

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

Documentation (Approvals etc...)

Hospitality and Tourism Operations
Management

2019

THM1 Program Health Tool 2018-19

Fanshawe College

Follow this and additional works at: https://first.fanshawec.ca/cae_tourismhospitalityculinary_hospitalitytourismopsmgmt_documentation

18/19 PROGRAM HEALTH TOOL

Program

THM1 Hospitality and Tourism Operations Management

18/19 Total Score

Exceptional / 4.15

School: Tourism, Hospitality and Culinary Arts

Overall Summary

	18/19 Score
Exceptional Student Learning Experience	Exceptional / 5
Enrolment Management	Very Good / 3.63
Optimize Use of Resources	Exceptional / 4.25
Total Score	Exceptional / 4.15

Criteria	Weight	18/19	Gain/Loss	17/18	16/17	18/19 College Median
Total Score		Exceptional / 4.15	↑ 2.7%	Exceptional / 4.04	Very Good / 3.38	3.07
Exceptional Student Learning Experience	20%	Exceptional / 5	→ 0.0%	Exceptional / 5	Exceptional / 5	3.00
KPI Student Satisfaction	15%	Value Count Score				78.57%
KPI Graduate Satisfaction	15%	Value Count Score				87.50%
Total KPI Graduation Rate	15%	Value Count Score				75.00%
Graduate Related Employment	15%	Value Count Score				65.83%
Program SFS Score	15%	Value Score 4.78 Exceptional	↓ 0.0%	4.79 Exceptional	4.78 Exceptional	4.56
KPI Graduate Satisfaction Skills	25%	Value Score				84.06%
Communication Skills		Value				
Critical Thinking/Problem Solving		Value				
Information Management		Value				
Interpersonal		Value				
Personal		Value				
Numeracy		Value				
Job Specific Skills and Knowledge		Value				
Enrolment Management	40%	Very Good / 3.63	↑ 8.4%	Very Good / 3.35	Exceptional / 4.21	
Domestic Eligible Applicants to Target	10%	Value Score		1.00 Unsatisfactory		4.21
International Eligible Applicants to Target	10%	Value Score 7.61 Very Good	↓ -38.1%	12.29 Exceptional	7.95 Exceptional	5.81
Domestic First Level Enrolment	10%	Value Score				25.00
International First Level Enrolment	10%	Value Score 104 Exceptional	↑ 55.2%	67 Exceptional	49 Exceptional	11.00
Domestic First Level Count to First Day (<>S)	7.5%	Value Score				1.00
International First Level Count to First Day (<>S)	7.5%	Value Score 1.00 Satisfactory	↓ -0.4%	1.00 Satisfactory	1.11 Very Good	1.00
Domestic First Level Progression	10%	Value Score				80.63%
International First Level Progression	10%	Value Score 97.12 % Very Good	↓ -1.4%	98.51 % Very Good	100.00 % Exceptional	89.74%
Domestic Program Retention	10%	Value Score				75.00%
International Program Retention	10%	Value Score 69.40 % Marginal	↑ 16.3%	59.70 % Marginal	50.00 % Marginal	75.61%
Domestic Market Share	5%	Value Score				21.22%
Optimize Use of Resources	40%	Exceptional / 4.25	→ 0.0%	Exceptional / 4.25	Unsatisfactory / 1.75	
Total Revenue (thousands)	25%	Value Score CAN\$ 2157.65 Exceptional	↑ 67.9%	CAN\$ 1285.40 Exceptional	CAN\$ 627.69 Very Good	CAN\$ 521.13
PS Grant (thousands)		Value CAN\$ 16.62 ↑ 43.6%		CAN\$ 11.57	CAN\$ 2.35	
PS Tuition (thousands)		Value CAN\$ 13.46 ↑ 120.6%		CAN\$ 6.10	CAN\$ 1.72	
International Tuition (thousands)		Value CAN\$ 2082.77 ↑ 67.3%		CAN\$ 1245.19	CAN\$ 613.82	
Mis/Prog Fee/Coop (thousands)		Value CAN\$ 44.81 ↑ 98.7%		CAN\$ 22.54	CAN\$ 9.79	
Contribution to Overhead	75%	Value Score 54.08 % Very Good	↑ 14.6%	47.19 % Very Good	-2.06 % Unsatisfactory	40.26%

Unsatisfactory <=1.75

Marginal <=2.5

Satisfactory <=3.25

Very Good <=4

Exceptional >4

