

**Annual Academic Assessment Report**  
**Hospitality Management Bachelor of Science**  
**Human Environmental Sciences**  
**2020-2021**

**Results of analysis of assessment of Student Learning Outcome (SLO)**

This year's assessment plan revealed some changes that could be made to improve our assessment program.

- Out of 56 course sections assessed this year for SLO-1 and SLO-4, we saw the following success rates for students meeting the goal, the ideal, or not meeting the goal/ideal:
  - 42.9% met the established assessment goal
  - 32.1% met the established ideal assessment goal
  - 25% did not meet the goal/ideal
- Several courses are offered in multiple sections with different instructors. To best assess the SLOs, we need to use the same measurement in each section. This would entail our full-time faculty training part-time faculty on how to use the measurement to report the results.
- Several assessment measures were not met. After reviewing the results, the goal and ideal measures need to be rewritten to be more achievable.
- In contrast, several assessment measure goals and ideals were met easily by students. These goals and ideals could be rewritten into "stretch" goals that are more difficult to achieve. Ideals should be difficult to achieve and only those students who are truly excellent should achieve this level.

**Any changes to degree/certificate planned or made on the basis of the assessment and analysis**

- No changes were identified based on the assessment and analysis. We are scheduled to have our program review fall of 2021 and will use that review to make recommended changes to the curriculum as needed.

**Any changes to the assessment process made or planned**

The hospitality program faculty spent Summer 2020 revamping our program's assessment process through a series of several steps:

- Faculty were asked to identify any content they teach that meets the program's Student Learning Outcomes in their class and if so, to note it on the new "HOSP-BS Curriculum Map".

- Once those areas were identified, the faculty was asked to determine how they were going to assess the SLO in class. This could include class assignments or separate assessment measures, such as the HNHI Assessment Rubrics developed from the American Association of Colleges & Universities' rubrics.
- Those assessment measures were then added to the new "HOSP-BS Assessment Matrix". Faculty also developed the goal level for student achievement on that measure, along with an ideal level for student achievement.
- Faculty provided data for each of their identified assessment measures in the HOSP Assessment Info folder in Box to allow for the assessment coordinator to report that data on the annual assessment report to the AFLS Dean's Office.
- Our next step will be to assess if faculty are teaching the required knowledge areas defined by the Accreditation Commission for Programs in Hospitality Administration. Any identified gaps will be addressed with changes to curriculum. This will allow our program to improve our curriculum planning, assessment program, and the overall student experience
- Faculty who are responsible for assessment in their courses need to be trained on how to use the measure in their section. Full-time faculty who teach the same courses will take the time to train and support part-time faculty before the assessment is used in courses in the 21-22 academic year.
- Proactively, faculty should edit their measurement tools before the 21-22 academic year to make them more accurate as noted above and to make the assessment process easier in the future.
- Assessment data needs to be available in a timelier manner to complete this report by the due date. Faculty should schedule their assessments to be completed before the end of the academic semester (when possible) and upload the data to the appropriate Box folder when it is collected, rather than after the semester is finished.
- Faculty will review the recommendations listed in this report and work to use the recommendations to improve their assessment measures in the 21-22 academic year as appropriate.
- In addition, we developed an assessment schedule through the 2026-2027 academic year.

**HOSP-BS Schedule for Assessing Student Learning Outcomes**

<b>Student Learning Outcomes (SLO)</b>	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>	<b>24-25</b>	<b>25-26</b>	<b>26-27</b>
SLO-1: Apply knowledge in the areas of food and beverage, lodging and tourism, events, and management. This includes industry professional certification opportunities, work experience, and internship opportunities. (PG-1, PG-3)			X			X
SLO-2: Solve problems by researching options and evaluating multiple perspectives or alternatives to a professional and/or industry related situation. This includes integrating human, financial, and physical resources management into the operations of the hospitality industry. (PG-1, PG-2, PG-3)	X			X		
SLO-3: Use critical thinking to develop and demonstrate alternatives to problems in hospitality operations. Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in the hospitality industry. (PG-1, PG-3, PG-4)		X			X	
SLO-4: Demonstrate effective and professional communication in a range of situations: 1) Oral communication in one-on-one, group, and formal presentation settings, and 2) Written communication to clearly convey ideas and thoughts. (PG-3, PG-4)			X			X
SLO-5: Implement professional practices and awareness in ethics, diversity, leadership, and global responsibility while working as a team member. (PG-2, PG-3, PG-4)	X	X		X		