

Sample Program

Program Review Report

7/1/2022

Ocean County College

IPEC

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1. Program Overview

Catalog Description

Description from catalog

Program Learning Outcomes

1. Program Learning Outcomes

Program Summary

Description: *Individuals outside the department will be reviewing the document and will likely be unaware of conditions that have impacted the program over time.*

- ❖ ***Please provide a brief description of the program that will provide a context for the review. If this is not the first review, include a discussion of the recommendations from the last program review and any changes that have been made since that time. Highlight the previous recommendations specific ally, but also include any changes in program demand, curriculum, or partnerships. This discussion should cross-reference other sections in the report.***

Click here to enter text.

- ❖ ***How does the department spread awareness of this program at the college and in the community? Is there an awareness that needs to be generated to meet demand in the workforce, and if so what would be needed? This discussion should cross-reference other sections in the report.***

Click here to enter text.

Curriculum Guide

FIRST SEMESTER		
ENGL 151	English I	3 cr.
MATH 156 or higher	Introduction to Statistics or higher	3 cr.
HRTM 110	Intro to Hospitality, Recreation and Tourism	3 cr.
COMM 154	Fundamentals of Public Speaking	3 cr.
STSC 150	Student Success Seminar	2 cr.
		14 cr.
SECOND SEMESTER		
ENGL 152	English II	3 cr.
BUSN 271	Principles of Management	3 cr.
ECON 151 Or ECON 152	Macroeconomic Principles or Microeconomic Principles	3 cr.
HRTM 120	Marketing for Hospitality and Tourism	3 cr.
	Any course from the list of Approved General Education Courses.	3 cr.
		15 cr.
THIRD SEMESTER		
HRTM 212	Conferences, Conventions & Special Events Mgt.	3 cr.
HRTM 214	Supervision & Human Resource Management	3 cr.
	Hospitality, Recreation, and Tourism Management Program Electives	3 cr.
CSIT 123	Integrated Office Software	3 cr.
	Any Foreign Language course from the list of Approved General Education Courses. *	3 cr.
		15 cr.
FOURTH SEMESTER		
HRTM 220	Managerial Acct for Hospitality Industry	3 cr.
	Any Foreign Language course from the list of Approved General Education Courses. *	3 cr.
	Any Lab Science course from the list of Approved General Education Courses.	4 cr.
	Elective (to meet 60 credit requirement)	6 cr.
		16 cr.
		Total Credits: 60 cr.
Notes:		
*Two semesters of the same foreign language are strongly recommended (For example: SPAN 151 and SPAN 152)		

2. Empowering Students

Enhance Student Learning

Assessment Tools

Description: *Program Learning Outcomes will be assessed using “Deep Data” courses; these courses should be required for completion of the degree and collectively address all of the Program Learning Outcomes (PLOs). Programs that have a natural capstone course may require only one Deep Data course, however it is more likely that two courses will be chosen, or alternatively a cluster of three or more in a program with multiple options.*

- ❖ **Identify the “Deep Data” courses for this program and describe the assessment tools being used to assess the Course Learning Outcomes.**

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Course Learning Outcomes

Course Name

Course Name					
Tool #1 (Final Exam – Non-Cumulative): Outcomes					
Total Number of Students: #					
Learning Outcome	Outcome	Exceeds	Meets	Doesn't Meet	Total Students
		%	%	%	n
Describe the scope of the hospitality industry and identify the key industry segments.	a				
Explain the different career, education, and training opportunities within the hospitality industry and identify their role in a future potential career.	b				
Trace the origins, growth, size and scope of the hospitality industry.	c				
Identify and distinguish among the various types of operations within the hospitality industry.	d				
Outline the globalization of this industry.	e				
Explain current trends within the industry, both domestic and foreign, and forecast several factors that are likely to affect the future of the hospitality industry.	f				
Summarize the basic principles and concepts of sustainability and “green” practices in the hospitality and tourism industries.	g				

Course Name					
Tool #2 (Group Tourism Project): Outcomes					
Total Number of Students: #					
Learning Outcome	Outcome	Exceeds	Meets	Doesn't Meet	Total Students
		%	%	%	n
Describe the scope of the hospitality industry and identify the key industry segments.	a				
Explain the different career, education, and training opportunities within the hospitality industry and identify their role in a future potential career.	b				
Trace the origins, growth, size and scope of the hospitality industry.	c				
Identify and distinguish among the various types of operations within the hospitality industry.	d				
Outline the globalization of this industry.	e				
Explain current trends within the industry, both domestic and foreign, and forecast several factors that are likely to affect the future of the hospitality industry.	f				
Summarize the basic principles and concepts of sustainability and “green” practices in the hospitality and tourism industries.	g				

Course Name

Course Name Tool #1 (Final Exam – Non Cumulative): Outcomes Total Number of Students: #					
Learning Outcome	Outcome	Exceeds	Meets	Doesn't Meet	Total Students
		%	%	%	n
Describe and implement methods of Human Resource Management.	a				
Identify the procedures used in the hiring, development and termination of employees.	b				
Demonstrate effective personnel hiring procedures.	c				
Demonstrate and apply theoretical concepts of personnel management and motivation.	d				
Identify current labor laws, employment benefits, and incentives.	e				
Discuss key human resource issues confronting the hospitality and tourism industry.	f				

Course Name Tool #2 (New Hire Orientation Project): Outcomes Total Number of Students: #					
Learning Outcome	Outcome	Exceeds	Meets	Doesn't Meet	Total Students
		%	%	%	n
Describe and implement methods of Human Resource Management.	a				
Identify the procedures used in the hiring, development and termination of employees.	b				
Demonstrate effective personnel hiring procedures.	c				
Demonstrate and apply theoretical concepts of personnel management and motivation.	d				
Identify current labor laws, employment benefits, and incentives.	e				
Discuss key human resource issues confronting the hospitality and tourism industry.	f				

Program Learning Outcomes

Each Course Learning Outcome has been mapped to one or more Program Outcomes. The table below shows the results of the course assessment as they apply to the Program Outcomes.

Letter Grade of A	Fully Met
Letter Grade of B or C	Partially Met
Letter Grade of A, B, or C	Fully + Partially Met
Letter Grade of D or F	Not Met

Each course used assessment tools to determine whether each individual student had fully met, partially met, or not met each Learning Outcome for that course. The Course Learning Outcomes were then mapped to the Program Learning Outcomes. The measures given below for the Program Learning Outcomes are therefore an aggregate percentage of individual students' mastery of the course learning outcomes in several courses. A full map of the outcomes can be found in the appendix.

	Fully Met	Partially Met	Fully + Partially	Not Met	Target
PLO 1					90%
PLO 2					90%
PLO 3					90%
PLO 4					90%
PLO 5					90%
PLO 6					90%
PLO 7					90%
PLO 8					90%

- ❖ **Refer to the Deep Data course learning outcomes and aggregate program learning outcomes. Are there any weaknesses, strengths, or outcomes not meeting the target? Discuss.**

[Click here to enter text.](#)

Co-Curricular Activities

Description: *Identification of co-curricular activities as well as orientation, advisement, and other programs to enhance retention and guide students throughout their educational experience.*

- ❖ ***What student clubs or groups support the goals of the program? (if applicable)***

Click here to enter text.

- ❖ ***Describe the advisement for students in the program. How many faculty are available for advisement and what is the approximate ratio of students to faculty? Does the program have brochures or other materials available for current or prospective students? Are there any other relevant advising factors?***

Click here to enter text.

- ❖ ***What other co-curricular opportunities exist to support the learning outcomes or goals of the program? This may include trips, events, speaker series, orientation, workshops, etc.***

Click here to enter text.

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Persistence, Completion, and Career Attainment

COHORT ANALYSIS

Fall 2019			Fall 2020				
Registration Status	Attendance	Total	Retain at OCC	Retain in Program	Stopout	Graduated	Transfer
First Time	Full Time	7	5	5	2	-	-
First Time	Part Time	3	1	1	2	-	-
Continuing	Full Time	18	9	8	2	7	5
Continuing	Part Time	6	2	2	1	3	1
Stop-Out/Readmit	Full Time	0	0	0	0	0	0
Stop-Out/Readmit	Part Time	1	1	1	0	0	0
Transfer	Full Time	1	0	0	1	0	0
Transfer	Part Time	0	0	0	0	0	0
Totals		36	18	17	8	10	6

RETENTION RATES

Retention Rates (First Time Full Time Cohorts)						
Total Number in Cohort		2014	2015	2016	2017	2018
		0	0	1	7	5
1st Semester Retention Rate	OCC			100.0%	71.4%	80.0%
	In Major			100.0%	71.4%	80.0%
1st Yr. Retention Rate	OCC			100.0%	57.1%	80.0%
	In Major			0.0%	42.9%	60.0%
IPEDS 1 Yr Institution Retention Rate		69.4%	71.3%	74.7%	70.6%	72.7%
3rd Semester Retention Rate	OCC			100.0%	57.1%	80.0%
	In Major			0.0%	57.1%	60.0%

GRADUATION RATES

Graduation Rates (First Time Full Time Cohorts)						
Total Number in Cohort		2014	2015	2016	2017	2018
		0	0	1	7	5
Graduated within 2 Years	OCC			0.0%	14.3%	0.0%
	In Major			0.0%	14.3%	0.0%
Graduated with 2 Years - Institution Rate				19.0%	19.2%	22.8%
Graduated Within 3 Years	OCC			0.0%	42.9%	
	In Major			0.0%	42.9%	
Graduated with 3 Years - Institution Rate				37.8%	37.9%	
Graduated Within 4 Years	OCC			0.0%		
	In Major			0.0%		
Graduated with 4 Years - Institution Rate				45.5%		

PROGRAM GRADUATES AND TRANSFER RATES BY YEAR

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Graduates	0	0	1	6	9
Transferred within 2 Years	0	0	1	na	na

*Data is collected for graduates who transferred within two years (FY2016, FY2017, FY2018)

GRADUATE TRANSFER

Transfer Institution	Count	Major	Count
Stockton	1	Hospitality and Tourism Management	1

*Graduates who transferred within two years (FY2016, FY2017, FY2018)

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Analysis

- ❖ *Discuss trends in retention, graduation, and transfer rates. In your discussion consider whether students are being retained at the college but not in major. Does the program graduation and transfer rate match the college? Does the cohort analysis indicate any trends in stop-out points or program of study change that should be explored further?*

[Click here to enter text.](#)

ALUMNI SURVEY AND GRADUATE EXIT REPORT

Question	Answer	Count
What was your primary objective in enrolling at OCC?	Job skills or Career	
	Transfer	
	Personal Growth/Interest	
Did you achieve your primary objective?	Yes	
	No	
How likely is it that you would recommend OCC to another student	Extremely/Somewhat Likely	
	Neither Likely nor Unlikely	
	Extremely/Somewhat Likely	
How useful did you find your degree courses you completed at OCC for continuing your education?	Extremely Useful	
	Very Useful	
	Moderately Useful	
	Slightly Useful	
	Not at all Useful	
What courses, if any, did you find particularly relevant or best prepared you for your current institution?		
What do you consider the greatest strength of your OCC program of study?		
What specific suggestions for improvement can you make to the faculty of your academic major that would have better prepared you for your current occupation or transfer institution?		

- ❖ *Discuss program graduate results from the alumni survey and graduate exit report.*

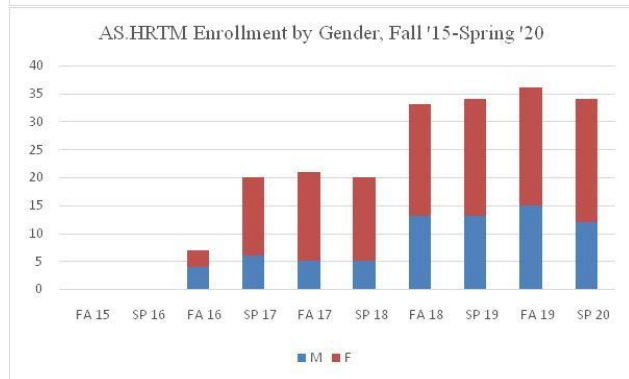
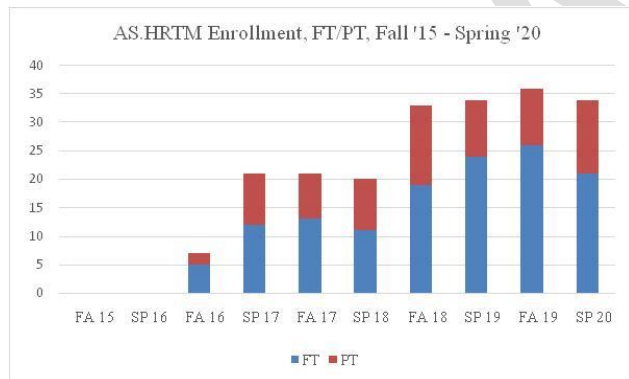
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3. Optimize and Expand Enrollment

Program Enrollment

AS.HRTM Hospitality, Recreation and Tourism

	Enrollment											Grand Total
	Male		Female		Unknown		Total by Category					
	FT	PT	FT	PT	FT	PT	Male	Female	Unknown	FT	PT	
2015-16												
FA 15							0	0	0	0	0	0
SP 16							0	0	0	0	0	0
2016-17												
FA 16	2	2	3	0	0	0	4	3	0	5	2	7
SP 17	2	4	10	4	0	1	6	14	1	12	9	21
2017-18												
FA 17	3	2	10	6	0	0	5	16	0	13	8	21
SP 18	2	3	9	6	0	0	5	15	0	11	9	20
2018-19												
FA 18	6	7	13	7	0	0	13	20	0	19	14	33
SP 19	8	5	16	5	0	0	13	21	0	24	10	34
2019-20												
FA 19	9	6	17	4	0	0	15	21	0	26	10	36
SP 20	7	5	14	8	0	0	12	22	0	21	13	34



❖ **What program enrollment trends exist? Is enrollment sufficient to support the program? If not, how do you recruit for it?**

[Click here to enter text.](#)

Enrollment in Program-Specific Courses

Insert Table

- ❖ ***What trends in enrollment are there? Are students able to complete all required courses in two years? If not, is it due to low program enrollment, faculty needs, scheduling, or any other factor? How is this being addressed?***

Click here to enter text.

- ❖ ***Are there any courses that only run face-to-face or only run online?***

Click here to enter text.

Pathways and Workforce Development

Description: *To optimize and expand enrollment of all learners, OCC will provide relevant programs to foster workforce development.*

- ❖ ***What pathways, certificates, stackable credentials, or Workforce and Professional Education programs are available to students?(if applicable)***

Click here to enter text.

- ❖ ***What does the program have in place for prior non-academic learning, competency-based assessment, and other alternative learning approaches?(if applicable)***

Click here to enter text.

- ❖ ***What internships or workforce partners for credits awarded through experiential learning are available to students?(if applicable)***

Click here to enter text.

4. Organizational Effectiveness

Program Effectiveness

Description: Programs should be designed to foster a coherent student learning experience and to promote synthesis of learning. Assessments should be used to improve pedagogy and curriculum and implement other processes and procedures designed to improve educational programs and services.

- ❖ **Consider the currency of the course descriptions, textbooks and materials, pedagogical approaches, and use of classroom assessment techniques. Are there any existing or proposed Open Education Resources? Are there opportunities for Honors by Contract?**

Click here to enter text.

- ❖ **Note any recent changes or any proposed changes to the curriculum. Are any new courses being developed or considered? Does the curriculum reflect current trends in the discipline and workforce needs?**

Click here to enter text.

- ❖ **Curriculum Map: Show the relationship of courses in the program to the program's student learning outcomes and, if applicable, to general education student learning outcomes.**

Program Curriculum			PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	Credit Hours	NJ Gen Ed Foundation Course Category, Program, or Elective	OCC General Education Goals										
										Written and Oral Comm	Quantitative Knowledge & Skills	Scientific Knowledge & Reasoning	Technological Competency	Society & Human Behavior	Humanistic Perspective	Historical perspective	Global/Cultural	Ethical Reasoning	Info Literacy	Critical Thinking
Program Courses	HRTM 110	Intro to Hosp. Rec. and Tourism						3	Program							X				X
	BUSN 271	Principles of Management						3	Elective	X						X	X			X
	HRTM 120	Marketing for Hosp. and Tourism						3	Program	X				X				X		X
	ECON 151	Macroeconomic Principles or							GSOC					X		X				X
	ECON 152	Microeconomic Principles						3	GSOC					X		X				X
	HRTM 212	Conf, Conv, and Special Events						3	Program	X			X			X				X
	HRTM 214	Supervision and HR Management						3	Program	X				X				X		X
	CSIT 123	Integrated Office Software						3	GTEC	X			X							X
	HRTM 220	Managerial Accounting for Hosp.	X					3	Program		X									X
	Program	HRTM Program Elective						3	Elective											

Program Support/Gen Ed	STSC 150	Student Success Seminar							2	Elective						x				x	x	x	x	x
	ENGL 151	English I							3	GCOM	x											x	x	x
	ENGL 152	English II							3	GCOM	x					x							x	x
	COMM 154	Fundamentals of Public Speaking							3	GCOM														
	Elective	Any Elective							6	Elective														
	Science	Any GSCL course							4	GSCL						x								
	Mathematics	Math 156 or Higher							3	GMAT		x												
	Language	Any Gen Ed Language							3	GHUM											x			
	Language	Any Gen Ed Language							3	GHUM											x			
	Gen Ed	Any Gen Ed course							3	Gen Ed														
	HRTM Program Electives: HRTM 124, HRTM 225, HRTM 240																							
Total Credit Hours									60															Last Updated: 7/2019

Facilities and Resources

Description: Programs should have sufficient resources to support both the institution's programs of study and students' academic progress.

- ❖ **Consider the availability of computers, specialized equipment or facilities, library resources, and tutoring services. Highlight any resource needs. Is there anything peer or benchmark institutions are doing that this program would like to do or could be doing?**

[Click here to enter text.](#)

Faculty expertise

Description: Student learning experiences should be designed, delivered, and assessed by faculty who are qualified for the positions they hold and the work they do and are sufficient in number.

- ❖ **Full time faculty, and credentials, teaching core program-specific courses:**

Name, Position, Department/Specialization; Degrees and Industry Credentials

Name, Position, Department/Specialization; Degrees and Industry Credentials

Name, Position, Department/Specialization; Degrees and Industry Credentials

Name, Position, Department/Specialization; Degrees and Industry Credentials

- ❖ **What Professional Development, Orientation, or Mentoring opportunities are available for full-time and part-time faculty? Are there particular industry credential, certifications, or specializations that could be pursued through professional development or hiring?**

[Click here to enter text.](#)

- ❖ **Are there any program courses with limited instructors available or that are taught only by adjunct faculty? Note which courses and the adjuncts teaching them.**

Click here to enter text.

Program Integrity

Description: *Academic programs of study should be clearly and accurately described in official publications of the institution in a way that students are able to understand and follow degree and program requirements and expected time to completion.*

- ❖ **Examine the college catalog, brochures, policies, advertisements, and promotions related to the program; are they current and accurate?**

Click here to enter text.

5. Expanding Relationships

Description: *Program should be designed to enhance the successful achievement of students' educational goals including certificate and degree completion, transfer to other institutions, and post-completion placement.*

Connect with local and extended community supporters

- ❖ **Discuss any Advisory Committee recommendations.**

Click here to enter text.

Explore new and innovative partnerships

- ❖ **List any existing or potential articulation agreements with four-year higher education institutions, high schools, OCVTS. List any other existing or potential community partnerships.**

Click here to enter text.

Program Demand

- ❖ **Internal Demand: How does this program affect other programs at the institution, articulations agreements, or international education?**

Click here to enter text.

- ❖ **External Demand: Does the program curriculum reflect current workforce needs in terms of jobs and skills?**

Click here to enter text.

6. Summary of Recommendations

Description: Programs should consider and use assessment results for the improvement of educational effectiveness. List any recommendations related to the following sections of the report.

- ❖ **Enhance Student Learning: Results from the learning outcomes assessments, either Program Learning Outcomes or Deep Data Course Learning Outcomes.**
 -
- ❖ **Empowering Students: Co-Curricular activities, persistence, completion, and career attainment.**
 -
- ❖ **Optimize Enrollment: program enrollment, course enrollment, or pathways and workforce development.**
 -
- ❖ **Organizational Effectiveness: program effectiveness, resources and facilities, faculty, or program integrity.**
 -
- ❖ **Expanding Relationships: partnerships, articulations, the advisory council, or program need.**
 -

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Attachment 1 : Learning Outcomes Map

Course	Course Learning Outcome	Fully Met	Partially Met	Not Met
PLO 1. Recognize the management processes required to become managers and practitioners in professions that provide positive leisure experiences in areas that enrich the lives of others.				
PLO 2. Describe the management and supervisory side of business operations within the hospitality, recreation, and tourism fields.				
PLO 3. Discuss career opportunities in the hospitality, recreation, and tourism industry and the qualifications needed for entry-level positions.				
PLO 4. Identify the theories and skills needed for responsible employee management and customer/guest services, and the requirements for running a successful operation.				
PLO 5. Distinguish the special characteristics that separate hospitality, recreation, and tourism employees from other service and manufacturing businesses.				