

Assessment Findings

Finding per Measure

Recreation, Park & Tourism Management BS Outcomes (updated June 2017)

Outcome

Outcome: SLO 1 - Knowledge of the Nature and Scope of the Profession

Students graduating from the RPTM program will demonstrate entry-level knowledge of the nature and scope of the profession.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description: Evaluation completed by agency supervisors at the completion of RPTM 46192 - Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

Acceptable Target: 100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Knowledge of Position: Understanding of the agency's mission and work, each staff member's place in the organization, and expectations of staff.
2) Productivity: Use of time, facilities, and available resources; volume and nature of work produced; planning and follow-through.
3) Demonstrates an understanding of roles and responsibilities of leisure service manager(s) related to the delivery of leisure experience opportunities.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	Continue to monitor and evaluate.
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

▼ **Measure:** Student Survey *Course level Indirect - Survey*

Details/Description:	Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.
Acceptable Target:	The mean score for each of the items below will be greater than 3: 1) I have an entry-level knowledge of the scope of the profession. 2) I understand the history and development of the profession. 3) I am aware of professional organizations related to the field. 4) I understand the importance of maintaining professional competence. 5) I understand ethical principles & professionalism associated with the field. 6) I am aware of available resources for

professional development.

7) I am aware of current issues and trends in the profession.

8) I understand the roles, interrelationships, and use of diverse delivery systems providing parks, recreation, and leisure resources.

9) I understand the importance of leisure delivery systems for diverse populations.

Ideal Target:

Implementation Plan

(timeline):

Key/Responsible

Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 2 - Knowledge of History, Science, and Philosophy of Field

Students graduating from the RPTM program will demonstrate entry level knowledge of the foundation of the profession in history, science, and philosophy.

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description: Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.

Acceptable Target: The mean score for each of the items below will be greater than 3:
1) I have an entry-level knowledge of the historical, scientific, and philosophical foundations of the profession.
2) I understand the conceptual foundations of play, recreation, and leisure.
3) I understand the significance of play, recreation, and leisure in contemporary society.
4) I understand the significance of play, recreation, and leisure throughout the lifespan.
5) I understand the interrelationship between leisure behavior and the natural environment.
6) I understand environmental ethics and its relationship to leisure behavior.
7) I can apply knowledge of professional practices & historical, scientific, & philosophical foundations to decision making.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any	

unusual or extenuating issues that may have affected findings for this measure):

Outcome: SLO 3 - Oral and Written Communication Skills

Students graduating from the RPTM program shall be able to communicate effectively in written and oral forms.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description: Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

Acceptable Target: 100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Communication: communicates effectively with staff members, and secures acceptance of ideas, methods, and plans by other staff members. Considers viewpoints of others.
2) Writing ability and expression: Degree of skill and ability to express thoughts on paper, reports, projects; command of language.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance 2 supervisors listed N/A
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 4 - Design, Implement, and Evaluate Recreation Services for Targeted Human Experiences

Students graduating from the RPTM program shall demonstrate the ability to design, implement, and evaluate recreation services for targeted human experiences.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description:	Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.
Acceptable Target:	100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items: 1) Relationship with participants: Respect, fairness, equity, tact, insight, effectiveness, courtesy. 2) Consistently models ethical and professional

- behavior required of leisure service delivery systems.
- 3) Can conduct a needs assessment to enhance program development.
- 4) Develops goals and objectives appropriate to the population and program.
- 5) Ability to assess risk in a program and mitigate those challenges.
- 6) Ability to forecast expenses and manage spending.
- 7) Plans, implements, and evaluates a program or activity.

Ideal Target:
 Implementation Plan
 (timeline):
 Key/Responsible
 Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance a couple supervisors listed N/A on one or two items.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description: Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.

Acceptable Target: The mean score for each of the items below will be greater than 3:

- 1) I understand inclusive leisure practices as they apply to the operation of programs and services.
- 2) I understand inclusive leisure practices as they apply to the design of areas and facilities.
- 3) I understand the use of diverse leisure delivery systems to promote community development.
- 4) I understand the use of diverse leisure delivery system to promote economic development.
- 5) I have the ability to design recreation programs that apply knowledge of professional practice, science, & philosophy
- 6) I understand the variety of programs and services that enhance individual, group, & community life.
- 7) I can implement a needs assessment.
- 8) I can develop outcome-oriented goals and objectives.
- 9) I can implement marketing principles and procedures related to programs & services.
- 10) I can facilitate recreation & related experiences for a diverse clientele.
- 11) I can implement programs/events.
- 12) I understand group dynamics and processes.
- 13) I can use various leadership techniques to enhance individual, group, and community experiences.
- 14) I can evaluate recreation and related services and use evaluation data for improvement.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Student Survey

Summary of Findings: 100% compliance

Results :

Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded

Recommendations (how these findings may be used for program improvement):

continue to monitor and evaluate

Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):

Outcome: SLO 5 - Design, Implement, and Evaluate Recreation Services That Embrace Personal and Cultural Dimensions of Diversity

Students graduating from the RPTM program will demonstrate the ability to design, implement, and evaluate recreation services that embrace personal and cultural dimensions of diversity.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description:

Evaluation completed by agency supervisors at the completion of RPTM 46192 - Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

Acceptable Target:

100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Relationship with participants: Respect, fairness, equity, tact, insight, effectiveness, courtesy.
2) Consistently models ethical and professional behavior required of leisure service delivery systems.
3) Can conduct a needs assessment to enhance

- program development.
- 4) Develops goals and objectives appropriate to the population and program.
- 5) Ability to assess risk in a program and mitigate those challenges.
- 6) Ability to forecast expenses and manage spending.
- 7) Plans, implements, and evaluates a program or activity.

Ideal Target:
 Implementation Plan
 (timeline):
 Key/Responsible
 Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description: Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree

completely, 1=Disagree completely.

Acceptable Target:

The mean score for each of the items below will be greater than 3:

- 1) I understand inclusive leisure practices as they apply to the operation of programs and services.
- 2) I understand inclusive leisure practices as they apply to the design of areas and facilities.
- 3) I understand the use of diverse leisure delivery systems to promote community development.
- 4) I understand the use of diverse leisure delivery systems to promote economic development.
- 5) I have the ability to design recreation programs that apply knowledge of professional practice, science, & philosophy
- 6) I understand the variety of programs and services that enhance individual, group, & community life.
- 7) I can implement a needs assessment.
- 8) I can develop outcome-oriented goals and objectives.
- 9) I can implement marketing principles and procedures related to programs & services.
- 10) I can facilitate recreation & related experiences for a diverse clientele.
- 11) I can implement programs/events.
- 12) I understand group dynamics and processes.
- 13) I can use various leadership techniques to enhance individual, group, and community experiences.
- 14) I can evaluate recreation and related services and use evaluation data for improvement.

Ideal Target:

Implementation Plan

(timeline):

Key/Responsible

Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be	continue to monitor and evaluate

used for program improvement):
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):

Outcome: SLO 6 - Collaboration Skills

Students graduating from the RPTM program will demonstrate the skills necessary to successfully collaborate with others in varied work environments.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description: Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

Acceptable Target: 100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Communication: communicates effectively with staff members, and secures acceptance of ideas, methods, and plans by other staff members. Considers viewpoints of others.
2) Relationships with agency staff: Respect, tact, insight, effectiveness, and courtesy. Ability to coordinate and cooperate with other departments.
3) Relationship with participants: Respect, fairness, equity, tact, insight, effectiveness, courtesy.

Ideal Target:
Implementation Plan

(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 7 - Operations and Strategic Management/Administration

Students graduating from the RPTM program will demonstrate entry level knowledge of operations and strategic management/administration in parks, recreation, and tourism.

▼ **Measure:** Internship Evaluation *Course level Direct - Other*

Details/Description:	Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.
Acceptable Target:	100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final

Evaluation of Internship for the following items:

- 1) Demonstrates an understanding of administrative and management theories and concepts.
- 2) Demonstrates an understanding of roles and responsibilities of leisure service manager(s) related to the delivery of leisure experience opportunities.
- 3) Demonstrates an understanding of personnel management related to recruitment, hiring, compensation, performance appraisal, staff development, management style, and employee motivation.
- 4) Demonstrates an understanding of fiscal management and budgetary skills.
- 5) Demonstrates an understanding of public relations and marketing concepts related to the delivery of leisure services.
- 6) Demonstrates comprehension of legal concepts and risk management issues.
- 7) Demonstrates an understanding of the agency's operating procedures.
- 8) Consistently models ethical and professional behavior required of leisure service delivery systems.
- 9) Demonstrates an understanding of the agency's operating procedures.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any	

unusual or extenuating issues that may have affected findings for this measure):

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description:

Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.

Acceptable Target:

The mean score for each of the items below will be greater than 3:

- 1) I have an entry-level knowledge of management/ administration in the field.
- 2) I can recognize basic facts, concepts, principles, and procedures of management/ administration.
- 3) I can prepare, operate, and maintain facilities and venues
- 4) I understand principles and procedures of human resource management.
- 5) I understand principles and procedures of supervisory leadership.
- 6) I understand principles and procedures of budgeting and financial management.
- 7) I understand principles and procedures related to agency marketing techniques and strategies.
- 8) I understand principles and procedures of planning related to development of areas and facilities.
- 9) I understand principles and procedures of functional design related to development of areas and facilities.
- 10) I understand principles and procedures of evaluation related to development of areas and facilities.

- 11) I understand the legal foundations and legislative process related to the field.
- 12) I understand contracts and tort law related to the field.
- 13) I understand regulatory agents and methods of compliance related to the field.
- 14) I understand principles and practices of safety, emergency, and risk management.

Ideal Target:
 Implementation Plan
 (timeline):
 Key/Responsible
 Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 8 - Professional Techniques and Processes

Students graduating from the RPTM program will be able to demonstrate entry level knowledge of the techniques and processes used by professionals in the parks, recreation, and tourism industries.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description: Evaluation completed by agency supervisors at the completion of RPTM 46192 - Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

Acceptable Target: 100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Demonstrates an understanding of the agency's operating procedures (services).
2) Demonstrates an understanding of the agency's operating procedures (management/administration).

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings: 100% compliance

Results : Acceptable Target Achievement: Exceeded;
Ideal Target Achievement: Exceeded

Recommendations (how these findings may be used for program improvement): continue to monitor and evaluate

Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description: Upon completion of internship, students complete a survey rating their perceptions of their knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.

Acceptable Target: The mean score for each of the items below will be greater than 3:

- 1) I understand inclusive leisure practices as they apply to the operation of programs and services.
- 2) I understand inclusive leisure practices as they apply to the design of areas and facilities.
- 3) I understand the use of diverse leisure delivery systems to promote community development.
- 4) I understand the use of diverse leisure delivery systems to promote economic development.
- 5) I have the ability to design recreation programs that apply knowledge of professional practice, science, & philosophy
- 6) I understand the variety of programs and services that enhance individual, group, & community life.
- 7) I can implement a needs assessment.
- 8) I can develop outcome-oriented goals and objectives.
- 9) I can implement marketing principles and procedures related to programs & services.
- 10) I can facilitate recreation & related experiences for a diverse clientele.
- 11) I can implement programs/events.
- 12) I understand group dynamics and processes.
- 13) I can use various leadership techniques to enhance individual, group, and community experiences.
- 14) I can evaluate recreation and related services and use evaluation data for improvement.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 9 - Professional Internship

Students graduating from the RPTM program will demonstrate, through a comprehensive internship, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism or related organizations.

▼ **Measure:** Internship Evaluation

Course level Direct - Other

Details/Description:	Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.
Acceptable Target:	100% of students will receive a rating of high or average on item: 12) Potential to succeed as a professional at a supervisory or higher level in park, recreation, tourism, or related organizations.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Outcome: SLO 10 - Evidence Based Decision Making

Students graduating from the RPTM program will demonstrate the ability to apply evidence-based decision making; including determining information/data needs, locating and evaluating existing data sources, data gathering techniques, analysis, and interpretation.

▼ **Measure:** Internship Evaluation
Course level Direct - Other

Details/Description:	Evaluation completed by agency supervisors at the completion of RPTM 46192 – Internship in Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.
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Acceptable Target:

100% of students will achieve a rating of Expert, Practitioner, Apprentice or Novice on their Final Evaluation of Internship for the following items:
1) Quality of Work: Organization, thoroughness, accuracy, neatness, foresight, soundness of decisions.
2) Judgment: Possesses common sense, distinguishes important from unimportant, ability to reason through situations, evaluates problem before making decisions.

Ideal Target:
Implementation Plan
(timeline):
Key/Responsible
Personnel:

Findings for Internship Evaluation

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

▼ **Measure:** Student Survey
Course level Indirect - Survey

Details/Description:

Upon completion of internship, students complete a survey rating their perceptions of their

knowledge, skills, and abilities. Students respond to a list of competency statements with 5=Agree completely, 1=Disagree completely.

Acceptable Target:

The mean score for each of the items below will be greater than 3:

- 1) I can evaluate recreation and related services and use evaluation data for improvement.
- 2) I can use critical thinking to solve problems related to different facets of professional practice.

Ideal Target:

Implementation Plan

(timeline):

Key/Responsible

Personnel:

Findings for Student Survey

Summary of Findings:	100% compliance
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	continue to monitor and evaluate
Reflections/Notes (any unusual or extenuating issues that may have affected findings for this measure):	

Overall Recommendations

No text specified

Overall Reflection

Consider looking more closely at the Maintenance and Operations course. We may need to redesign it. Student survey items related to Maintenance and Operations, while above the standard (mean of 3 or greater) were the lowest.

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