

Assessment: Program Review Update

Program (HOSP) - Hospitality: Hotel/Restaurant Management Cert CL.3242

Program Catalog Summary:

Hospitality – Hotel/Restaurant

Management Concentration Certificate:

SC Program: CL.3242

PROGRAM DESCRIPTION: This certificate is designed to prepare students for careers in the hospitality field associated with food and beverage management, lodging, and tourism. Hands-on worksite learning gives the student additional experience in the field.

This is a locally approved certificate. Upon satisfactory completion of the listed requirements and application for completion of the certificate to Admissions and Records, the student will receive a certificate of completion. This certificate program is not approved through the California Community College Chancellor's Office; therefore, completion of the certificate will not be listed on the student's transcript.

PROGRAM LEARNING OUTCOMES:

Upon successful completion of this certificate, the student should be able to:

1. Define the concept of service and train others to meet and exceed guest expectations, in any hospitality industry environment.
2. Define the main departments within a full-service hotel and their functions, and describe how each department works together to ensure the overall objective is met.
3. Describe computer applications commonly used in the hospitality industry.
4. Describe the nature of, and be able to effectively function in, this dynamic physically demanding environment.
5. Describe motivational techniques that management can employ to improve employee performance in a hospitality operation.

GAINFUL EMPLOYMENT INFORMATION: For information about our graduation rates, the median debt of students who completed this certificate, and other important information, please visit our website at www.shastacollege.edu/specs_hosp_hotelmanagecert_gainfulemployment/.

CERTIFICATE REQUIREMENTS:

BUAD 80 Principles of Customer Service 3

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 Resource Mgmt. in the Hosp. Industry 3

HOSP 94 Hospitality Worksite Learning 1

TOTAL UNITS FOR CERTIFICATE 16

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: No changes have been made to this certificate. 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. They include: HOSP 10, Introduction to the Hospitality Industry , HOSP 20 Hospitality Operations Management, HOSP 35, Computer Applications in the Hosp. Industry , HOSP 40, Human Resource Mgmt. in the Hosp. Industry , HOSP 55, Customer Service Skills for a Multicultural Workplace and HOSP 94, Hospitality Worksite Learning. No changes have been made to this certificate or courses.

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: These are comments related to the AS Degree 1294. Since the AS shares courses with the certificate, the comments are listed below.

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)

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). This course is in the AS Degree and the Certificate.

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. The remaining 16 unit certificate is a step towards the AS Degree.

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 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. In terms of the certificate, it can serve as a stepping-stone for students to move into the AS or ADT degree.

List each PLO and write a brief narrative summary analysis discussing outcomes for each of them.: 1. Define the concept of service Upon successful completion of this degree, the student should be able to define the concept of service and how one meets and exceed guest expectations, in any hospitality industry environment.

Quiz/Exam - In Course Online Course Exam.

Students completed this SLO during Spring 2017, as a discussion forum question. Of those that participated, 86% were successful. No changes would be made to this PLO, as meeting and exceeding expectations are an integral part of service in the hospitality industry. (07/25/2018)

2. Define the main departments Upon successful completion of this degree, the student should be able to define the main departments within a full-service hotel and their functions, and describe how each department works together to ensure the overall objective is met. Quiz/Exam - In Course Online course examination.

This question was posed as a discussion question in the HOSP 20, Hospitality Operations course in a case study discussion forum. Of those students that responded, 92% were successful in describing the the departments and their relationships in a lodging operation.

Application of Results No changes for improvement in this PLO. (07/25/2018)

3. Demanding Work Environment Upon successful completion of this degree, the student should be able to describe the nature of a physically demanding work environment in the Hospitality industry.

Quiz/Exam - In Course Written examination in an online course.

This question was posed in the HOSP 40, Human Resources Management course, in the context of a forum that focused on multi-tasking in a fast-paced food and beverage operation. Of those that responded, 95% were successful. No changes necessary for this PLO. (07/25/2018)

4. Describe motivational techniques Upon successful completion of this degree, the student should be able to describe motivational techniques that management can employ to improve employee performance in a hospitality operation.

Quiz/Exam - In Course Written examination in an online course.

This concept was discussed as a discussion forum in HOSP 40, comparing Theory X and Theory Y management styles. Of those students that responded, 83% were successful. No changes necessary for this PLO. (07/25/2018)

PLOs for this certificate were not entered prior to 2017-2018.

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. Courses within the certificate are a pathway to the AS or ADT degrees.

Specify Labor Market Demand (for CTE programs): See Program Data Analysis below.

PROGRAM DATA ANALYSIS

Program Effectiveness: CULA/HOSP- 2015-2018 (S)- 31 AS Degrees declared. 3 Certificates declared between 2013-2015.

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. ?

This data applies to the AS degree, but courses

Course Success 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%

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:	* 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: Courses in the certificate are HOSP 10, Introduction to the Hospitality Industry , HOSP 20 Hospitality Operations Management, HOSP 35, Computer Applications in the Hosp. Industry , HOSP 40, Human Resource Mgmt. in the Hosp. Industry , HOSP 55, Customer Service Skills for a Multicultural Workplace and HOSP 94, Hospitality Worksite Learning. Per the list below, HOSP 40 and HOSP 55 are sometimes lower enrolled with respect to the certificate.

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

* 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, meetings with Mike Mari, Susan Wyche, and Josh Sweigert, the newly assigned Deputy Sector Navigator for Retail/Hospitality for the North/Far North region transpired. This newly assigned position is based out of Lake Tahoe Community College. Josh 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 As Degree 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. Courses in the certificate can serve as Professional Development for those already in the industry and for others will begin to move up the career ladder toward a 2 or 4 year degree.

****BELOW TO BE COMPLETED BY THE PROGRAM REVIEW COMMITTEE****

Date: 04/03/2019

Recommended Action: The PRC recommends this program continue with qualification.

Summary of Findings: The PRC recommends this program continue with qualification. The program shows only three earned certificates 1 in each year from 2013/14 to 2015/16 for a total of three but as reflected in their Program Review Report in fall 2018 other small unit certificates were discontinued and this certificate has potential to feed another degree. The five year average success rate is 64.65% which is below the Institution-set Standard of 70%. Average retention rates for the same time period are of 84.47%. Enrollments show an average seats per section of 22.16 for the same five-year period. There has been a -11.72% decrease in enrollments from 162 in year 2013/14 to 143 in year 2017/18. There has been no change in the number of sections offered (9). The PLO's have NOT been mapped to ISLO's, nor SLO's to PLO's but SOME of the SLO's have been mapped to the ISLO's.

The PRC recommends the following:

- 1) The faculty work with Advisory Council, counseling, and industry to determine if there is still value in offering this certificate.
- 2) Consider discontinuing if no longer of value.

Date summary sent to program faculty and/or counselors: 04/23/2019

Program faculty response: Per faculty, Roger Gerard, they will proceed with PRC recommendations. Counselors also support 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
HOSP	HOSP-10	# Sections	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
		Census Enrollment	36.0	36.0	36.0	25.0	38.0	25.0	41.0	23.0	27.0	27.0
		Capacity	40.0	40.0	40.0	40.0	40.0	40.0	40.0	40.0	40.0	40.0
		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	111.0	111.0	111.0	77.0	117.0	77.0	127.0	71.0	83.0	83.0
	HOSP-20	# Sections		1.0		1.0		1.0		1.0		1.0
		Census Enrollment		21.0		39.0		28.0		35.0		23.0
		Capacity		35.0		40.0		40.0		40.0		40.0
		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		65.0		120.0		86.0		108.0		71.0
	HOSP-35	# Sections	1.0		1.0		1.0		1.0		1.0	
		Census Enrollment	28.0		25.0		23.0		24.0		23.0	
		Capacity	40.0		40.0		40.0		40.0		40.0	
		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	86.0		77.0		71.0		74.0		71.0	
	HOSP-40	# Sections		1.0		1.0		1.0		1.0		1.0
		Census Enrollment		33.0		13.0		15.0		11.0		14.0
		Capacity		40.0		40.0		40.0		40.0		40.0
		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		102.0		40.0		46.0		34.0		43.0
	HOSP-55	# Sections									1.0	
		Census Enrollment									20.0	
		Capacity									35.0	
		Avg. Fill Rate									57.1%	
		Ftes									2.0	
		Ftef									0.20	
		Ftes/Ftef									10.0	
		Weekly Contact Hrs									60.0	
	HOSP-94	# Sections	1.0	3.0	3.0	1.0	1.0	1.0	1.0	3.0	2.0	1.0
		Census Enrollment	3.0	5.0	2.0	2.0	3.0	4.0	2.0	3.0	5.0	4.0
		Capacity	3.0	3.0	2.0	1.0	3.0	3.0	1.0	2.0	4.0	5.0
		Avg. Fill Rate	100.0%	175.0%	100.0%	200.0%	100.0%	133.3%	200.0%	150.0%	116.7%	80.0%
		Ftes	0.2	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1
		Ftef	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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 6 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-94	Ftes/Ftef										
		Weekly Contact Hrs	26.0	30.0	13.0	9.0	13.0	17.0	9.0	18.0	26.0	17.0
Grand Total		# Sections	3.0	6.0	5.0	4.0	3.0	4.0	3.0	6.0	5.0	4.0
		Census Enrollment	67.0	95.0	63.0	79.0	64.0	72.0	67.0	72.0	75.0	68.0
		Capacity	83.0	118.0	82.0	121.0	83.0	123.0	81.0	122.0	119.0	125.0
		Avg. Fill Rate	86.7%	101.9%	84.2%	98.1%	84.2%	75.8%	120.8%	80.6%	74.7%	60.0%
		Ftes	6.6	9.2	6.2	7.8	6.2	6.9	6.6	7.0	7.2	6.5
		Ftef	0.40	0.60	0.40	0.60	0.40	0.60	0.40	0.60	0.60	0.60
		Ftes/Ftef	16.5	15.4	15.5	13.0	15.5	11.6	16.4	11.7	12.0	10.9
		Weekly Contact Hrs	223.0	308.0	201.0	246.0	201.0	226.0	210.0	231.0	240.0	214.0

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 6 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

			Acyr / Term						
Subject	Course Name		2013-14		2014-15		2015-16		2016-17
			2013F	2014S	2014F	2015S	2015F	2016S	2016F
HOSP	HOSP-10	Avg Seats per Section	38.00	42.00	42.00	28.00	39.00	28.00	42.00
		Success Rate	52.78%	61.11%	52.78%	64.00%	60.53%	68.00%	78.05%
		RetentionRate	88.89%	94.44%	86.11%	96.00%	97.37%	92.00%	95.12%
	HOSP-20	Avg Seats per Section	22.00		40.00		31.00		
		Success Rate	61.90%		25.64%		57.14%		
		RetentionRate	85.71%		64.10%		92.86%		
	HOSP-35	Avg Seats per Section	32.00		27.00		26.00		25.00
		Success Rate	39.29%		52.00%		52.17%		33.33%
		RetentionRate	89.29%		96.00%		78.26%		87.50%
	HOSP-40	Avg Seats per Section	39.00		15.00		18.00		
		Success Rate	57.58%		84.62%		93.33%		
		RetentionRate	90.91%		100.00%		93.33%		
	HOSP-55	Avg Seats per Section							
		Success Rate							
		RetentionRate							
	HOSP-94	Avg Seats per Section	3.00	2.00	1.00	3.00	3.00	4.00	2.00
		Success Rate	100.00%	60.00%	100.00%	50.00%	100.00%	75.00%	50.00%
		RetentionRate	100.00%	60.00%	100.00%	50.00%	100.00%	75.00%	50.00%
Grand Total		Avg Seats per Section	24.33	26.25	23.33	21.50	22.67	20.25	23.00
		Success Rate	64.02%	60.15%	68.26%	56.06%	70.90%	73.37%	53.79%
		RetentionRate	92.72%	82.77%	94.04%	77.53%	91.88%	88.30%	77.54%

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 6 of 1,026 members.

Success/Retention Tables

			Acyr / Term			
			2016-17	2017-18		5 Yr Avg
Subject	Course Name		2017S	2017F	2018S	
HOSP	HOSP-10	Avg Seats per Section	25.00	31.00	36.00	35.10
		Success Rate	65.22%	56.00%	70.37%	62.88%
		RetentionRate	95.65%	88.00%	85.19%	91.88%
	HOSP-20	Avg Seats per Section	33.00	26.00		30.40
		Success Rate	59.26%	43.48%		49.49%
		RetentionRate	85.19%	65.22%		78.62%
	HOSP-35	Avg Seats per Section		40.00		30.00
		Success Rate		50.00%		45.36%
		RetentionRate		70.83%		84.38%
	HOSP-40	Avg Seats per Section	11.00	15.00		19.60
		Success Rate	63.64%	85.71%		76.98%
		RetentionRate	72.73%	100.00%		91.39%
	HOSP-55	Avg Seats per Section		19.00		19.00
		Success Rate		57.89%		57.89%
		RetentionRate		68.42%		68.42%
	HOSP-94	Avg Seats per Section	1.33	2.50	6.00	2.78
		Success Rate	66.67%	80.00%	100.00%	78.17%
		RetentionRate	66.67%	80.00%	100.00%	78.17%
Grand Total		Avg Seats per Section	17.58	23.13	20.75	22.16
		Success Rate	63.69%	60.97%	74.89%	64.65%
		RetentionRate	80.06%	76.81%	87.60%	84.47%

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 6 of 1,026 members.

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

Award Type	Division	Program Co..	Title	Academic Year		
				2013-14	2014-15	2015-16
Grand Total				1	1	1
Certificate - Lt 18 Uni..	PEAT	CL.3242	CERT Hospitality-Hotel/Resta..	1	1	1

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 CL.3242. The Award Type filter keeps 8 of 7 members.