisfied	Somewhat Satisfied	Very satisfied	Not Applicable
Level of satisfaction with counseling services for HOST majors	1	1	6	
Academic advising provided by Program Instructor(s)		2	5	1
Internship Advising and Placement		2	6	
Job and career placement assistance		4	3	1
Financial aid services		1	5	2
Academic support services (Library/Learning Center/Computers)		2	5	

Comments: My counselor wasn't all that knowledgeable in regards to my overall path (continuing school on the mainland.

Check the appropriate response to your opinion of the usefulness of the courses required of your certificate/degree.	Somewhat Not Useful	Useful	Very Useful
HOST 101: Introduction to the Hospitality Industry		2	6
HOST 125: Exceptional Guest Service		2	6
HOST 150: Housekeeping Operations		3	5
HOST 152: Front Office Operations		2	6
HOST 154: Intro to Food and Beverage Operations		2	6
HOST 290: Hospitality Management		2	6
HOST 193V/293V: Cooperative Education		3	5
ACC 124 or ACC 201: Principles of Accounting	2	2	4
Math: BUSN 189	1	4	3
BUSN 166: Professional Employment Preparation	1	1	6
BLAW 200: Business Law	3	1	4
BUSN 89: Electronic Calculating		4	3
MGT 122: Human Relations in Business		3	4

BUSN 121: Introduction to Word Processing		4	3
SMKT 150: Principles of Personal Selling	2	1	5
Written Comm.: Bus 175, Eng 100 or higher	1	2	4
Oral Comm.: Bus 130, SP 151		4	4
Cultural Environment: Anth 200, Bot 105, HWST 107/111, Phil 100, Rel 150	2	3	3
Gen Ed: Social Environment	1	3	4
Gen Ed: Natural Science	2	3	3
Electives: Options	1	4	3

Comments:

1. I thought most of these classes I took were super beneficial to me. My favorite classes were all of the HOST classes.
2. Ellyn Gorman and Candace Tabuchi were very helpful and supportive
3. I would like to see courses align with schools outside of Hawaii that would have made things easier for me.

I plan to do the following: (Can check more than one)	Continue	Work	Attend 4-yr
		6	4

Part VII. Analysis of HOST Program

Strengths and weaknesses based on analysis of data

The HOST Program has relied on the Program Health Indicators to assess the health of the program. However, this year, the information provided was not only late, but key areas were incomplete. Therefore, Leighton Villa provided some of the numbers, which may not be complete, but at least contain some data. The reduced number of majors may be related to several key factors. One, the enrollment numbers are declining throughout the system and at Kauai CC. Secondly, a healthy economy and Visitor industry does impact the number of students seeking a formal education. Lastly, since the establishment of an articulation agreement with UHWO, students have been counseled to switch to Liberal Arts as it provides a faster track to a 4-year degree. Collectively, these factors contributed to the lower number of program majors.

Evidence of quality

The 2015-16 Efficiency Indictors reflect a positive outlook in the Average Class size and Fill Rate. While the Efficiency Health Call is Cautionary, the Average Class size has increased over last year by 2.8, and the Fill Rate increased by almost 16%. Additionally, articulation agreements between the UH system campuses, UH Mānoa, and UH West O‘ahu establishes that the quality of our courses has been recognized by the entire University of Hawai‘i system. The Transfers to UH 4-year display a small, yet steady stream of transfers to 4-year, and attest to the evidence of quality of student learning in the program.

Evidence of student learning

The HOST program has consistently conducted course assessments. The Program Learning Outcomes were updated and approved by the Assessment Committee two years ago. Additionally, CSLO and PSLOs, have been aligned with the ISLOs through the 5-year course reviews. The HOST program has, and continues to be on track with all course review deadlines. The submitted CARDS illustrate evidence of student learning in the program; however, data and alignment should improve as we move into LiveText assessment.

Resource sufficiency

Through the APRU process, the HOST Program has the ability to present plans for future development and the resources necessary to accomplish program goals. This process allows the HOST Program to provide evidence and justification for resource requirements. All requests must be aligned with the campus and system goals, therefore, a check and balance exists in the process. Even during fiscal restraints, the HOST Program has managed to utilize resources efficiently and maintain student success. The HOST Program has taken to seek external funding via Perkins grant opportunities, which the program obtained for the 2016-17 academic year.

Recommendations for improving outcomes

The HOST Program is on the right track in terms of submitting assessment data. However, in order to determine the effectiveness of the programs' efforts, data on course, program and institutional assessment will require coordination by the Institutional Researcher and Assessment program.

Part VIII. HOST Program Action Plan

Status Report for Prior Year Requests

Status of 5-year Comprehensive Plan: Update from Action Plan 2011-2016					
Access: Outreach					
Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Explore more short-term certificate and degree offerings	HOST PC developed three new certificates.	C. Tabuchi	First offerings fall 2012	Curriculum work completed; certificates offered	Completed
Explore feasibility of an AS degree in Business	HOST PC submitted the ATP for approval in spring 2012	C. Tabuchi	AS in Business program offering date: fall 2014	Completed	Completed

Track BED students taking BED courses from entry to exit	Obtain information from IR.	C.Tabuchi	Annually	Some information has been provided for the fall 2015 and 2016 semesters.	On-Going
Participate in Career Fairs to promote BED Division	Participate in various outreach fairs: Kauai High School, Kapaa High School, Island School	BED Faculty, C.Tabuchi	Ongoing	Participated in at least one per year.	Completed
Submit "View from the College" articles for the Garden Island, and articles via Greg Shepard	To date three articles have been submitted for "View from the College" and a couple for Greg Shepard.	C.Tabuchi G. Elwood G. Shepard	Ongoing	Completed	Ongoing
Establish HOST program website	Worked on layout, photos, captions, and information for HOST website. Completed updates for ACC, BTec, BUS, and HOST websites for updated course sequences and articulation agreements.	C.Tabuchi S. Watkins	Ongoing	Completed	Completed
Write Perkins Grant for PLA outreach and industry development	Work with Sandy Magnussen on Perkins grant proposal to focus on PLA and industry outreach	C.Tabuchi	Fall 2015 and Spring 2016	Awarded Perkins grant in June 2016	Ongoing
Enrollment					
Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Work to retain students and to develop a sense of cohesiveness by providing/participating them in: Academic Advising	Meet with HOST majors every semester to review schedule and plan for upcoming semester. Have maintained a steady enrollment for the past three years by engaging and advising students in the program. Have not had the opportunity to collaborate with Counseling	C. Tabuchi	Every Semester	Completed	Ongoing

Program Orientations	Worked with Steve Watkins on the HOST website and conducted two HOST Meet and Greet program orientations with students and industry partners. Secured photos for website updates.	C. Tabuchi	Annually	Completed	Ongoing
Teach Early College at Island high schools	Work with DOE to establish Early College for HOST 101 in the high schools. Met w/DOE counterparts. Scheduled class visit with Kauai High School AOHT class. Scheduled class visits at Kapaa High School for ACC, BUS, and HOST programs.	C. Tabuchi	Spring 2014	Kauai HS accepted offering of HOST 101 and ACC 124; Kapaa HS accepted BUS 120 course offering	Ongoing
Develop one-year academic schedule and align MYPOs	Refined the semester scheduling board to reflect a one-year schedule. Met with all program coordinators to align MYPOS and determine the one-year schedule grid.	C.Tabuchi BED Faculty	Spring 2014	Completed	Ongoing
Promote PLA and online course offerings to industry managers and union.	Began outreach via the Perkins grant proposal. Distributed flyers, packets, surveys, and online reminders to union and island HR managers.	C.Tabuchi	Summer 2016 and Fall 2016	Completed	Ongoing

2. Learning and Teaching:

Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Work with system PCCs to align all HOST course alphas, numbers, descriptions, and CSLOs	Attend PCC Meetings to accomplish agreements and commit to curriculum work to align similar courses in all HOST programs.	C. Tabuchi			

Continue to promote DE for HOST courses	Developed a flyer to be promoted in industry as part of PLA grant. Emailed flyer to union and island HR managers.	C. Tabuchi	Fall 2016	Completed	Ongoing
Explore feasibility to add a HOST Management course, effective spring 2011	Developed course based on other system campuses syllabi. Slow start in Fall 2012 w/low-enrolled classes, but adjusted PAR to set this as a required course. Fall 2016 was enrolled with 13 students.	C. Tabuchi	Fall 2012	Completed	Completed
Completed Revised course offerings to coincide with English/Math in the first year.	Constructed new sequence offering; submit PAR	C.Tabuchi	Spring 2014/Fall 2015	Completed	Completed
Develop Writing Intensive course	Submit paperwork to establish HOST 290 as a Writing Intensive course for one semester. Encourage other programs to do the same. HOST 290 offered as WI in Spring 2016	C. Tabuchi	Fall 2015	Completed	Ongoing

Facilities

Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Equip Bus 103 with a Smartboard	Done in fall 2015 through the efforts of Pat Watase	C. Tabuchi	Fall 2015	Completed	
Re-configure classrooms to accommodate new furniture, and set-up old desks/chairs in open lab area to provide additional study space due the closing of the LRC for renovations.	Assisted faculty with re-configuration and set-up in the open lab.	C. Tabuchi A. Kennedy C. Llego	Summer and Fall 2015	Completed	

3. Workforce Development: Program Articulation and Transfer

Action Item	Steps	Person Resp.	Timeline	Outcome	Status
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Work on articulation with UHWO	Worked on articulation with UHWO. Secured HOST articulation in Fall 2014; subsequent update completed in Fall 2016. Worked w/UHWO on articulation agreements for ACC, BTEC, BUS.	C. Tabuchi	Fall 2014	Completed	Ongoing
Worked on articulation with other campuses, including international	Reached out to Northern Ireland in Summer 2016. Distributed information on program courses. Emailed online flyer and program information to University of Alaska after meeting one of their professors in December 2015.	C. Tabuchi		Completed	Ongoing
Revise PAR to better align course offerings and electives to promote student transferability to UHWO	Worked on HOST PAR and course sequencing to ensure that program curricula meet the needs of students planning to transfer to 4-year. Meet with students on course choices to aid them in planning for transfer.	C. Tabuchi	Fall 2014 and 2015	Completed	Ongoing
4. Personal Development: Faculty/Staff Development/Leadership/Collaboration					
Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Foster Study Abroad to aid in professional development of faculty and students.	Engages in a Study Abroad program to Ireland in Summer 2016. Met and provided outreach materials to faculty at SERC in Northern Ireland. Will teach once again at Shanghai Normal University in December 2016. Worked to secure two internships for students abroad. Currently, two HOST majors interning in Shanghai from June to December 2016.	C. Tabuchi	Summer 2016 and Fall 2016	Completed	Ongoing

Pursue additional PD options related to leadership, management, etc.	Checking out various programs available through the University system and online.	C. Tabuchi		Ongoing	Ongoing
5.Community Development					
Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Continue community partnerships and service. Strive to serve in leadership positions.	Continue to serve on community boards of personal and professional interest. Currently serves as an officer for Hale o Na Alii; serves as Treasurer for AOHT; serves as second VP for Delta Kappa Gamma, serves as Chair for Employment Development for the Kauai Tourism Strategic Implementation Group.	C. Tabuchi	Continuou s	Ongoing	Ongoing
Continue to support student engagement in community/industry events.	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.	C.Tabuchi HOST Faculty	Continuou s	Ongoing	Ongoing
6.Diversity					
Action Item	Steps	Person Resp.	Timeline	Outcome	Status
Support study abroad opportunities for the program and its students.	Continue to promote international internships for HOST majors, and to work with UH Maui College to provide these opportunities.	C. Tabuchi	Continuou s	Ongoing	Ongoing
Work on funding to support student study abroad and/or international internships	Work with Rose (UHF) to seek funding sources and/or outreach.	C. Tabuchi	Continuou s	Ongoing	Ongoing
Support campus International short-term study abroad students.	Continue to support short-term international programs throughout the year as a Home Stay family.	C. Tabuchi	Continuou s	Ongoing	Ongoing

	Continue to provide property tours and classroom experience for Okinawa groups every February.				
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Action Plans for the 2017-2018 Academic Year:

Hawaii Graduation Initiative				
Increase the Number of Graduates				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements made to program based on assessment data	Action plan if outcome was not met
Teach Early College at Island high schools	Worked with DOE partners to establish Early College for HOST 101 in the high schools. Met w/DOE counterparts. Scheduled class visit with Kauai High School AOHT class. Scheduled class visits at Kapaa High School for ACC, BUS, and HOST programs.	Will increase enrollment into the HOST program with students successfully completing the HOST 101 course.	After the first HOST 101 course was completed in Spring 2016, two new majors enrolled in the HOST program beginning Fall 2016.	Will continue to teach Early College as long as possible to increase enrollment into the HOST program.
Increase the Number of Students Who Transfer				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements	Action plan if outcome was not met

			made to program based on assessment data	
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	Transfer data will show a positive increase of transfer to UH 4-year.	Will continue to market the transferability to students
Discuss further articulation options with UH Manoa.	Travel for PCC meetings Assigned time as Program Coordinator to work on articulation agreements	Increase student transfers to UH Manoa	Transfer data will show a positive increase of transfer to UH 4-year.	Will continue to market the transferability to students
Reduce the Time to Degree: Increase Student Retention and Credit Accumulation				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements made to program based on assessment data	Action plan if outcome was not met
Teach Early College at Island high schools	Currently teaching HOST 101 at Kauai High School. Have outreached with Kapaa HS; however, they elected to pursue the Business program pathway. Have talked with administrator at Waimea High School, and they are interested in a HOST 101 or 100 course. Will continue to discuss options for implementation in the 2018 academic year.	Help students to begin their HOST education. This allows them to begin second semester classes and shortens the time to their degree.	Continue to teach HOST 101; work to add HOST 100 to Early College. Continue to outreach to island high schools.	
Increase Job Placement for KauCC Students				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements made to program based on assessment data	Action plan if outcome was not met
Track student placement in	Need assistance from IR and Division counselor to create,	Will provide necessary data to	Data retrieved will be used to	Will be unable to assess program

jobs and Employer Satisfaction	track, and collate data on student placement in jobs and Employer satisfaction survey	assess program effectiveness and support program changes	assess effectiveness and evaluate improvements to the program	effectiveness in this area
Create Graduate Leaver Survey	Need assistance from IR and Division counselor to create, track, and collate data for Graduate Leaver surveys	Will provide necessary data to assess program effectiveness and support program changes	Data retrieved will be used to assess effectiveness and evaluate improvements to the program	Will be unable to assess program effectiveness in this area
Increase Enrollment of Working Adults				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements made to program based on assessment data	Action plan if outcome was not met
Promote PLA and online course offerings to industry managers and union.	Perkins grant proposal is underway. Will continue to work on grant actions in Spring and Summer 2017.	Will show increased enrollment in DE course and campus classes.	Data will show an increase in the number of Certificates granted and fill rate of classes will increase.	Will continue to outreach to industry partners to promote DE and campus courses targeting employee development
International Students				
Action Item	Resource(s)	Outcome	Outcome(s) Evaluation Improvements made to program based on assessment data	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.	Continue to promote international internships for HOST majors, and to work with UH Maui College to provide these opportunities.	Two HOST majors completed study and internship in Shanghai, China on December 31, 2016	

Fund student study abroad and/or international internships	Funding to help students meet financial obligations of traveling and studying abroad.	Funding secured for the first two interns; however, there is no guarantee of future funding sources	Worked with Rose Ramos (UHF) to obtain funding for student internships	
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.	This does not directly impact the HOST program; however, three international students have enrolled in HOST classes in the past year.	

Part IX. Resource and Budget Implications

Faculty wages and lecture needs are variable, and dependent upon the Assigned Time of the HOST Program Coordinator. Since 2015, the HOST Program Coordinator has assumed the responsibility as Division Chair for the Business Education Division. Program enrollment, number of courses offered, and demand dictate the variable wages for program lecturers. The faculty workload is 27 credits per academic year, and assigned time as the Division Chair is six credits per semester. Based on the number of course offerings, enrollment, and demand, one to two lecturers may be necessary.

- Equipment replacement/upgrades: \$1000.00
- Supplies: \$1500.00
- Faculty Release Time: 15 credits per academic year
- Additional FTE: 1
- CIP Funds TBD

Part X. Program Student Learning Outcomes and Assessments

Evidence that PSLOs are aligned with industry needs are evidenced through the Advisory Committee minutes and the fact that various industry partners provide internship sites for all HOST majors enrolled in the HOST 293V Co-op course. The expected level of achievement for PSLOs are set at the benchmark of 70% in all HOST alpha courses. The following table lists the courses that have been assessed over the past five years. The assessment methods used to measure PSLOs are embedded in the various program CSLOs. The HOST PSLOs were re-assessed in the academic year 2014-15 via the Assessment Committee and the HOST

Advisory Committee, both committees approved the new PSLOs.

HOST PSLO	PLSO Short Description	Number of Assessments	Met Benchmark?
1	Develop critical thinking skills...	473	Yes
2	Demonstrate an awareness of diversity...	418	Yes
3	Utilize interpersonal written and oral...	418	Yes
4	Incorporate the principles of aloha...	213	Yes

Based on my data for assessed PSLOs, at least 70% of students met the 70% benchmarks for this period.