**Sinclair Community College**

**Continuous Improvement Annual Update 2012-13**

**Please submit to your dean and the Provost’s Office no later than Oct. 1, 2012**

**Department:** 0472 – Hospitality Administration

Year of Last Program Review: FY 2011-2012

Year of Next Program Review: FY 2016-2017

**Section I: Department Trend Data, Interpretation, and Analysis**

**Degree and Certificate Completion Trend Data – OVERALL SUMMARY**

Please provide an interpretation and analysis of the Degree and Certificate Completion Trend Data (Raw Data is located in Appendix A*): i.e. What trends do you see in the above data? Are there internal or external factors that account for these trends? What are the implications for the department? What actions have the department taken that have influenced these trends? What strategies will the department implement as a result of this data?*

The department of Hospitality Management & Tourism / Culinary Arts experienced a growth rate of certificate and graduation completion rates between FY 08-09 to FY 09-10 because of the Tech-Prep program. The department receives on average close to 60 - 80 students per year and 20 - 40 National Restaurant Association Pro-Start students as well. Due to the increase in students within the program, along with retention efforts has helped certificate and graduation completion rates as well.

The plan to boost the number of certificates and degree completers will be achieved by streamlining each degree and certificate program, changing the structure of the curriculum along with prequisites, and increasing the number of options for certificates along with degrees.

Another possible reason for the increase in enrollment/degrees is career exposure. According to Chapter 9 of the Introduction to Hospitality Industry 6th edition text book specifically page 387 states that the cruise industry experienced hugh growth because of the show "The Love Boat". The Food Network and extreme cooking/baking shows have shown how viable a career in cooking/baking can be. The department of Hospitality Management & Tourism / Culinary Arts feels this has added to its increase.

**Course Success Trend Data – OVERALL SUMMARY**

Please provide an interpretation and analysis of the Course Success Trend Data (Raw Data is located in Appendix A). Looking at the success rate data provided in the Appendix for each course, please discuss trends for high enrollment courses, courses used extensively by other departments, and courses where there have been substantial changes in success.

The Success rate data shows the Department of Hospitality and Tourism / Culiary Arts between 12% and 15% above the BPS division average and College average respectfully. However, the department has experienced a 2.6% decline in success rates over a 5 year period. The most concerening data from the appendix is HMT 1105 which is the programs introduction course.

HMT 1105 (Introduction to the Hospitality Industry) is being revised and will also be attached to a short-term certificate "Hospitality Reception and Services Specialist". The main focus of this course will be on service techniques, with the aid of the Hospitality Interactive system from Pearson/Prentice Hall. This change should spark student interest and enthusiasm, thus elevating success rates in our flagship introduction course.

The curriculum for Hospitality Management & Tourism / Culinary Arts and the options are experiencing a re-design of program outcomes that link to course objectives which both will be SMART based. This will aid in course goals not only for the instructors, but students as well. This re-design will improve future success rates and provide a better way to track data.

Please provide any additional data and analysis that illustrates what is going on in the department (examples might include accreditation data, program data, benchmark data from national exams, course sequence completion, retention, demographic data, data on placement of graduates, graduate survey data, etc.)

The department of Hospitality Management & Tourism / Culinary Arts received a five year re-accreditation from the American Culinary Federation Accreditation Commission.

National Exam Benchmark Data for The National Restaurant Association ServSafe Exam: Starting FALL 2012 Culinary Students taking any Kitchen LAB course above HMT 1101 must be ServSafe certified because of the service we provide to the public. This is a new standard. A summary of the scores are below.

ServSafe Summary of Student Scores - Winter 2010-Present - Passing Score is 75% or above

Date & Term # Passed # Failed Avg Passing Score

Winter 2010

Term Average 80 11 85.1508333

Spring 2010

Term Average 51 18 77.3309091

Summer 2010

Term Average 18 3 85.2

Fall 2010

Term Average 96 8 86.263

Winter 2011

Term Average 100 31 80.6588235

Spring 2011

Term Average 54 10 85.65125

Summer 2011

Term Average 27 0 85.57

Fall 2011

Term Average 56 10 86.7344444

Winter 2012

Term Average 104 4 86.52

Spring 2012

Term Average 47 4 87.4033333

Summer 2012

Term Average 6 2 88.75

**Section II: Progress Since the Most Recent Review**

Below are the goals from Section IV part E of your last Program Review Self-Study. Describe progress or changes made toward meeting each goal over the last year.

|  |  |  |
| --- | --- | --- |
| **GOALS** | **Status** | **Progress or Rationale for No Longer Applicable** |
| Plans for expanding and improving student learning have been included in the newly designed semester curriculum. By utilizing the college’s curriculum design process for converting the quarter courses to the semester courses, the faculty and advisory committee helped to design the new curriculum that is more clearly focused on student learning and assessment by integrating feedback from students and tracking success rates in each course the students is enrolled. | In progress  Completed  No longer applicable | The deparment of Hospitality Management and Tourism / Culinary Arts has reviewed each of the following Programs/Concentrations:  Lodging - Changes include name (Lodging Operations), revised concentration description, specific outcomes tied to Lodging Operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Meeting and Events - Changes include name (Meeting and Event Planning), revised concentration description, specific outcomes tied to Meeting and Event Planning that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Hospitality Management and Tourism - Changes include name (Restaurant Operations), revised concentration description, specific outcomes tied to Restaurant Operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Tourism - Changes include name (Tourism Operations) revised concentration description, specific outcomes tied to Tourism operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Culinary Arts - Change includes specific outcomes tied to Culinary Arts that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion. |
| Since the Bakery Short Term Certificate was first offered in the Fall 2010, students demand for that certificate has increased 250% within the first academic year. As a result of demand for this certificate, it would be reasonable for the department to seriously explore offering at least a concentration in Pastry & Baking. The limitation is mostly due to the lack of lab availability and equipment for the number of lab courses needed to offer this curriculum. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts is 75% complete with a concentration in Baking, Pastry, and Confectionary Arts. Here is a list of completed items and items in progress:  Completed items:  - Concentration title  - Curriculum  - Credit Hours close to 60  In Progress items:  - Specific Outcomes that are SMART based  The Baking Short-term Certificate is under review. The design of the curriculum and pre-requisites will go under review in 2013 |
| The state of Ohio has recently approved an associated industry of gambling. It would be reasonable for this department to investigate the need of gaming (casinos, horse racing tracks being built near the Dayton community) courses to educate our students in that industry, thus supporting and providing the industry with employees. | In progress  Completed  No longer applicable | The department of Hospiatlity Management & Tourism / Culinary Arts is rapidly exploring this new opportunity.  Our first step was to have a member of the Full-Time faculty become TIPS certified. TIPS (Training for Intervention Procedures) is the global leader in education and training for responsible service, sales, and consumption of alcohol. We can offer this training to casino employees through courses or Workforce Development.  Research will continue on the need for courses in the area of table games, bar mixology, slot management, and sports betting. |
| As the faculty is beginning to design the syllabi for the semester courses, there has been an effort to develop more creative ways to facilitate the course material by designing hybrid course materials to be utilized in Angel which permits students to review materials outside of the classroom. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts are exploring the following:  1. Ensuring all Syllabi/Semester courses contain outcomes that are SMART based. Currently HMT 1101, HMT 1112, HMT 1107, HMT 2209, and HMT 1108 all contain outcomes that are SMART based. The goal is to have every syllabus/course contain outcomes that are SMART based by the end of 2014  2. Evaluate online course frame work within a face-to-face courses leading into the development of hybrid courses. Currently, HMT 1105, HMT 1107, HMT 2225, and HMT 1136, all contain online exams, discussion forums, video links, power point presentations, and exam review material. The goal is have 10 hybrid courses by the end of 2014. |

Below are the Recommendations for Action made by the review team. Describe the progress or changes made toward meeting each recommendation over the last year.

|  |  |  |
| --- | --- | --- |
| **RECOMMENDATIONS** | **Status** | **Progress or Rationale for No Longer Applicable** |
| One of the weaknesses mentioned in the self-study was aging facilities and equipment. The institution’s Capital Request process has been designed to address needs such as these; however decision-makers may be unaware that these needs exist unless requests are submitted through this process. The department is encouraged to address needed upgrades in equipment through the Capital Request process. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts is searching through equipment manuals, and contacting manufacturers to inventory purchase dates of kitchen equipment. This process will help the department in determining useful life dates.  The department is also monitoring maintenance costs and how frequent repairs are needed. |
| The self-study was unclear regarding how the department collects feedback from stakeholders. The department is encouraged to develop systematic approaches to gathering information from stakeholder groups. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts conducted a survey that involved 23 employers of our students which surveyed technical skills, soft skills, and professionalism.  The next steps will be to survey students regarding the program outcomes & course objectives, and to survey employers to ensure they are employing quality graduates. |
| Expanding Bakery & Pastry offerings into a degree program was suggested in the self-study, but in the discussion with the review team it was unclear whether the program would be geared towards producing graduates to work in high-end bakeries or less prestigious local bakeries. Before pursuing development of a degree program in this area, the department is encouraged to determine where the jobs in this area will be and to be clear and explicit regarding the focus of the proposed program. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts has determined that the Baking, Pastry, and Confectionary Arts option would serve high-end bakery needs as well as fast casual bakery institutions.  The research from the Bureau of Labor Statistics, the Ohio Career Information System, Boosalis Bakery (high-end), Elle Cakes (high- end), Dorothy Lane Market (high-end), Panera Bread (fast casual), and Bill Evans of Evans Bakery indicated that high-end and fast casual were equally as important with donut production employment not far behind. |
| It is recommended that the department increase its efforts in the collection, analysis, and use of data, particularly in the area of assessment of student learning. The level of standardization between different sections of courses in this department is a major first step in comprehensive assessment of student learning, and the department is encouraged to take the next steps by collecting student performance data, aggregating it, analyzing it, and then using it to inform decisions made about program curriculum. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts has begun the process of administering pre/post tests and standardizing syllabi. Currently all sections of HMT 1101, HMT 1105, HMT 1107, HMT 1112, HMT 1108, and HMT 2209 all have standardized syllabi/course outcomes, and pre/post tests.  The goal for the department is to have all courses within HMT use standardized syllabi, pre/post tests, and course coordinators by the end of 2014 |
| The department is encouraged to continue tracking graduates to determine their employment outcomes and whether they are getting what they need in their education. If necessary, the department may want to work with Research, Analytics, and Reporting to get this information. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts is planning exit interviews for Spring term 2013 for graduates. Graduate information will be collected, stored, and monitored on a bi-annual basis |
| The department is encouraged to continue the work that has been started on articulation agreements. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts has a draft articulation agreement with Miami University of Middletown to recive a Bachelor's Degree in Integrated Studies.  Future articulation agreements with Central State University, Sullivan University, and the Ohio State State University are all possibilities because of their Hospitality Management programs. |
| The department is encouraged to incorporate elements of globalism and appreciation of diverse populations into their program outcomes. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism / Culinary Arts will add (HUM 1115) International Environments, Culture and Business to its programs or incorporate elements of globalism and appreciation of diverse populations into existing courses. |
| The department is encouraged to explore streamlining its program curricula – it may be that reducing the number of credit hours required in programs would increase the number of students who complete a program. | In progress  Completed  No longer applicable | The deparment of Hospitality Management and Tourism / Culinary Arts has reviewed each of the following Programs/Concentrations:  Lodging - Changes include name (Lodging Operations), revised concentration description, specific outcomes tied to Lodging Operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.    Meeting and Events - Changes include name (Meeting and Event Planning), revised concentration description, specific outcomes tied to Meeting and Event Planning that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Hospitality Management and Tourism - Changes include name (Restaurant Operations), revised concentration description, specific outcomes tied to Restaurant Operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Tourism - Changes include name (Tourism Operations) revised concentration description, specific outcomes tied to Tourism operations that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion.  Culinary Arts - Changes include specific outcomes tied to Culinary Arts that are SMART based, curriculum redesign, the addition of pre/post tests, and decreased credit hours for degree completion. |

**Section III: Assessment of General Education & Degree Program Outcomes**

The Program Outcomes for the degrees are listed below. **All program outcomes must be assessed at least once during the 5 year Program Review cycle, and assessment of program outcomes must occur each year**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **General Education Outcomes** | To which degree(s) is this program outcome related? | Year assessed or to be assessed. | Assessment Methods  Used | What were the assessment results?  (Please provide brief summary data) |
| Oral Communication | | All programs | **2011-2012** |  | The department of Hospitality Management & Tourism / Culinary Arts experienced a change in leadership in a Interim Chair role starting July 1, 2012.  Even though significant changes have occurred in this short time frame; I have to be totally candid with the committee and tell you that we are working to get to this stage.  Here are the Steps in the Process:  1. Survey Advisory Committee and Employers (Complete)  2. View Standards from our accrediting agencies of the American Culinary Federation and the Accreditation Commision on Programs of Hospitality Administration (Complete)  3. Develop Program Outcomes for each program that are SMART and based on the Accreditation Standards plus Employer Standards (In Progress)  4. Revise curriculum for each program to ensure that the correct course leads to the pathway of completion, and reduce the number of semester hours to 60-65 (90% complete).  5. Streamline syllabi and develop course outcomes that are SMART based which tie into program outcomes (10% complete)  6. Develop Assignments that tie into course outcomes and the General Education Outcomes that are SMART based (5% complete)  We have a ways to go, but next year we will have data points for Oral Communication, Written Communication, and Critical Thinking. |
| Written Communication | | All programs | **2011-2012** |  | (See Oral Communication Section for explanation) |
| Critical Thinking/Problem Solving | | All programs | **2012-2013** |  |  |
| Values/Citizenship/Community | | All programs | **2013-2014** |  |  |
| Computer Literacy | | All programs | **2014-2015** |  |  |
| Information Literacy | | All programs | **2015-2016** |  |  |
|  | |  |  |  |  |
| **Program Outcomes** | | To which course(s) is this program outcome related? | Year assessed or to be assessed. | Assessment Methods  Used | What were the assessment results?  (Please provide brief summary data) |
| Apply concepts of hospitality and tourism management. | | HMT 1101, HMT 1105, HMT 1107, HMT 1110, HMT 1112, HMT 1125, HMT 1136, HMT 1137, HMT 1140, HMT 1150, HMT 1143, HMT 1146, HMT 2201, HMT 2215, HMT 2226, HMT 2227, HMT 2230, HMT 2201, HMT 2295,  MRK 2225, ENG 1101,  ENG 1131, MAT 1120,  MAT 1270, Natural & Physical Science Elective, Arts and Humanities Elective |  |  | (See Oral Communication Section for explanation) |
| Demonstrate ethical leadership skills. | | HMT 1107, HMT 2215, HMT 2225, HMT 2226, HMT 2230, HMT 2291, HMT 2295 ACC 1210, COM 2206,  SOC 1145, MRK 2125, ENG 1101,  ENG 1131, MAT 1120,  MAT 1270 |  |  | (See Oral Communication Section for explanation) |
| Practice world-class service. | | HMT 1110, HMT 1112, HMT 1125, HMT 1136, HMT 1137, HMT 1141, HMT 1140, HMT 1143, HMT 1150, HMT 2295,  HMT Language Elective, ENG 1101,  ENG 1131, COM 2206, Natural & Physical Science Elective |  |  | (See Oral Communication Section for explanation) |
| Retrieve, create, organize, analyze, disseminate and communicate information using technology. | | BIS 1120, MAT 1120,  MAT 1270, ACC 1210, COM 2206, ENG 1101,  ENG 1131  HMT 1136, HMT 1143, HMT 1146, HMT 1150, HMT 2143, HMT 2201, HMT 2225, HMT 2291, HMT 2295, |  |  | (See Oral Communication Section for explanation) |
| Utilize concepts fundamental to the Pastry or Baking Industry. | | HMT 1107,  HMT 1108,  HMT 1110,  HMT 1112,  HMT 1102,  HMT 2118,  HMT 2128,  HMT 2218,  HMT 1126,  DIT 1108,  MAT 1120,  MAT 1270  Natural & Physical Science Elective |  |  | (See Oral Communication Section for explanation) |
| Critically assess own pastry or baking skills compared to industry standards. | | BIS 1120,  COM 2206,  ENG 1101,  ENG 1131,  ACC 1210,  HMT 2201,  HMT 2215,  HMT 2225,  HMT 2226,  HMT 2218,  Arts and Humanities Elective,  LAW 1101 |  |  | (See Oral Communication Section for explanation) |
| Utilize concepts fundamental to the culinary industry. | | HMT 1101,  HMT 1107,  HMT 1108,  HMT 1110,  HMT 1112,  HMT 2206,  HMT 2209,  DIT 1108,  MAT 1120,  MAT 1270  Natural & Physical Science Elective |  |  | (See Oral Communication Section for explanation) |
| Critically assess own culinary skills compared to industry standards. | | BIS 1120,  COM 2206,  ENG 1101,  ENG 1131,  ACC 1210,  HMT 2201,  HMT 2215,  HMT 2225,  HMT 2226,  HMT 2227,  HMT 2209,  OTM (Arts/ Humanities),  LAW 1101 |  |  | (See Oral Communication Section for explanation) |
| Apply concepts of hospitality and tourism management. | | HMT 1101, HMT 1105, HMT 1107, HMT 1110, HMT 1112, HMT 1125, HMT 1136, HMT 1137, HMT 1140, HMT 1150, HMT 1143, HMT 1146, HMT 2201, HMT 2215, HMT 2226, HMT 2227, HMT 2230, HMT 2201, HMT 2295,  MRK 2125, ENG 1101,  ENG 1131, MAT 1120,  MAT 1270, Natural & Physical Science Elective, Arts and Humanities Elective |  |  | (See Oral Communication Section for explanation) |

**General Education Outcomes**

1. Are changes planned as a result of the assessment of general education outcomes? If so, what are those changes?

(See Oral Communication Section for explanation)

1. How will you determine whether those changes had an impact?

The department of Hospitality Management & Tourism / Culinary Arts will determine if the changes had an impact by tying certain assignments specifically to a Genral Education Outcome and using the scoring rubric to monitor the individual progress of each student. We can track the data to see if the student moved forward toward the degree or certificate based the scores from the course and specific assignments tied to GEO's.

**Program Outcomes**

1. Are changes planned as a result of the assessment of program outcomes? If so, what are those changes?

(See Oral Communication Section for explanation)

1. How will you determine whether those changes had an impact?

The department of Hospitality Management & Tourism / Culinary Arts will determine if the changes had an impact by Graduation completion, Certificate completion, completion speed, empolyer surveys, and accreditation acknowlegdements.

**Improvement Efforts**

1. What were the results of changes that were planned in the last Annual Update? Are further changes needed based on these results?

The department of Hospitality Management & Tourism / Culinary Arts believes its entire annual report demonstrates the changes that are occuring and has revealed the steps in the process to complete the positive change.

1. Are there any other improvement efforts that have not been discussed in this Annual Update submission?

The department of Hospitality Management & Tourism / Culinary Arts believes it has discussed all improvement efforts.

**APPENDIX – PROGRAM COMPLETION AND SUCCESS RATE DATA**

**Degree and Certificate Completion**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Department | Department Name | Program | FY 07-08 | FY 08-09 | FY 09-10 | FY 10-11 |
|  |  |  |  |  |  |  |
| 0419 | Travel & Tourism | TNT.AAS | 7 | 5 | 2 | . |
| 0472 | Hospitality Administration | BPSE.STC | . | . | . | 2 |
| 0472 | Hospitality Administration | CAO.AAS | 17 | 23 | 32 | 32 |
| 0472 | Hospitality Administration | FSM.CRT | 37 | 20 | 40 | 49 |
| 0472 | Hospitality Administration | HMT.AAS | 17 | 10 | 11 | 2 |
| 0472 | Hospitality Administration | HMTT.AAS | . | 2 | 1 | 2 |
| 0472 | Hospitality Administration | HMTTL.AAS | . | . | 2 | 1 |
| 0472 | Hospitality Administration | HMTTM.AAS | . | 1 | 5 | 6 |
| 0472 | Hospitality Administration | HMTTT.AAS | . | . | 9 | 6 |
|  |  |  |  |  |  |  |

**Course Success Rates**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Department | Department Name | Course | FY 07-08 | FY 08-09 | FY 09-10 | FY 10-11 | FY 11-12 (excludes Spring) |
| 472 | Hospitality Administration | HMT-101 | 82.5% | 81.7% | 85.3% | 84.9% | 84.1% |
| 472 | Hospitality Administration | HMT-102 | 83.3% | 85.7% | 83.3% | 88.5% | 81.8% |
| 472 | Hospitality Administration | HMT-105 | 75.0% | 74.3% | 73.7% | 70.0% | 66.5% |
| 472 | Hospitality Administration | HMT-107 | 83.0% | 83.5% | 82.9% | 73.9% | 75.0% |
| 472 | Hospitality Administration | HMT-110 | 89.6% | 77.6% | 62.9% | 74.3% | 75.2% |
| 472 | Hospitality Administration | HMT-112 | 91.4% | 93.7% | 83.0% | 88.4% | 90.2% |
| 472 | Hospitality Administration | HMT-113 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-114 | 95.5% | 94.2% | 90.4% | 84.9% | 86.1% |
| 472 | Hospitality Administration | HMT-115 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-118 | 100.0% | 100.0% | 80.0% | 100.0% | 93.3% |
| 472 | Hospitality Administration | HMT-125 | 72.9% | 81.6% | 79.1% | 82.8% | 86.2% |
| 472 | Hospitality Administration | HMT-126 | . | . | . | 90.0% | 100.0% |
| 472 | Hospitality Administration | HMT-127 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-128 | 100.0% | 100.0% | 80.0% | 100.0% | . |
| 472 | Hospitality Administration | HMT-136 | . | 100.0% | 100.0% | 100.0% | 66.7% |
| 472 | Hospitality Administration | HMT-137 | . | . | 71.4% | 95.7% | 66.7% |
| 472 | Hospitality Administration | HMT-138 | . | 100.0% | 100.0% | 66.7% | 81.8% |
| 472 | Hospitality Administration | HMT-139 | . | . | 100.0% | 87.5% | 71.4% |
| 472 | Hospitality Administration | HMT-140 | 100.0% | 88.5% | 88.9% | 95.8% | 80.0% |
| 472 | Hospitality Administration | HMT-141 | 25.0% | 85.7% | 76.1% | 78.8% | 94.1% |
| 472 | Hospitality Administration | HMT-142 | 87.5% | 95.7% | 89.5% | 95.1% | 91.4% |
| 472 | Hospitality Administration | HMT-143 | 85.7% | 92.3% | 100.0% | 95.7% | 94.7% |
| 472 | Hospitality Administration | HMT-144 | 91.7% | 83.3% | 100.0% | 100.0% | . |
| 472 | Hospitality Administration | HMT-145 | 100.0% | 87.5% | 100.0% | 100.0% | 91.7% |
| 472 | Hospitality Administration | HMT-146 | 90.9% | 80.0% | 100.0% | 100.0% | . |
| 472 | Hospitality Administration | HMT-150 | 100.0% | 100.0% | 91.2% | 90.9% | 86.0% |
| 472 | Hospitality Administration | HMT-151 | . | 100.0% | 92.3% | 90.0% | 90.9% |
| 472 | Hospitality Administration | HMT-190 | 93.3% | . | . | . | . |
| 472 | Hospitality Administration | HMT-192 | 91.7% | . | . | . | . |
| 472 | Hospitality Administration | HMT-194 | 100.0% | . | . | . | . |
| 472 | Hospitality Administration | HMT-195 | 100.0% | . | . | . | . |
| 472 | Hospitality Administration | HMT-201 | 93.0% | 88.1% | 83.5% | 83.3% | 83.0% |
| 472 | Hospitality Administration | HMT-206 | 85.3% | 88.6% | 86.7% | 90.9% | 95.5% |
| 472 | Hospitality Administration | HMT-207 | 88.4% | 93.3% | 94.0% | 89.3% | 91.4% |
| 472 | Hospitality Administration | HMT-208 | 81.8% | 95.8% | 89.6% | 94.7% | 89.8% |
| 472 | Hospitality Administration | HMT-209 | 89.5% | 93.5% | 100.0% | 100.0% | 95.5% |
| 472 | Hospitality Administration | HMT-215 | 84.2% | 87.5% | 83.0% | 79.1% | 82.0% |
| 472 | Hospitality Administration | HMT-218 | 100.0% | 87.5% | . | . | 100.0% |
| 472 | Hospitality Administration | HMT-223 | . | 90.5% | 100.0% | 91.7% | 100.0% |
| 472 | Hospitality Administration | HMT-224 | . | 100.0% | 100.0% | 100.0% | 100.0% |
| 472 | Hospitality Administration | HMT-225 | 81.8% | 86.9% | 83.9% | 86.3% | 89.1% |
| 472 | Hospitality Administration | HMT-226 | 89.9% | 82.4% | 91.2% | 92.9% | 89.1% |
| 472 | Hospitality Administration | HMT-227 | 100.0% | 80.8% | 96.6% | 87.6% | 88.9% |
| 472 | Hospitality Administration | HMT-230 | . | 90.9% | 87.7% | 81.7% | 83.9% |
| 472 | Hospitality Administration | HMT-236 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-237 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-238 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-239 | . | . | . | . | . |
| 472 | Hospitality Administration | HMT-291 | 92.3% | 92.3% | 93.5% | 86.3% | 84.1% |
| 472 | Hospitality Administration | HMT-292 | 100.0% | 96.1% | 100.0% | 96.9% | 94.5% |
| 472 | Hospitality Administration | HMT-293 | 95.7% | 100.0% | 93.1% | 87.0% | 100.0% |
| 472 | Hospitality Administration | HMT-295 | 83.9% | 86.7% | 84.6% | 95.8% | 85.7% |
| 472 | Hospitality Administration | HMT-297 | 100.0% | 100.0% | 100.0% | 100.0% | . |