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Assessment of Student Learning Outcomes

1. **Program Name and Contact Information of Program Assessment Coordinator:**

BS - Recreation, Hospitality, and Parks Management

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2. **Student Learning Outcomes**

In 2017 the CSU, Chico Recreation, Hospitality, and Parks Management (RHPM) Department aligned student learning outcomes (SLOs) in the core classes with the National Park and Recreation Association (NRPA) Council on Accreditation for Parks, Recreation, Tourism and Related Professions (COAPRT) standards.

RHPM Student Learning Objectives
1. Demonstrate the following entry-level knowledge: Nature and scope of the relevant park, recreation, tourism or related professions and their associated industries; the techniques and processes used by professionals and workers in these industries; and the foundation of the profession in history, science and philosophy.
1.1 Demonstrate the nature and scope of the relevant park, recreation, tourism or related professions and their associated industries.
1.2 Demonstrate the techniques and processes used by professionals and workers in these industries.
1.3 Demonstrate the foundation of the profession in history, science and philosophy.
2. Demonstrate the ability to design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.
2.1 Demonstrate the ability to **design** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.
2.2 Demonstrate the ability to **implement** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.
2.3 Demonstrate the ability to **evaluate** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.
3. Demonstrate entry-level knowledge about operations and strategic management/administration in parks, recreation, tourism and/or related professions.
3.1 Demonstrate entry-level knowledge about **operations** in parks, recreation, tourism and/or related professions.
3.2 Demonstrate entry-level knowledge about **strategic management** in parks, recreation, tourism and/or related professions.
4. Demonstrate, through a comprehensive internship of not less than 400 clock hours and no fewer than 10 weeks, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism, or related organizations.

3. Course Alignment Matrix – Core Classes (students are introduced to, and expected to master, the Student Learning Objectives in the RHPM classes listed on the top line of the matrix)

Student Learning Objectives	200	326	471	400	420	589
1.1 Demonstrate the nature and scope of the relevant park, recreation, tourism or related professions and their associated industries.	X					
1.2 Demonstrate the techniques and processes used by professionals and workers in these industries.	X		X		X	X
1.3 Demonstrate the foundation of the profession in history, science and philosophy.	X					
2.1 Demonstrate the ability to design services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.						
2.2 Demonstrate the ability to implement services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.						
2.3 Demonstrate the ability to evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.		X				
3.1 Demonstrate entry-level knowledge about operations in parks, recreation, tourism and/or related professions.				X		
3.2 Demonstrate entry-level knowledge about strategic management in parks, recreation, tourism and/or related professions.				X		
4. Demonstrate, through a comprehensive internship of not less than 400 clock hours and no fewer than 10 weeks, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism, or related organizations.						X

4. Learning Outcome(s) Assessed in AY 2021-2022

Students were assessed on all SLOs.

5. Assessment Methodology Used

To assess the SLOs from AY 2021-2022, we used embedded exams and assignments in the core courses. In each course, instructors assessed the percentage of students scoring 70% or greater on designated exams and assignments. In all cases, all students enrolled in the class were included in the reporting.

6. Assessment Results

Course Specific Learning Outcome	Course number and title.	Performance Measure	Performance levels/ metrics	Assessment Results	Evidence of Programmatic Decisions
1.1: Students shall demonstrate entry-level knowledge in the **nature and scope of the relevant park, recreation, tourism or related professions and their associated industries.**	RHPM 200 Foundations in Leisure and Recreation	Interview of a professional in the field Quizzes	70% of students will score above 70%	Fall '21 N =22 Interview: 81.8% > 70% Quiz 4: 68.2% > 70% Quiz 7: 81.8% > 70% Spring '22 N =24 Interview: 66.7% > 70% Quiz 4: 70.8% > 70% Quiz 7: 66.7% > 70%	No changes made
1.2: Students shall demonstrate entry-level knowledge in **techniques and processes used by professionals and workers in these industries.**	RHPM 200 Foundations in Leisure and Recreation	Interview of a professional in the field Quizzes	70% of students will score above 70%	Fall '21 N =22 Interview: 81.8% > 70% Quiz 4: 68.2% > 70% Quiz 7: 81.8% > 70% Spring '22 N =24 Interview: 66.7% > 70% Quiz 4: 70.8% > 70% Quiz 7: 66.7% > 70%	No changes made
1.2: Students shall demonstrate entry-level knowledge in **techniques and processes used by professionals and workers in these industries.**	RHPM 589 Internship in Parks/Recreation/Hospitality	Research investigation on an industry trend	70% of students will score above 70%	F'21 N =46 100% > 70% S'22 N =17 94% > 70%	No changes made
1.2: Students shall demonstrate entry-level knowledge in **techniques and processes used by professionals and workers in these industries.**	RHPM 471 Customer Service in Recreation Operations	3 exams - not cumulative	70% of students will score above 70%	F'21 N =24 83.4% > 70% S'22 N =14 85.7% > 70%	No changes were made.

Course Specific Learning Outcome	Course number and title	Performance Measure	Performance levels/ metrics	Assessment Results (7.02.03)	Evidence of Programmatic Decisions
1.2: Students shall demonstrate entry-level knowledge in **techniques and processes used by professionals and workers in these industries.**	RHPM 420 Recreation Budget/Finance Management	Budget	70% of students will score above 70%	Fall '21 N =33 88% > 70% S'22 N =31 90% > 70%	No changes were made.
1.3: Students shall demonstrate entry-level knowledge in the **foundation of the profession in history, science and philosophy.**	RHPM 200 Foundations in Leisure/Recreation	Interview of a professional in the field Quizzes	70% of students will score above 70%	Fall '21 N =22 Interview: 81.8% > 70% Quiz 4: 68.2% > 70% Quiz 7: 81.8% > 70% Spring '22 N =24 Interview: 66.7% > 70% Quiz 4: 70.8% > 70% Quiz 7: 66.7% > 70%	No changes made
Course Specific Learning Outcome	**Course number and title**	**Performance Measure**	**Performance levels/ metrics**	**Assessment Results (7.02.03)**	**Evidence of Programmatic Decisions**
2.1: Students shall be able to demonstrate the ability to **design** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.					Due to the pandemic and extenuating circumstances, this student learning outcome was not measured.
2.2: Students shall be able to demonstrate the ability to **implement** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.					Due to the pandemic and extenuating circumstances, this student learning outcome was not measured.

2.3: Students shall be able to demonstrate the ability to **evaluate** services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.	RHPM 326 RT and Inclusion	Research of a website	70% of students will score above 70%	F'21 N =28 78.6% > 70% S'22 N =23 73.9% > 70%	No changes made
Course Specific Learning Outcome	**Course number and title**	**Performance Measure**	**Performance levels/ metrics**	**Assessment Results**	**Evidence of Programmatic Decisions**
3.1: Students shall be able to demonstrate entry-level knowledge about **operations** in parks, recreation, tourism and/or related professions.	RHPM 400 Management of Recreation/Parks	Case Study Quizzes	70% of students will score above 70%	F'21 N =31 Case Study: 77% > 70% Quizzes: 81% > 70 S'22 N =30 Case Study: 90% > 70% Quizzes: 84% > 70	Students write their own case study New book incorporated "Making of a Manager" Students write their own case study No changes were made
3.2: Students shall be able to demonstrate entry-level knowledge about **strategic management/administration** in parks, recreation, tourism and/or related professions.	RHPM 400 Management of Recreation/Parks	Case Study Quizzes	70% of students will score above 70%	F'21 N =31 Case Study: 77% > 70% Quizzes: 81% > 70 S'22 N =30 Case Study: 90% > 70% Quizzes: 84% > 70	Students write their own case study New book incorporated "Making of a Manager" Students write their own case study No changes were made

Course Specific Learning Outcome	Course number and title	Performance Measure	Performance levels/ metrics	Assessment Results	Evidence of Programmatic Decisions
4.0: Students shall demonstrate, through a comprehensive internship of not less than 400 clock hours and no fewer than 10 weeks, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism, or related organizations.	RHPM 589 Internship in Parks/Recreation/Hospitality	Completion of internship hours, two narratives, two evaluations (self and supervisor), and evidence of a project worked on during internship	Passing internship	F'21 N =36 94.4% passing S'22 N =41 92.7% passing	No changes made

7. Analysis / Interpretation of Results

Our department continues to focus on critical thinking, writing, and oral communication, and other course-embedded indicators. Although we always seek to improve, it appears from the percentages that we have been successful in giving students the skills and knowledge to necessary to be successful in the field. Results were shared with faculty at meetings and will be shared with the National Park and Recreation Association (NRPA) Council on Accreditation for Parks, Recreation, Tourism and Related Professions (COAPRT) accreditation team.

8. Planned Program Improvement Actions Resulting from Outcomes

N/A

9. Planned Revision of Measures or Metrics

The department monitors metrics each year the four Student Learning Outcomes required by our national accrediting body, the National Park and Recreation Association (NRPA) Council on Accreditation for Parks, Recreation, Tourism and Related Professions (COAPRT). This well-established and well-documented baseline has been in place for more than two decades. Two external reviews in 2019 (WASC and COPART) provided an opportunity to consider our approach to outcomes assessment.

   a)   Planned curriculum changes for improved learning outcomes:
         The curriculum committee continues to evaluate each of the core courses and identifies student learning outcomes (SLOs). Several of the student learning outcomes were consolidated into fewer courses.
   b)   Planned Revision of Measures or Metrics:
         No changes anticipated in 2022/2023.
   c)   Planned Revisions to Program Objectives or Learning Outcomes:
         No changes anticipated in 2022/2023. Department SLOs are in line with the NRPA COAPRT standards.
   d)   Changes to Assessment Schedule:
         We will continue to assess SLOs in each class throughout the year and provide an annual report to the College as well as the NRPA accreditation board.

10. Planned Revisions to Program Objectives or Learning Outcomes

We will review our program objectives throughout the WASC accreditation cycle and the development of a new campus strategic plan. We will also continue to review and, if necessary, adjust our student learning outcomes in response to changes in the national standards of our accrediting bodies.

11. Changes to Assessment Schedule

N/A

12. Information for Next Year

Our goals for 2022/2023 are to prepare for and submit our 2028 external review by National Park and Recreation Association (NRPA) Council on Accreditation for Parks, Recreation, Tourism and Related Professions (COAPRT) and to re-evaluate the measures by which students are evaluated in each of the core classes.

We will continue to evaluate all SLOs.