**Department/Program Review Summary**

**2023-2024**

**Department: 0472 – Hospitality Management**

**Date of Review:** April 23, 2024

**Review Team Members and Titles:**

Anthony Ponder, Provost

Lisa Mahle-Grisez – Associate Provost

Jared Cutler, Assistant Provost of Accreditation and Assessment

Gwendolyn Helton, Chairperson/Associate Professor, Mental Health and Addictions

Debra Belcher, Professor, Physical Therapist Assistant

Regina Wellman, Senor Academic Advisor, Academic Advising Services

Jason Jia, Professor, Computer Science, and Information Technology

Tim Sweet, General Manager, Food Services

**Department Members Present:**

Angela Fernandez, Dean, Business and Public Services

Derek Allen, Chairperson of Hospitality Management and Professor Culinary Arts

Faculty and Staff:

James Grass, Assistant Professor, Hospitality Management/Culinary Arts  
Dawn Allen, Assistant Dean Agriculture  
James Beaty, Annual Contracted Faculty, Business information Systems and Agriculture  
Jeremy Finton, Adjunct Faculty, Hospitality Management/Culinary Arts  
Michele Hurst, Adjunct Faculty, Hospitality Management/Culinary Arts  
Michael Leibold, Adjunct Faculty, Hospitality Management/Culinary Arts  
Lisa Stine, Adjunct Faculty, Hospitality Management/Culinary Arts  
Graciela Contreras-Arias, Adjunct Faculty, Hospitality Management/Culinary Arts  
Diane Langos, Administrative Assistant, Hospitality Management/Culinary Arts  
Racheal Rosbough, Adjunct Faculty/lab Tech II, Hospital Management/Culinary Arts

**Commendations:**

* The Review Team was impressed by the spirit of teamwork and collegiality that exists among faculty in this department. They truly appeared to function as a team of people who are united in their dedication to student learning and preparation. The dynamic, seasoned leadership of the chairperson without question contributes to the collegial atmosphere in the department. It was a pleasure meeting with a department so fully aligned with each other and with their students’ needs.
* “In Everything We Do, Students Are Our Number One Priority”. The Review Team can’t think of a better department motto – and the department doesn’t just *say* it, they *do* it. A student-centered approach suffuses everything that the department does. Faculty have really established a culture of focusing on students and putting their needs first.
* This commitment to students is reflected in several specific examples, such as the development of a new math course, MAT1125 - Culinary and Baking Math. When it became evident that there were deficiencies in this area, the department moved to address this and rectify the deficiencies. Another example is when employers noted a lack of “soft skills” in their employees, and in response the department incorporated hospitality etiquette into the HMT 1105 course. The department is extremely responsive to the changing needs of its students.
* The Review Team was deeply impressed by the department’s exceptional work with Advanced Job Training (AJT) and their focus on serving their incarcerated students. The department has years of experience offering educational programs in correctional institutions, and quickly developed the Culinary Entrepreneurship program once Sinclair received approval to offer associate degrees in correctional institutions. This program, incidentally, also serves non-incarcerated students who hope to open their own bakeries and restaurants. This is an exceptional example of “finding the need and endeavoring to meet it” for some of our students who have the greatest need and who are most vulnerable. In addition to the Hospitality programs, the work with the Horticulture programs for incarcerated students also deserves commendation.
* The department is keenly aware of emerging trends, and develops new programs and courses in response to these trends. The Food Truck program is just one example of this proactive response to new trends in the field. There are several certificate programs that have been developed in recent years that illustrate how quickly the department responds to emerging needs in the field on behalf of its students.
* The department’s work with social media has been so impressive – while many departments are seeking additional resources to market their programs, this department has developed a savvy, effective approach on its own for raising awareness and attracting new students to its programs. Other departments at Sinclair should take note and follow this department’s example.
* The department’s assessment work is outstanding, this is a department that engages in a solid assessment program based on a foundation of best practice. The incorporation of employer input into assessment work is especially impressive.
* The Covid pandemic disrupted everything in society, but the hospitality sector was particularly impacted. The department was able to successfully pivot, and while there were inevitable decreases in enrollment, the department is well on the way to recovery in terms of reaching pre-pandemic levels.
* The department has always been dependable in terms of meeting and exceeding requirements of its accreditors. The Review Team wishes to commend the department for its success in maintaining its two accreditations.
* Students in the department are continually reminded of program pathways, which are prominently displayed in areas that students use. Also, during the HMT 1105 course students develop individual MAPs laying out their own specific pathway to completion. This attention to ensuring students know which courses they need to take to reach their educational goals is highly commendable.
* Courses in the department have high success rates relative to the division and the rest of the college, and there is no doubt that the commitment to putting students first plays a role in this.
* The department’s outreach to Tech Prep is tremendous, having made connections with 1,500 Tech Prep students over the past five years.

**Recommendations for Action:**

* Sinclair is involved with a Health Care Academy relationship with Childrens’, Premier, and Kettering Hospitals, where reliable, dependable employees are provided with funds from their employer and time off to upskill by enrolling in Sinclair programs. Could Hospitality Management potentially participate in this program for hospitality employees of these organizations? Could something similar be developed with other employers? The department is encouraged to explore arrangements of this kind.
* Are there opportunities to seek sponsorships for funding department activities (e.g. to fund the trip for the competition in Chicago, etc,). Could food brokers be potential sponsors? What opportunities for sponsorship funding can the department explore?
* The department is encouraged to work more closely with Academic Advising, meeting with Advisors more frequently, building more connections and a stronger relationship with this key department dedicated to student support.
* The department’s work in social media has been absolutely phenomenal, and can serve as a model for other departments. Could it be even further enhanced by collaborative work utilizing the resources of the Innovation Lab? The department should work with the new Associate Provost regarding the matter of departmental/divisional social media accounts.
* Many departments at Sinclair grapple with challenges related to Average Class Size and enrollment. When section capacities are low, it limits the number of students who can get into and complete programs. The department should analyze section capacities, average class size, and ability to meet student demand in relation to the number of times courses are offered during the year with low section enrollment. There may be instances where we could increase average class size by increasing section capacities and offering courses in fewer terms.

**Overall Assessment of Department’s Progress and Goals:**

“In Everything We Do, Students Are Our Number One Priority”. What a marvelous department motto! And one that is indicative of how the department actually functions – students truly are the number one priority in all that this department does. This student focus is key to the department’s ability to provide skilled workers for local industry. Students benefit from a department of caring, committed faculty, that is highly functional and collegial, led by a dynamic, energetic chairperson.

The assessment work this department does is among the best done at Sinclair and can serve as an example to many other departments. The input of employers in assessment data is particularly praiseworthy. This is a department that does assessment well.

This is a dynamic, forward-thinking department, one that is proactive in addressing emerging trends in the field with new certificate and degree programs. The department appears to have a strong, intuitive sense of what their students will need to be prepared in an ever-changing workplace environment.

The Review Team wishes to express its appreciation for all this department does, and truly enjoyed the opportunity to learn more about their exceptional work.

**Institutional or Resource Barriers to the Department’s Ability to**

**Accomplish Its Goals, if any:**

* Marketing is a challenge for many academic departments at Sinclair. However, it must be said that the department has been able to mitigate this to some extent with their phenomenal work on social media.
* The department has struggled with rising food costs and the challenges associated with attempting to increase fees to cover increased costs. The need to raise fees is a challenge for several other departments at Sinclair. There are also concerns that lab fees do not go directly to the department, but go into the General Fund, and departments are not always confident that their costs are adequately offset with this model.