



# Assessment Report

## PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:		
<u>2019-2020</u>	<u>Chris Morosin</u>	<u>cmorosin@cnm.edu</u>
Academic Year	Contact Person	Email

Name of Program:	Courses:
Hospitality & Tourism Certificate	HT 2201

## 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.
<p>The Hospitality &amp; Tourism (HT) program is designed as a 2+2 Associate of Arts transfer degree with New Mexico State University’s Hospitality, Tourism, and Restaurant Management degree. In 2016, the School of Business and Information Technology (BIT) added a Brewing and Beverage Management Associate of Applied Science (AAS) degree and related certificates, which bolstered enrollment in HT courses common to the HT, Culinary Arts, and Beverage programs.</p> <p>In anticipation of industry shortages over the next several years, in 2018, the school added back to the course catalog the Associate of Applied Science degree and certificate in Hospitality and Tourism following a summer of development with input from Pearson Online, the American Hotel and Lodging Association, and the National Restaurant Association. 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.</p>



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**

<b>Program Data</b> <b>(Each Review Year is defined as Summer, Fall, and Spring terms)</b>	<b>Review Year</b> <b>19-20</b>	<b>Review Year</b> <b>18-19</b>	<b>Review Year</b> <b>17-18</b>
Annual number of graduate awards is greater than 10	4	1	1
Number of declared majors	14	16	16
Average class size	19	20	22
Annual Average class retention rate is 70% or above (SAGE 65%)	96%	93%	94%
Annual C-Pass rate for coursework is 60% or above	84%	88%	87%

Average class fill rate at 60% or above capacity within a term or over a year	63%	65%	72%
Transfer numbers/percent	NA	1 (100%)	1 (100%)
Full-time to part-time faculty ratio	1: 4	0: 5	0: 4

**Summarize how your program met or did not meet the target measures based on the data above.**

Graduate awards did not meet target but is trending upward. It is likely the COVID-19 pandemic resulted in fewer graduates across the college. Our expansion and eventual replacement of the HT AA degree with the HT AAS will likely result in more certificate awards as an embedded component of the AAS.

**Part 4: PROGRAM LEARNING OUTCOME ANALYSIS.**

Learning Outcome	Population or Course(s) Assessed	Assessment Methods	Summary of Assessment Results
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, Certification exam, and External evaluator.	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)

<b>Interpretation of Assessment findings</b>
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)**

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**

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