Assessment Report

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:		
2019-2020	Chris Morosin	cmorosin@cnm.edu
Academic Year	**Contact Person**	**Email**

Name of Program:	Courses:
Hospitality and Tourism AAS Degree	HT 2235

PART 2: PROGRAM SUMMARY

Provide a high-level review of the program to include highlights, successes, challenges, significant changes, and significant resources needed to support the program.
The Hospitality & Tourism (HT) AAS program was added to the CNM catalog in 2018 as a response to anticipated industry shortages over the next several years and a partnership at the time with Pearson Online, the American Hotel and Lodging Association, and the National Restaurant Association and intended to replace or serve as an alternative to the Hospitality and Tourism Associate of Arts degree, which itself is designed as a 2+2 transfer degree with New Mexico State University's Hospitality, Tourism, and Restaurant Management degree.   The program of study is more flexible and features less repetition than previous incarnations and greater potential for fully online delivery. While the impetus for the program was to increase our profile in online delivery through CNM Online College, we are stressing flexible course design to better adapt to the changing needs of students and industry stakeholders. As it turns out, focusing on online delivery has mitigated some of the impact of the COVID-19 pandemic on course delivery. However, our reliance on proctored standardized certification exams for several classes has resulted in challenges in getting reliable data on student success as well as impacted the value of the degree for those students and industry stakeholders who find value in those certifications. In addition to the college-wide challenges of declining enrolment and pandemic response, our program faces additional challenges with historically low enrollment and lack of departmental resources as the department focuses on expanding the Culinary Arts and Beverage Management programs.

In summer 2019, CNM entered a partnership with Isleta Resort and Casino to administer an on-site Fast-Track HT AAS program. The cohort should be finishing their program of study during the 2020 academic year. Should this partnership prove to be successful, it could serve as a model for other New Mexico properties.

Part 3: DATA REVIEW

Program Data (Each Review Year is defined as Summer, Fall, and Spring terms)	Review Year 19-20	Review Year 18-19	Review Year 17-18
Annual number of graduate awards is greater than 10	0	0	0
Number of declared majors	20	2	0
Average class size	10	7	9
Annual Average class retention rate is 70% or above (SAGE 65%)	90%	71%	100%
Annual C-Pass rate for coursework is 60% or above	90%	71%	100%

Average class fill rate at 60% or above capacity within a term or over a year	33%	23%	30%
Transfer numbers/percent	NA	0 (0%)	0 (0%)
Full-time to part-time faculty ratio	0: 1	0: 1	0: 1

Summarize how your program met or did not meet the target measures based on the data above.
The program was approved in 2018 and we are not expecting graduates until Spring 2021 at the earliest. Class fill rate can be explained by a relatively small number of majors compared to a standard CNM classroom size of 24-30 students.

Part 4: PROGRAM LEARNING OUTCOME ANALYSIS.

Learning Outcome	Population or Course(s) Assessed	Assessment Methods	Summary of Assessment Results
1. Describe and evaluate organizational structures, leadership styles, and personnel management techniques as they apply to a wide variety of hospitality operations	HT 2201.	Final Exam, Standardized test, and Certification exam.	88.4% of students taking the NRAEF ManageFirst Hospitality Human Resources Management and Supervision exam passed and received certification. (threshold for certification = score of 75% or higher)

Interpretation of Assessment findings
Our students are consistently scoring above the certification threshold for the NRAEF ManageFirst exam we use as our primary measurement tool. A course redesign during the 2018 academic year provided more time during the course to meet intended student learning outcomes and performance in this area has improved steadily.

Part 6: ADDITIONAL ACTION PLAN IN SUPPORT OF STUDENT LEARNING (IF APPROPRIATE)

Upcoming year	Changes planned for the upcoming year	Data motivating this change
2020-2021	Add an additional tool for assessing this outcome. We piloted a new tool Spring 2020 and will begin reporting on results starting with Fall 2020.	While an external standardized exam can give us some reassurance that the outcome is being met, faculty thought a more open-ended and holistic assessment would be a helpful addition to assessing this outcome.
2020-2021		
2020-2021		

Please Select all the following that characterize the types of changes described in the above action plan:

☑ Assessment criteria revision   ☑ Assessment methodology revision   ☐ Assignment revision

☐ Budgetary reallocation   ☐ Change in teaching approach   ☐ Course content revision

☐ Curricular Revision   ☐ Faculty training/development   ☐ Process revision

Part 6: COMMENTS

Use this section to record any comments, notes, or questions from individuals who reviewed this report.
School Dean:
SAAC Representative: