

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:	7 out of 9 students received an 'exceeds' rating on these measures
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	
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: <ol style="list-style-type: none">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: Mean = 4.66

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

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

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: Mean = 4.89

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

Recommendations (how these findings may be used for program

improvement):
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:	5 of 9 students were rated at the Expert level 2 of 9 students were rated at the Practitioner level 2 of 9 students were rated at the Apprentice level These ratings were an improvement from the mid-term evaluation of the student's abilities
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations (how these findings may be used for program improvement):	Continue to provide feedback and stress the importance of ways to improve students verbal and written professional communication skills throughout their program of study
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:	5 of 9 students rated at the Expert level 3 of 9 students rated at the Practitioner level 1 of 9 students rated at the Novice level
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	While the majority of students met or exceeded the learning outcome, 1 student did not. This student may be an outlier but this LO should be monitored closely
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: <ol style="list-style-type: none">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, & philosophy6) 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:	overall, students reported to 'completely agree' with being able to design, implement & evaluate services. Mean = 4.6 however findings were mixed related to assessing needs and developing goals with: 5 of 9 completely agreeing 4 of 9 students somewhat agreeing
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	Evaluate student learning in conducting needs assessments and developing goals related to service delivery
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: A majority of students received a rating of Expert or Practitioner on these learning outcomes.
One student was rated at the Pre-Novice level on developing goals and objectives appropriate to the population, conducts a needs assessment to enhance program development, Novice level on ability to

assess risk in a program and mitigate those challenges

Two students were rated at the Novice level on ability to forecast expenses and manage spending

Results :

Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching

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

Forecasting expenses and managing spending skills should be monitored; this is a skill that develops over time as a practitioner however.

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: Mean = 4.63

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

Recommendations (how these findings may be 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: Mean = 4.4
All students were rated within the range of ratings.

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

Recommendations (how

these findings may be used for program improvement):

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:	Mean = 4.4 on Learning Outcomes All students were rated within the range of ratings.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	Four student internship supervisors indicated that the budgeting learning outcome was not applicable. This application contradicts information and guidance from the RPTM Advisory Board in that students should understand entry level budgeting concepts and skills.
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:	Mean =4.2
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations (how these findings may be used for program improvement):	One of the lowest rated Learning Outcome was in the area of understanding contracts and tort law; course content may need to be addressed
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
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Acceptable Target:

Recreation. Students are rated as Expert, Practitioner, Apprentice, Novice, or Pre-novice.

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: Mean = 4.6
All students were rated within the range of ratings.

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

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

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:

Mean = 4.2

Results :

Acceptable Target Achievement: Exceeded;
Ideal Target Achievement: Exceeded

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

The learning outcomes related to implementing a needs assessment and developing outcome oriented goals and objectives rated the lowest in this overall learning outcome, thus may be in need of review of curriculum

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:	7 students were rated as having High Potential to succeed 2 students were rated as having Average Potential to Succeed 1 student was rated as having Below Average Potential to Succeed
Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations (how these findings may be used for program improvement):	The students who were rated in the Average or Below Average category should be counseled by the RPTM and site internship supervisors on ways in which to improve skills and abilities needed to succeed in this field.
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.

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: Mean = 4.7

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

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

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: Mean = 4.82

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

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

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

Overall Recommendations

Curriculum areas related to:

Needs Assessment

Service Delivery Evaluation

Tort and legal contracts

Regulating Agencies

Were ranked the areas where there was most variability on student assessment of their learning

The area of budgeting was ranked as 'not applicable' for 4 out of 9 student intern supervisors raising the question as to whether students were involved in budgeting experiences

Overall Reflection

Overall, the data indicates students are well prepared for their internship and improve skills as the matriculate through the experience. One student in this cycle, clearly fell below minimal expectations and should be counseled individually on ways to improve skills and overall job behaviors.

Last Modified: 11/12/2020 06:30:54 AM EST