Assessment: Program Review Update

Program (HOSP) - Hospitality: Hotel/Restaurant Management AS.1294

Program Catalog Summary:
Associate in Science:
SC Program: AS.1294

PROGRAM DESCRIPTION: The course of study in hospitality management includes instruction in hotel and restaurant operations designed to prepare students for various positions in the hospitality industry. What interests many prospective students in this field of study is the extraordinary range of management jobs available. In addition to operational management, graduates will be able to pursue careers in such areas as personnel, marketing, sales, finance, training, facilities management, conference management, and purchasing. Career progression is often very rapid, with companies offering very good financial and professional development packages in recognition of the major shortage of well qualified management graduates for what is one of the world's largest and fastest growing industries.

This degree is approved through the California Community College Chancellor's Office. Upon satisfactory completion of all degree requirements and filing an application for graduation with Admissions and Records, the student's transcript will reflect completion of this degree.

PROGRAM LEARNING OUTCOMES:
Upon successful completion of this degree, the student should be able to:
1. Relate customer expectations to the achievement of financial viability of the organization.
2. Practice appropriate communication skills in operational and human resource management.
3. Evaluate hospitality operations.
4. Apply quality control systems to customer service issues.
5. Apply the appropriate management/supervisory techniques to operational situations.

DEGREE REQUIREMENTS:

CORE COURSES:
BUAD 66 * Business Communications 3
CIS 1 Computer Literacy Workshop 3
CULA 50 Safety and Sanitation 2
CULA 55 Food and Beverage Cost Control 2
CULA 66 Wine with Food OR 2
CULA 73 Introduction to Wines
HOSP 10 Introduction to the Hospitality Industry 3
HOSP 20 Hospitality Operations Management 3
HOSP 35 Computer Applications in the Hosp. Industry 3
HOSP 40 Human Res. Mgmt. in the Hospitality Industry 3
HOSP 45 Restaurants, Hotels, and Lawful Management 2
HOSP 50 Hospitality Marketing, Sales and Advertising 3
HOSP 55 Customer Srvc Skills for a Multicult Workplace 3
HOSP 60 Hospitality and Financial Management 3
HOSP 65 Hospitality Supervision 3
HOSP 94 Hospitality Worksite Learning 1
*May be used to fulfill General Education requirements.

ASSOCIATE IN SCIENCE DEGREE REQUIREMENTS:

Major	39
Additional General Education	18
General Electives	3
Degree Total	60*

Fall 2018

PRIOR PROGRAM REVIEW REFLECTION (If applicable)

Term and Year of Previous Review: Fall 2015

Discuss any changes to the program as a result of the previous program review: Not mentioned in the last Program Review: Approval of an ADT for Hospitality Management; elimination of mini-certificates as advised by local employers.

Resources Received or Requested: Funding received during the last three years to promote Career Pathways to local high schools. This included promotional items, student trips to the program, and supporting local high school hospitality programs. This funding source was the statewide Sector Navigator for Retail/Hospitality based out of El Camino College.

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CURRENT PROGRAM REVIEW

Who completed this form?: Roger Gerard

Participation in completing this report: Area Faculty (list in the next box), Advisory Committee (if one exists)

Summarize participation comments: Advisory Committee: Catherine Littlefield (HR Director Red Lion Hotel); Greg Knoell (General Manager, Hilton Hotel Redding); Holly Lyter (Shasta-Trinity ROP); Ryan Manley (Manager, From the Hearth, Redding); Jeff Fremo (Culinary Arts, Central Valley High); Tessa Borquez (Catering Manager, Sheraton Redding); Delaine Smith (Culinary Arts, Central Valley High); Brad Peters (Chef/Instructor Shasta College); Roger Gerard (Hospitality Management Instructor Shasta College); Mike Mari (Dean, Shasta College)

Summarize participation comments:

2016:

https://www.dropbox.com/s/2tmwgwaon7pccr0/CULA_HOSP_Advisory_Fall_2016.docx?dl=0

• Consensus was met by the Advisory Board in terms of the need for new equipment for the program as described in the application for VTEA funding. Total projected amount was 50K. Carpeting for The Bistro was also discussed as a request in the Annual Area Plan.

• Roger Gerard covered the latest collaboration between the CSU and CCC systems with a Statewide Transfer Model Curriculum for Hospitality Management.

• New curriculum was developed to create an on-campus Customer Service course for the Culinary Arts and Hospitality Management program. (Currently HOSP 55- co-taught by Shelly Presnell and Roger Gerard)

2017:

https://www.dropbox.com/s/rn9qbzf8b1rtaz9/Advisory_minutes_11_27.docx?dl=0

• Comments from the Hospitality Advisory Board that met in Fall 2017 were uploaded to the document repository. Of importance was the recommendation of the board to eliminate five mini-certificates and the AS Food and Beverage and Lodging Management degree from the catalog. This was completed during Spring 2018. The Advisory Board agreed and voted unanimously, that a move toward the transfer degree would make a student more industry-ready, rather than offering the Gen Ed degree and mini-certificates.

Alignment with Mission: Describe how the program contributes to the Shasta College Mission:

Discuss some of the program successes and benefits to the students and/or community.: • Student employment in local area hotels and restaurants is currently up in a strong economy. The majority of my students are already working in hospitality industry related jobs. Some are planning on transfer to CSU four-year programs with the new Transfer Model Curriculum for Hospitality Management.

List each PLO and write a brief narrative summary analysis discussing outcomes for each of them.: 1) Customer Expectations: Upon successful completion of this degree, the student should be able to relate customer expectations to the achievement of financial viability of the organization.

2016-2017: Students were assessed in the CULA 55 course, Food and Beverage Cost Control, on the perception of a beer product in terms of quantity vs cost. Students responded successfully at an 89% success rate with this exam question.

2017-2018: Students in the CULA 55, Food and Beverage Cost Control Course, were given an assignment to analyze a case study that weighed the relationships and balancing between guest service, food costs, retail pricing, and labor costs. No follow-up

would be needed on this specific case as 88% percent of students responded successfully.

2) Practice appropriate communication Upon successful completion of this degree, the student should be able to practice appropriate communication skills in operational and human resource management.
2016-2017:Students responded to an online case study in the Hospitality Operations course that required them to analyze improvements in the hotel "check-in" process. The study included approaching employees not only in their communication skills, but to also work in changing existing paradigms in the workplace. The study was title in "Making Improvements" and was in Module 3 in the HOSP 20 for Spring 2017. Of those that responded, there was an 80% success rate.
2017-2018: Students successfully worked in groups to assess how to solve a guest services problem in the HOSP 55, Customer Service course employing effective communication from a management perspective. 77% of the students succeeded in achieving this Program Learning Outcome. They were able to see how language skills are an integral part of how to effectively solve a guest problem from the line-level and management perspectives.

3) Evaluate hospitality operations. Upon successful completion of this degree, the student should be able to evaluate hospitality operations.

 2016-2017: Students evaluated the effectiveness of a Hospitality Organization that did not use credit card services, but only took cash as a source of revenue. This case study question was covered in the HOSP 60, Hospitality and Financial Management course during Spring 2017. 81% of the students responded successfully to this study question.

2017-2018: Students evaluated the effectiveness of a restaurant in the Bay Area that did not use credit card services, but only took cash as a source of revenue. They also compared it to another concept that exclusively took credit and cash. This case study question was covered in the HOSP 60, Hospitality and Financial Management course during Spring 2018. 88% of the students responded successfully to this study question, which was offered in an online discussion forum.
4) Apply quality control : Upon successful completion of this degree, the student should be able to apply quality control systems to customer service issues .

2016-2017: Students in the HOSP 60, Financial Management course had to analyze how a merchant fee can impact the bottom line of a hospitality organization. What might be a way to reduce fees to a merchant service provider? 75% of the students responded successfully.

2017-2018: Students in the HOSP 55, Customer Service Course assessed why the genuine care and comfort of customers should be the highest mission in a diverse customer service workplace. Students contributed their thoughts in this capstone topic on how caring and comfort can affect repeat business. Students responded with 100% accuracy in their respective interpretations with this written assignment.

5) Apply the appropriate: Upon successful completion of this degree, the student should be able to apply the appropriate management/supervisory techniques to operational situations.

2016-2017: Students were required to analyze and discuss a potential staffing guideline for a front office manager's position in a new hotel. More than 70% of student participants responded successfully.

2017-2018: Students in the HOSP 65, Supervision course were asked how using both Theory X and Theory Y management styles could be applied to a specific case study. Students responded to this written assignment with 86% accuracy.

Overall PLO comparisons between 2016-2017 and 2017-2018 revealed that success rates of 70% or above.

Describe how this program supports a transfer pathway to CSU or UC.: The new ADT in Hospitality Management will support transfer to the CSU system. Shasta College ADT is located in document repository in TracDat.
Specify Labor Market Demand (for CTE programs): See Program Data Analysis below.
PROGRAM DATA ANALYSIS
Program Effectiveness: Program Effectiveness: Consider the number of degrees or certificates earned and any associated trends such as other degrees that compete, or complement. Discuss factors impacting program enrollment and retention. CULA/HOSP-2015-2018 (S)- 31 AS Degrees declared.
Program Effectiveness (CTE): Launchboard data for 2016 stated that there 30% full-time students in the program and that most students were not continuously enrolled. This can be typical of students who are currently employed in a strong market economy.
There were 19 transfers to 4 year institutions in 2016.

73% of the students were employed one year after the program.
Students were employed primarily as First line supervisors, food preparation workers, food service managers, and lodging managers.
Students who moved on to four-year degrees could attain positions as meeting, convention, and event planners
54% of the students attained the regional living wage for a single individual.
Completers started at $27,532. Skills builders started at $28,900.
Course Success Rates: Course Success and Retention Rates:

CULA/HOSP	2015-2016		2016-2017		2017-2018	
Success	F-69.62%	S-71.63%	F-67.66%	S-68.90%	F-67.97%	S-68.81%

Comments: Factors influencing success rates are late start online courses where students sign up for financial aid reasons and do not complete course. Also a strong economy is forcing some students to not complete courses or degrees due to work hours.
Course Retention Rates: Course Success and Retention Rates:

CULA/HOSP	2015-2016		2016-2017		2017-2018	
Retention	F-90.82%	S-90.54%	F-88.59%	S-90.85%	F-85.29%	S-81.35%

Comments: Retention rates are above the 80% benchmark.
Course Enrollments: Other data indications for program improvement: High and Low Enrolled Classes- 2015-2018
High- Usually 20 or above
CULA 45-Basic Food Production
CULA 48- Gourmet Cuisine
CULA 49-Menu Planning
CULA 50- Sanitation and Safety
CULA 55- Food and Beverage Cost Control
CULA 60-Beverage Management
CULA 66- Wine with Food
CULA 73- Introduction to Wine
CULA 75-Pastry
CULA 159-Stocks, Soups, and Sauces
CULA 161-Garde Manger
CULA 172-Baking
HOSP 10-Introduction to Hospitality
HOSP 20-Hospitality Operations
HOSP 35- Computer Applications and Hospitality
HOSP 50-Marketing, Sales, and Advertising
HOSP 60- Hospitality and Financial Management
HOSP 65- Supervision

Lower enrolled (Sometimes below 20)
CULA 46- Advanced Cuisine
CULA 65- Dining Room Service
CULA 74-Deactivated- Winemaking I
CULA 76-Deactivated- Winemaking II
CULA 78-Deactivated- Sensory Evaluation of Wine
HOSP 40- Human Resources Management
HOSP 45- Restaurants, Hotels, and Lawful Management
HOSP 55- Customer Service- New Course in Program cycle

Program Awards-
CULA/HOSP- 2015-2018 (S)- 31 AS Degrees declared
Replicating community college programs north of Sacramento?: - Santa Rosa Junior College, and College of the Redwoods offer Hospitality Management AS Degree programs.
CSU and UC Transfer impact analysis:: N/A
Influence on related programs and services:
Specific additional program reflections: Offerings of online courses have kept enrollments steady over the years, particularly in a compressed format. Unsure of how the new online college would fit with some of what we offer. The new college is supposed to differ from CCC's Online Education Initiative (OEI) in that it allow nontraditional students and those displaced by changes in the economy to navigate a course of study that best meets their needs and fits in with their work schedule. This is something that

we already offer.

Equity: Culinary Arts Gender
2016-2018- Range - 61.74% to 63.37% Female students; Male- 36.63% to 37.58%

Hospitality Management Gender
2016-2018- Range - 59.50% to 65.38% Female students; Male- 34.62% to 40.50%

Culinary Arts Ethnicity
2016-2018- White is the largest % of students at 70.43%. Hispanic is 11.20%. Black or African American may be underrepresented at 1.18%.

Hospitality Management Ethnicity
2016-2018- White is the largest % of students at 68.5%. Hispanic is 10.46%. Black or African American may be underrepresented at about 3.2%.

Data on ethnicity and gender has remained stable of over the years with more female students in the program than male. Ethnicity has been primarily Caucasian with Hispanic as the next represented group. Attracting more diversity would depend on the college's marketing efforts, which could include out of state with an online venue or statewide where Hospitality Management online is not currently offered.

CURRICULUM

Review of courses with prerequisites: There are no course prerequisites for the Hospitality Management degree.

Challenges to offering key courses: Course enrollments for CULA 66, Wine with Food, and CULA 73, Introduction to Wine have been becoming smaller since the last Program Review. CULA 73 is offered in the Spring Semester and CULA 66 is offered in the Fall semester. Production in the CULA 48, Gourmet Food Production, supports the curriculum of CULA 66. When CULA 66 has been canceled due to lower enrollments, the instructor for CULA 48 was still able to deliver the objectives for the course. I would recommend deactivation of CULA 73 and CULA 66, as the wine program certificate has been deactivated, and these two courses are the only ones remaining. Both CULA 66 and CULA 73 are listed in the AS Degree for Hospitality Management, as either/or alternatives. Since both are two units, I recommend replacing them with a 2-unit elective starting in Fall 2019. These courses are not a requirement for the AS Degree "Culinary Arts Emphasis" or for the new Hospitality Management ADT.
Course changes: CULA 55, Food and Beverage Cost Control was changed to a three unit course to align with C-ID and the Hospitality Management Transfer Model Curriculum. Other courses in the program have kept pace with textbook and course outline updates.

SUMMARY

Changes or improvements needed based on the analysis above: Eliminate wine courses from the Hospitality Management degree.
As of Spring 2019, Mike Mari, Susan Wyche, and I met with Josh Sweigert, the newly assigned Deputy Sector Navigator for Retail/Hospitality for the North/Far North region. This newly assigned position is based out of Lake Tahoe Community College. He concluded that in this strong economy, he would like to assist with recruiting and marketing efforts for the the Culinary Arts and Hospitality Management program. Also strengthening our ties with local industry will be a goal.
Note any resources you intend to request through the Area Planning process to improve the program.: Carpet replacement in The Bistro dining room has been requested for three consecutive years. It could eventually become a safety issue. It was installed 14 years ago.
Other information/reflections on the program: Students are taking both Hospitality Management and Culinary Arts AS degrees, as there is only 6 courses different between the two degrees. This ability has made them more prepared at their current employer or more employable going into the workplace.
Conclusion: The program has been successful in attracting students in a 10,000 sq. mile area due to its online format. A weakness, which has remained unsolved, is the amount of drops that occur in the late start courses. The reasons for some of the students signing up for these courses is not to necessarily take the program but need the units for financial aid or other personal reasons.It has been an ongoing challenge which has been discussed, but without solution.

BELOW TO BE COMPLETED BY THE PROGRAM REVIEW COMMITTEE

Date: 04/03/2019
Recommended Action: The PRC recommends this program continue without qualification.
Summary of Findings: The PRC recommends this program continue without qualification. The program has a 3-year average of 3 completers (2014/15 to 2017/18) with five (5) earned in 2017/18. According to their fall 2018 Program Review Report, several small unit certificates were eliminated, some curriculum slated for discontinuance, and new curriculum added. They have strong Advisory Board relations as well as specific Sector Navigator support suggesting they are managing their curriculum in support of

current market conditions for the program.   The 5-year average success rate for all degree classes is 64.95%, which is below the Institution-set Standard of 70%. Retention rates show a five-year average of 85.83% for classes in the degree. Enrollments shows an average of 27.15 for the same five-year period. There has been a -6.25% decrease in enrollments from 1534 in year 2013/14 to 1438 in year 2017/18. There has been a 1.75% increase in sections for the same time period from 57 to 58. The PLO's have been mapped to ISLO's, and SLO's to PLO's and ISLO's.

The PRC recognizes the effort of the faculty in writing their program review report and support their efforts in maintaining up-to-date programming and relevant curriculum to address changing student enrollment patterns and market conditions. They are commended for their Advisory Board documentation, statewide efforts, and collaboration in support of students in the tri-counties service area.

The PRC recommends the following:
•   Continue to monitor enrollments and reasons for student drops in late starting classes per your program review analysis.
•   Continue to work with the Sector Navigator and Advisory Committee for marketing the completion of the degree.
•   Continue your effort toward improved success rates as we see that there has been positive momentum (e.g. from 62.40% in fall 2013 to 66.02% in fall 2017).

Date summary sent to program faculty and/or counselors: 04/23/2019
Program faculty response: Per faculty, Roger Gerard, they will proceed with the recommendations. Counselors, Sue Loring and Carolyn Borg, support the PRC findings.
Date summary sent to College Council: 05/14/2019
Date reviewed by College Council: 05/21/2019
College Council response or additional action: CC acknowledged review of PR.
Superintendent/President response/additional action: N/A.

Course Statistics

Acyr / Term

Subject	Course Name		2013-14		2014-15		2015-16		2016-17		2017-18	
			2013F	2014S	2014F	2015S	2015F	2016S	2016F	2017S	2017F	2018S
BUAD	BUAD-66	# Sections	2	2	5	2	5	2	5	2	2	2
		Census Enrollment	64	68	95	63	83	57	71	59	66	69
		Capacity	65	65	130	65	140	65	143	70	70	65
		Avg. Fill Rate	98.8%	103.8%	64.0%	96.9%	54.6%	87.1%	46.4%	84.3%	94.3%	106.9%
		Ftes	6.4	6.8	9.5	6.3	8.3	5.7	7.1	5.9	6.6	6.9
		Ftef	0.40	0.40	0.60	0.40	0.54	0.40	0.60	0.40	0.40	0.40
		Ftes/Ftef	16.0	17.0	15.8	15.8	15.4	14.3	11.9	14.8	16.5	17.3
		Weekly Contact Hrs	195	207	288	192	251	174	216	182	204	213
CIS	CIS-1	# Sections	14	19	15	21	19	30	16	29	15	20
		Census Enrollment	378	515	397	501	428	677	444	703	418	502
		Capacity	414	493	418	563	458	628	468	598	423	494
		Avg. Fill Rate	91.2%	115.2%	97.5%	96.4%	95.6%	125.7%	106.1%	143.6%	107.9%	110.9%
		Ftes	42.7	60.0	41.6	56.4	45.2	75.7	46.7	74.8	44.3	53.2
		Ftef	3.39	4.60	3.39	3.87	3.39	3.63	3.39	3.39	3.15	3.15
		Ftes/Ftef	12.6	13.1	12.3	14.6	13.3	20.8	13.8	22.1	14.1	16.9
		Weekly Contact Hrs	1,532	2,075	1,619	1,999	1,717	2,571	1,784	2,463	1,677	1,960
CULA	CULA-50	# Sections	2	2	2	2	2	2	2	2	2	2
		Census Enrollment	70	66	72	72	67	63	69	63	63	45
		Capacity	80	80	78	80	75	80	75	80	75	80
		Avg. Fill Rate	87.5%	82.5%	92.2%	90.0%	89.8%	78.8%	92.5%	78.8%	83.8%	56.3%
		Ftes	4.7	4.4	4.8	4.8	4.5	4.2	4.6	4.2	4.2	3.0
		Ftef	0.27	0.27	0.27	0.27	0.27	0.27	0.27	0.27	0.27	0.27
		Ftes/Ftef	17.6	16.5	18.0	18.0	16.8	15.8	17.3	15.8	15.8	11.3
		Weekly Contact Hrs	142	134	146	146	136	128	140	127	128	91
	CULA-55	# Sections		1		1		1		1		1
		Census Enrollment		35		30		19		36		34
		Capacity		40		30		40		40		40
		Avg. Fill Rate		87.5%		100.0%		47.5%		90.0%		85.0%
		Ftes		2.3		2.0		1.3		2.4		2.3
		Ftef		0.13		0.13		0.13		0.13		0.13
		Ftes/Ftef		17.5		15.0		9.5		18.0		17.1
		Weekly Contact Hrs		72		62		38		74		70
	CULA-66	# Sections	1				1		1			
		Census Enrollment	21				20		17			
		Capacity	25				25		25			
		Avg. Fill Rate	84.0%				80.0%		68.0%			
		Ftes	1.4				1.3		1.1			
		Ftef	0.13				0.13		0.13			
		Ftes/Ftef	10.5				10.0		8.5			
		Weekly Contact Hrs	42				40		34			
	CULA-73	# Sections		1				1		1		1
		Census Enrollment		24				17		12		19
		Capacity		30				30		30		30
		Avg. Fill Rate		80.0%				56.7%		40.0%		63.3%
		Ftes		1.6				1.1		0.8		1.3
		Ftef		0.13				0.13		0.13		0.13

Sections, Census Enrollment, Capacity, Avg. Fill Rate, Ftes, Ftef, Ftes/Ftef and Weekly Contact Hrs broken down by Acyr and Term (XWFRDwCurrent (Xwfr_DW)) vs. Subject and Course Name (XWFRDwCurrent (Xwfr_DW)). The data is filtered on Division, Course Name, Location Desc, Exted Flag, Gender, Ethnicity and Age In Term (group). The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Course Name filter keeps 15 of 1,026 members. The Location Desc filter excludes Null and Redding - Off Campus. The Exted Flag filter keeps Null, N and Y. The Gender filter keeps Unknown, Female and Male. The Ethnicity filter keeps 9 of 9 members. The Age In Term (group) filter keeps multiple members. The view is filtered on Acyr, Subject and Term (XWFRDwCurrent (Xwfr_DW)). The Acyr filter keeps 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. The Subject filter keeps 87 of 94 members. The Term (XWFRDwCurrent (Xwfr_DW)) filter keeps 12 of 31 members.

Course Statistics

Subject	Course Name		2013-14		2014-15		2015-16		2016-17		2017-18	
			2013F	2014S	2014F	2015S	2015F	2016S	2016F	2017S	2017F	2018S
CULA	CULA-73	Ftes/Ftef		12.0				8.5		6.0		9.5
		Weekly Contact Hrs		48				34		24		38
HOSP	HOSP-10	# Sections	1	1	1	1	1	1	1	1	1	1
		Census Enrollment	36	36	36	25	38	25	41	23	27	27
		Capacity	40	40	40	40	40	40	40	40	40	40
		Avg. Fill Rate	90.0%	90.0%	90.0%	62.5%	95.0%	62.5%	102.5%	57.5%	67.5%	67.5%
		Ftes	3.6	3.6	3.6	2.5	3.8	2.5	4.1	2.3	2.7	2.7
		Ftef	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20
		Ftes/Ftef	18.0	18.0	18.0	12.5	19.0	12.5	20.5	11.5	13.5	13.5
		Weekly Contact Hrs	111	111	111	77	117	77	127	71	83	83
	HOSP-20	# Sections		1		1		1		1		1
		Census Enrollment		21		39		28		35		23
		Capacity		35		40		40		40		40
		Avg. Fill Rate		60.0%		97.5%		70.0%		87.5%		57.5%
		Ftes		2.1		3.9		2.8		3.5		2.3
		Ftef		0.20		0.20		0.20		0.20		0.20
		Ftes/Ftef		10.5		19.5		14.0		17.5		11.5
		Weekly Contact Hrs		65		120		86		108		71
	HOSP-35	# Sections	1		1		1		1		1	
		Census Enrollment	28		25		23		24		23	
		Capacity	40		40		40		40		40	
		Avg. Fill Rate	70.0%		62.5%		57.5%		60.0%		57.5%	
		Ftes	2.8		2.5		2.3		2.4		2.3	
		Ftef	0.20		0.20		0.20		0.20		0.20	
		Ftes/Ftef	14.0		12.5		11.5		12.0		11.5	
		Weekly Contact Hrs	86		77		71		74		71	
	HOSP-40	# Sections		1		1		1		1		1
		Census Enrollment		33		13		15		11		14
		Capacity		40		40		40		40		40
		Avg. Fill Rate		82.5%		32.5%		37.5%		27.5%		35.0%
		Ftes		3.3		1.3		1.5		1.1		1.4
		Ftef		0.20		0.20		0.20		0.20		0.20
		Ftes/Ftef		16.5		6.5		7.5		5.5		7.0
		Weekly Contact Hrs		102		40		46		34		43
	HOSP-45	# Sections	1		1		1		1		1	
		Census Enrollment	30		18		10		17		20	
		Capacity	40		40		40		40		40	
		Avg. Fill Rate	75.0%		45.0%		25.0%		42.5%		50.0%	
		Ftes	2.0		1.2		0.7		1.1		1.3	
		Ftef	0.13		0.13		0.13		0.13		0.13	
		Ftes/Ftef	15.0		9.0		5.0		8.5		10.0	
		Weekly Contact Hrs	93		37		21		35		41	
	HOSP-50	# Sections	1		1		1		1		1	
		Census Enrollment	33		31		27		31		21	
		Capacity	40		40		40		40		40	
		Avg. Fill Rate	82.5%		77.5%		67.5%		77.5%		52.5%	

Sections, Census Enrollment, Capacity, Avg. Fill Rate, Ftes, Ftef, Ftes/Ftef and Weekly Contact Hrs broken down by Acyr and Term (XWFRDwCurrent (Xwfr_DW)) vs. Subject and Course Name (XWFRDwCurrent (Xwfr_DW)). The data is filtered on Division, Course Name, Location Desc, Exted Flag, Gender, Ethnicity and Age In Term (group). The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Course Name filter keeps 15 of 1,026 members. The Location Desc filter excludes Null and Redding - Off Campus. The Exted Flag filter keeps Null, N and Y. The Gender filter keeps Unknown, Female and Male. The Ethnicity filter keeps 9 of 9 members. The Age In Term (group) filter keeps multiple members. The view is filtered on Acyr, Subject and Term (XWFRDwCurrent (Xwfr_DW)). The Acyr filter keeps 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. The Subject filter keeps 87 of 94 members. The Term (XWFRDwCurrent (Xwfr_DW)) filter keeps 12 of 31 members.

Course Statistics

Acyr / Term

Subject	Course Name		2013-14		2014-15		2015-16		2016-17		2017-18	
			2013F	2014S	2014F	2015S	2015F	2016S	2016F	2017S	2017F	2018S
HOSP	HOSP-50	Ftes	3.3		3.1		2.7		3.1		2.1	
		Ftef	0.20		0.20		0.20		0.20		0.20	
		Ftes/Ftef	16.5		15.5		13.5		15.5		10.5	
		Weekly Contact Hrs	102		96		83		96		65	
	HOSP-55	# Sections									1	
		Census Enrollment									20	
		Capacity									35	
		Avg. Fill Rate									57.1%	
		Ftes									2.0	
		Ftef									0.20	
		Ftes/Ftef									10.0	
		Weekly Contact Hrs									60	
	HOSP-60	# Sections		1		1		1		1		1
		Census Enrollment		37		30		36		29		11
		Capacity		40		40		40		40		40
		Avg. Fill Rate		92.5%		75.0%		90.0%		72.5%		27.5%
		Ftes		3.7		3.0		3.6		2.9		1.1
		Ftef		0.20		0.20		0.20		0.20		0.20
		Ftes/Ftef		18.5		15.0		18.0		14.5		5.5
		Weekly Contact Hrs		114		93		111		89		34
	HOSP-65	# Sections	1		1		1		1		1	
		Census Enrollment	31		26		23		27		27	
		Capacity	40		40		40		40		40	
		Avg. Fill Rate	77.5%		65.0%		57.5%		67.5%		67.5%	
		Ftes	3.1		2.6		2.3		2.7		2.7	
		Ftef	0.20		0.20		0.20		0.20		0.20	
		Ftes/Ftef	15.5		13.0		11.5		13.5		13.5	
		Weekly Contact Hrs	96		80		71		83		83	
Grand Total		# Sections	24	29	27	30	32	40	29	39	25	30
		Census Enrollment	691	835	700	773	719	937	741	971	685	744
		Capacity	784	863	826	898	898	1,003	911	978	803	869
		Avg. Fill Rate	84.1%	88.2%	74.2%	81.3%	69.2%	72.9%	73.7%	75.7%	70.9%	67.8%
		Ftes	70.0	87.9	68.9	80.2	71.1	98.4	73.0	97.9	68.3	74.1
		Ftef	5.12	6.33	5.19	5.47	5.26	5.36	5.32	5.12	4.95	4.88
		Ftes/Ftef	13.7	13.9	13.3	14.7	13.5	18.3	13.7	19.1	13.8	15.2
		Weekly Contact Hrs	2,399	2,928	2,454	2,729	2,507	3,265	2,589	3,172	2,412	2,603

Sections, Census Enrollment, Capacity, Avg. Fill Rate, Ftes, Ftef, Ftes/Ftef and Weekly Contact Hrs broken down by Acyr and Term (XWFRDwCurrent (Xwfr_DW)) vs. Subject and Course Name (XWFRDwCurrent (Xwfr_DW)). The data is filtered on Division, Course Name, Location Desc, Exted Flag, Gender, Ethnicity and Age In Term (group). The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Course Name filter keeps 15 of 1,026 members. The Location Desc filter excludes Null and Redding - Off Campus. The Exted Flag filter keeps Null, N and Y. The Gender filter keeps Unknown, Female and Male. The Ethnicity filter keeps 9 of 9 members. The Age In Term (group) filter keeps multiple members. The view is filtered on Acyr, Subject and Term (XWFRDwCurrent (Xwfr_DW)). The Acyr filter keeps 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. The Subject filter keeps 87 of 94 members. The Term (XWFRDwCurrent (Xwfr_DW)) filter keeps 12 of 31 members.

Success/Retention Tables

Subject	Course Name		2013-14		2014-15		2015-16		2016-17		2017-18
			2013F	2014S	2014F	2015S	2015F	2016S	2016F	2017S	2017F
BUAD	BUAD-66	Avg Seats per Section	35.00	38.00	20.60	34.50	20.60	32.50	14.20	37.50	33.50
		Success Rate	77.42%	63.24%	66.32%	65.08%	67.06%	55.93%	57.75%	55.93%	69.49%
		RetentionRate	90.32%	80.88%	82.11%	88.89%	82.35%	69.49%	77.46%	76.27%	83.05%
CIS	CIS-1	Avg Seats per Section	30.93	30.26	30.60	27.19	25.21	24.40	29.88	25.55	30.00
		Success Rate	65.60%	69.51%	64.74%	71.46%	71.59%	74.85%	70.76%	77.92%	73.09%
		RetentionRate	90.13%	93.20%	88.66%	91.82%	91.92%	91.32%	85.71%	95.38%	88.64%
CULA	CULA-50	Avg Seats per Section	42.00	39.50	42.00	41.00	37.50	36.50	38.00	34.00	33.00
		Success Rate	61.43%	46.15%	56.94%	52.78%	62.69%	55.56%	53.62%	54.10%	64.29%
		RetentionRate	91.43%	83.08%	90.28%	86.11%	91.04%	85.71%	85.51%	85.25%	80.36%
	CULA-55	Avg Seats per Section		38.00		32.00		22.00		34.00	
		Success Rate		74.29%		66.67%		63.16%		64.52%	
		RetentionRate		97.14%		73.33%		94.74%		96.77%	
	CULA-66	Avg Seats per Section	24.00				24.00		18.00		
		Success Rate	71.43%				65.00%		76.47%		
		RetentionRate	85.71%				75.00%		94.12%		
	CULA-73	Avg Seats per Section		33.00				20.00		15.00	
		Success Rate		54.17%				88.24%		91.67%	
		RetentionRate		87.50%				88.24%		100.00%	
HOSP	HOSP-10	Avg Seats per Section	38.00	42.00	42.00	28.00	39.00	28.00	42.00	25.00	31.00
		Success Rate	52.78%	61.11%	52.78%	64.00%	60.53%	68.00%	78.05%	65.22%	56.00%
		RetentionRate	88.89%	94.44%	86.11%	96.00%	97.37%	92.00%	95.12%	95.65%	88.00%
	HOSP-20	Avg Seats per Section		22.00		40.00		31.00		33.00	
		Success Rate		61.90%		25.64%		57.14%		59.26%	
		RetentionRate		85.71%		64.10%		92.86%		85.19%	
	HOSP-35	Avg Seats per Section	32.00		27.00		26.00		25.00		40.00
		Success Rate	39.29%		52.00%		52.17%		33.33%		50.00%
		RetentionRate	89.29%		96.00%		78.26%		87.50%		70.83%
	HOSP-40	Avg Seats per Section		39.00		15.00		18.00		11.00	
		Success Rate		57.58%		84.62%		93.33%		63.64%	
		RetentionRate		90.91%		100.00%		93.33%		72.73%	
	HOSP-45	Avg Seats per Section	38.00		23.00		14.00		21.00		32.00
		Success Rate	36.67%		55.56%		80.00%		76.47%		65.00%
		RetentionRate	83.33%		88.89%		90.00%		82.35%		85.00%
	HOSP-50	Avg Seats per Section	37.00		33.00		31.00		35.00		32.00
		Success Rate	39.39%		48.39%		62.96%		54.84%		66.67%
		RetentionRate	78.79%		87.10%		88.89%		83.87%		85.71%
	HOSP-55	Avg Seats per Section									19.00
		Success Rate									57.89%
		RetentionRate									68.42%
	HOSP-60	Avg Seats per Section		39.00		33.00		37.00		30.00	
		Success Rate		29.73%		33.33%		50.00%		65.38%	
		RetentionRate		81.08%		63.33%		72.22%		88.46%	
	HOSP-65	Avg Seats per Section	35.00		27.00		24.00		30.00		28.00
		Success Rate	80.00%		92.31%		65.22%		81.48%		77.78%
		RetentionRate	96.67%		92.31%		91.30%		96.30%		100.00%
Grand Total		Avg Seats per Section	34.66	35.64	30.65	31.34	26.81	27.71	28.12	27.23	30.94
		Success Rate	58.22%	57.52%	61.13%	57.95%	65.25%	67.36%	64.75%	66.40%	64.47%
		RetentionRate	88.28%	88.22%	88.93%	82.95%	87.35%	86.66%	87.55%	88.41%	83.34%

Avg Seats per Section, Success Rate and RetentionRate broken down by Acyr and Term vs. Subject and Course Name. The data is filtered on Division, Location Desc, Exted Flag, Gender, Ethnicity and Age In Term (group). The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Location Desc filter excludes Null and Redding - Off Campus. The Exted Flag filter keeps Null, N and Y. The Gender filter keeps Unknown, Female and Male. The Ethnicity filter keeps 9 of 9 members. The Age In Term (group) filter keeps multiple members. The view is filtered on Acyr, Subject and Course Name. The Acyr filter keeps 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. The Subject filter keeps 87 of 94 members. The Course Name filter keeps 15 of 1,026 members.

Success/Retention Tables

Subject	Course Name		2017-18 2018S	5 Yr Avg
BUAD	BUAD-66	Avg Seats per Section	36.00	30.24
		Success Rate	68.12%	64.63%
		RetentionRate	94.20%	82.50%
CIS	CIS-1	Avg Seats per Section	26.80	28.08
		Success Rate	79.37%	71.89%
		RetentionRate	91.87%	90.87%
CULA	CULA-50	Avg Seats per Section	27.50	37.10
		Success Rate	73.91%	58.15%
		RetentionRate	80.43%	85.92%
	CULA-55	Avg Seats per Section	35.00	32.20
		Success Rate	64.71%	66.67%
		RetentionRate	82.35%	88.87%
	CULA-66	Avg Seats per Section		22.00
		Success Rate		70.97%
		RetentionRate		84.94%
	CULA-73	Avg Seats per Section	22.00	22.50
		Success Rate	94.74%	82.20%
		RetentionRate	94.74%	92.62%
HOSP	HOSP-10	Avg Seats per Section	36.00	35.10
		Success Rate	70.37%	62.88%
		RetentionRate	85.19%	91.88%
	HOSP-20	Avg Seats per Section	26.00	30.40
		Success Rate	43.48%	49.49%
		RetentionRate	65.22%	78.62%
	HOSP-35	Avg Seats per Section		30.00
		Success Rate		45.36%
		RetentionRate		84.38%
	HOSP-40	Avg Seats per Section	15.00	19.60
		Success Rate	85.71%	76.98%
		RetentionRate	100.00%	91.39%
	HOSP-45	Avg Seats per Section		25.60
		Success Rate		62.74%
		RetentionRate		85.92%
	HOSP-50	Avg Seats per Section		33.60
		Success Rate		54.45%
		RetentionRate		84.87%
	HOSP-55	Avg Seats per Section		19.00
		Success Rate		57.89%
		RetentionRate		68.42%
	HOSP-60	Avg Seats per Section	13.00	30.40
		Success Rate	54.55%	46.60%
		RetentionRate	72.73%	75.57%
	HOSP-65	Avg Seats per Section		28.80
		Success Rate		79.36%
		RetentionRate		95.32%
Grand Total		Avg Seats per Section	26.37	29.92
		Success Rate	70.55%	63.45%
		RetentionRate	85.19%	86.70%

Avg Seats per Section, Success Rate and RetentionRate broken down by Acyr and Term vs. Subject and Course Name. The data is filtered on Division, Location Desc, Exted Flag, Gender, Ethnicity and Age In Term (group). The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Location Desc filter excludes Null and Redding - Off Campus. The Exted Flag filter keeps Null, N and Y. The Gender filter keeps Unknown, Female and Male. The Ethnicity filter keeps 9 of 9 members. The Age In Term (group) filter keeps multiple members. The view is filtered on Acyr, Subject and Course Name. The Acyr filter keeps 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. The Subject filter keeps 87 of 94 members. The Course Name filter keeps 15 of 1,026 members.

SC Internal Awards - Data As of 09/24/2018 PEAT

Award Type	Division	Program Co..	Title	Academic Year		
				2014-15	2015-16	2017-18
Grand Total				3	1	5
Associate of Science..	PEAT	AS.1294	AS Hospitality - Hotel/Restaur..	3	1	5

Count of Acad Person Id broken down by Academic Year vs. Award Type, Division, Program Code and Title. The data is filtered on Major, Age Group, Gender and Ethnicity. The Major filter keeps 83 of 60 members. The Age Group filter keeps 7 of 7 members. The Gender filter keeps F, M and NULL. The Ethnicity filter keeps 9 of 9 members. The view is filtered on Division, Program Code and Award Type. The Division filter keeps ACSS, BAITS, HSUP, PEAT and SLAM. The Program Code filter keeps AS.1294. The Award Type filter keeps 8 of 7 members.