

Kent State University

2015-2016 Assessment Report for Academic Programs

Program: Recreation, Park and Tourism Management	Department/School/College: Foundations, Leadership and Administration/Education, Health and Human Services
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Step One: PROGRAM MISSION

The mission of the Recreation, Park and Tourism major is to prepare students for a successful career in diverse leisure service settings through critical thinking and leadership development, with the purpose of enhancing quality of life among the constituencies.

Step Two: STUDENT LEARNING OUTCOMES (SLO)

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.
SLO 2 - Knowledge of history, science, & 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.
SLO 3 - Oral and written communication skills Students graduating from the RPTM program shall be able to communicate effectively in written and oral forms.
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.
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.
SLO 6 - Collaboration skills Students graduating from the RPTM program will demonstrate the skills necessary to successfully collaborate with others in varied work environments.
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.
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.
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.
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.

ASSESSMENT OF SLO #1

Method of Assessment:

M 1: Internship Evaluation

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.

Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Continue to monitor and evaluate.

SECOND ASSESSMENT OF SLO #1 (if applicable)

Method of Assessment:

M 2: Student Survey

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.

Source of Evidence: Academic indirect indicator of learning - other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Nearly met

95% of responses agreed somewhat or completely with the 6 statements. Response % ranged from 91 to 100.

Action Plan Summary: How will results be used to improve the program?

Slight improvement compared to last assessment, very close to target, continue to monitor and evaluate.

ASSESSMENT OF SLO #2

Method of Assessment:

M 2: Student Survey

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. Source of Evidence: Academic indirect indicator of learning – other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of responses to items 1-7 were within the target range (Agree Somewhat or Agree Completely).

Action Plan Summary: How will results be used to improve the program?

Improvement from last assessment. Target met, continue to monitor and evaluate.

SECOND ASSESSMENT OF SLO #2 (if applicable)

Method of Assessment:

Achievement Target:

Summary of Assessment Results (findings):

Action Plan Summary: How will results be used to improve the program?

ASSESSMENT OF SLO #3

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #3 (if applicable)

Method of Assessment:

Achievement Target:

Summary of Assessment Results (findings):

Action Plan Summary: How will results be used to improve the program?

ASSESSMENT OF SLO #4

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #4 (if applicable)

Method of Assessment:

M 2: Student Survey

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. Source of Evidence: Academic indirect indicator of learning – other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Nearly Met

181/182 of student responses were within the target range (i.e., >99%).

Action Plan Summary: How will results be used to improve the program?

Practically speaking, the target is met. Continue to monitor assessment outcome.

ASSESSMENT OF SLO #5

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #5 (if applicable)

Method of Assessment:

M 2: Student Survey

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. Source of Evidence: Academic indirect indicator of learning – other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Nearly Met

181/182 of student responses were within the target range (i.e., >99%).

Action Plan Summary: How will results be used to improve the program?

Practically speaking, target met, continue to monitor assessment outcome

ASSESSMENT OF SLO #6

Method of Assessment:

M 1: Internship Evaluation

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.

Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #6 (if applicable)

Method of Assessment:

Achievement Target:

Summary of Assessment Results (findings):

Action Plan Summary: How will results be used to improve the program?

ASSESSMENT OF SLO #7

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #7 (if applicable)

Method of Assessment:

M 2: Student Survey

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. Source of Evidence: Academic indirect indicator of learning – other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Partially Met

169/182 responses were within the target range (93%). The greatest concern is item 6 "budgeting and financial management." This has been a weakness in the past which we took steps to address in our Administration course. Our intervention was successful however during this assessment period (15/16) a part time instructor taught the course. Students had much difficulty and reported it on their course evaluations.

Action Plan Summary: How will results be used to improve the program?

We need Full time faculty teaching core courses and critical content. We are stretched thin in RPTM and in need of several quality instructors. This need will be dire in 2018 when Jane Parman retires. Need to develop part time faculty. Continue to monitor and assess.

ASSESSMENT OF SLO #8

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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).

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #8 (if applicable)

Method of Assessment:

M 2: Student Survey

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. Source of Evidence: Academic indirect indicator of learning - other

Achievement Target:

Target:

100% of students will Agree Somewhat or Agree Completely with the following statements: 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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Nearly Met

181/182 of student responses were within the target range (i.e., >99%).

Action Plan Summary: How will results be used to improve the program?

Close to target, continue to monitor assessment outcome.

ASSESSMENT OF SLO #9

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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."

Summary of Assessment Results (findings):

Finding (2014-2015) - Target: Met

100% of students received a rating of high (81%) or average (19%).

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #9 (if applicable)

Method of Assessment:

Achievement Target:

Summary of Assessment Results (findings):

Action Plan Summary: How will results be used to improve the program?

ASSESSMENT OF SLO #10

Method of Assessment:

M 1: Internship Evaluation

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. Source of Evidence: Field work, internship, or teaching evaluation

Achievement Target:

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.

Summary of Assessment Results (findings):

Finding (2015-2016) - Target: Met

100% of students achieved a rating of Expert, Practitioner, Apprentice or Novice, combined for these items.

Action Plan Summary: How will results be used to improve the program?

Target met, continue to monitor assessment outcome.

SECOND ASSESSMENT OF SLO #10 (if applicable)

<p><u>Method of Assessment:</u></p> <p>M 2: Student Survey 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. Source of Evidence: Academic indirect indicator of learning – other</p>
<p><u>Achievement Target:</u></p> <p>Target: 100% of students will Agree Somewhat or Agree Completely with the following statements: 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.</p>
<p><u>Summary of Assessment Results (findings):</u></p> <p>Finding (2015-2016) - Target: Met 100% of students agreed or somewhat agreed with both statements.</p>
<p><u>Action Plan Summary: How will results be used to improve the program?</u></p> <p>Target met, This is an improvement over last year, continue to monitor assessment outcome.</p>

Note: *Should you need to assess more than three student learning outcomes (e.g., in the case of specialized accreditation), please consult with Kathy Spicer to customize this template to meet your assessment needs.*

SPECIFY LEARNING OUTCOMES YOU ANTICIPATE WILL BE ASSESSED NEXT YEAR

<u>Outcome:</u> <i>All 2015-2016 outcomes will be assessed in 2016-2017 using the same measures</i>	
<u>Method:</u>	<u>Achievement Target:</u>
<u>Second Method (if applicable):</u>	<u>Achievement Target:</u>