**Sinclair Community College**

**Continuous Improvement Annual Update 2014-15**

**Please submit to your Division Assessment Coordinator / Learning Liaison for feedback no later than March 1, 2015**

**After receiving feedback from your Division Assessment Coordinator, please revise accordingly and make the final submission to your dean and the Provost’s Office no later than May 1, 2015**

**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 and Tourism experienced a 221% increase in Degrees, Certificates, and Short-term Certificates from FY 12-13 to FY 13-14 due to the following:

* A new Short Term Certificate titled Hospitality Reception and Service Specialist was embedded in all HMT degrees. The certificate encompasses etiquette and protocol, career ladder selection, problem solving techniques, and interactive computer training. Students can obtain this certificate by successfully completing Introduction to Hospitality (HMT 1105) with a C grade or better. Dayton Daily news featured the certificate on its website with video and in print media through its newspaper. There was immediate interest from perspective students and several employers.
* Short Term Certificates in Baking and Pastry were developed to serve students at Pickaway Correctional, South Eastern Correctional, and the Ohio Reformatory for Women Correctional.
* Completion by Design initiatives such as decreases in credit hours to receive HMT degrees, strategies that improved retention, and the creation of pathway templates (full-time/part-time) have all aided in an increase in Degrees, Certificates, and Short Term Certificates.

**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 department of Hospitality Management & Tourism has increased in course success from FY 12-13 - 76.9% to FY 13-14 - 80.3% due to several revision factors such as:

* Constructing degree pathways that have the correct sequential courses term by term.
* Restructuring course objectives and content using contextualization strategies.
* Ensuring the correct courses fit the degree concentration.
* Examining and making changes to prerequisites.
* Consistency of adjunct instructors in terms of length of service, teaching the same courses, and professional development provided by the Center for Teaching and Learning.

The courses with the most significant positive impact are as follows:

* HMT 1102 FY 12-13 - 66.7% to FY 13-14 - 72.2%

Kitchen Chemistry is a food science based course taught to many students without a science background. The class delivery format, contextualization revisions, and improvements to in-class labs has led to increased success.

* HMT 1105 FY 12-13 - 65.3% to FY 13-14 - 79.5%

Introduction to the Hospitality and Tourism Industry is an entry level course with high volume, and is now attached to a short term certificate. The course is using the flipped classroom approach and online content for face-to-face courses. This has led to increased success.

* HMT 2209 FY 12-13 - 80% to FY 13-14 - 97.5%

Advanced Culinary Skills is the equivalent to a capstone course for culinary students. Due to program changes, prerequisite changes, and lab component reconfiguration, students are entering their final degree completion stage with the appropriate skill level to successfully complete the course and provide 7 course meals for the public.

* HMT 2230 FY 12-13 - 56.8% to FY 13-14 - 91.2%

Risk and Prevention Management is a course that focuses on security, safety, and emergency procedures. The class delivery format, contextualization revisions, improvements to in-class assignments, and new textbook revisions have legitimately led to increased success.

The courses that will be focused upon in the next year will be:

* HMT 2225 FY 12-13 - 86.2 - FY 13-14 - 72.1%
* HMT 2227 FY 12-13 - 82.1 - FY 13-14 - 67.2%

The department is examining possible reasons for decreases in success rates, and causes have yet to be determined.

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 Accreditation Commission of Programs in Hospitality Administration (ACPHA) has acknowledged the department of Hospitality Management & Tourism as exemplary by granting a 7 year accreditation.

**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.

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| **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 department of Hospitality Management & Tourism utilized its faculty, advisory committee, and the college’s curriculum design process to achieve the following:* A reduction in the number of credit hours needed to receive HMT degrees.
* The creation of curricula that is student centered.
* Able to obtain consistent feedback from stakeholders.
* Embedded assessments that measure general & program outcomes.

Last year the department aggressively tracked and revised three of its lowest success rate courses which were HMT 1102 (Kitchen Chemistry) and HMT 1105 (Introduction to the Hospitality Industry). Here are the results:* HMT 1102 FY 12-13 - 66.7% - FY 13-14 - 72.2%
* HMT 1105 FY 12-13 - 65.3% - FY 13-14 - 79.5%
* HMT 2230 FY 12-13 - 56.8% - FY 13-14 - 91.2%

This year we will focus on the following courses:* HMT 1110 FY 12-13 - 80.8 - FY 13-14 - 74.1%
* HMT 2118 FY 12-13 - 81.8 - FY 13-14 – 75.0%
* HMT 2215 FY 12-13 - 85.7 - FY 13-14 - 78.1%
* HMT 2225 FY 12-13 - 86.2 - FY 13-14 - 72.1%
* HMT 2227 FY 12-13 - 82.1 - FY 13-14 - 67.2%
 |
| 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 was approved to offer a degree option in Baking and Pastry Arts FY 13-14. Two students have completed this degree option and six more are scheduled to graduate FY 14-15. |
| 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 Hospitality Management & Tourism has researched the need for a certificate and degree in gaming. The two closest gaming operations are Hollywood Casinos of Dayton and Miami Valley Gaming of Monroe. The department has visited both operations and performed extensive research into Ohio post-secondary institutions offering subject matter in gaming.The results of both gaming site visits yielded the same results. The main interests were not gaming; the main interests were for food and beverage.Cuyahoga Community College (Tri-C) is the only Ohio post-secondary institution that offers a certificate in casino operations. A longer timeline will need to be studied in order to determine if it’s beneficial for their market base. |
| 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 developed an additional online course (HMT 1105) (Introduction to the Hospitality Industry) with the intention of offering as a hybrid course. However, HMT 1105 (Introduction to the Hospitality Industry) and HMT 1107 (Sanitation and Safety) are taught as distance learning online courses and in the face to face format as well. As a department, we decided to try something new and utilize the online distance learning course shells in the face to face sections. Although the courses are not true hybrids, students are able to grasp the content at higher levels. This is evidenced by higher test scores, better grades on assignments, and course completion rates with a C or better.The department offers A-term and B-term 8 week courses, and because of the shortened format, hybrid courses will be explored after the implementation of e-Learn. |

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.

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| **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 completed an equipment replacement assessment identifying commercial kitchen appliance needs.The department utilized the institutions Capital Request process to secure large industrial, smallware, stemware, and flatware purchases.As equipment continues to age and replacement parts become more difficult to obtain, the Capital Request process will become more important and utilized on an as needed basis. |
| 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 has collected information from the advisory committee and exit interview data from graduates in 2013-2014 to make improvements to the overall program. However, a systematic approach for ongoing data collection is being developed based on general education outcomes and program outcomes. |
| 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 [x] No longer applicable [ ]  | The department of Hospitality Management & Tourism was approved to offer a degree option in Baking and Pastry Arts FY 13-14. Two students have completed this degree option and six more are scheduled to graduate FY 14-15.Although the degree is relatively current, there are interns employed at high-end bakeries such as The Cakery, Ele` Cake Company, and Boosalis Bakery. There are also interns at less prestigious local bakeries such as Kroger’s and Bill’s Donuts of Dayton. |
| 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 is developing a data collection process that utilizes the student learning results model. This model indicates the performance measure, lists the measurement instruments or processes, the current results, analysis of results, and any action taken or improvements made.The following represents what data will be collected:Computer Literacy – HMT 1137 (Hospitality Industry Computer Systems) will capture this data.  A twenty question multiple choice pre-test and post-test was developed. HMT 2295 (Hospitality Management & Tourism Seminar) will have a computer based assignment to capture the data needed.  Critical Thinking & Problem Solving – HMT 1107 (Sanitation & Safety) and HMT 2215 (Food & Labor Cost Controls) will capture the data needed.  HMT 1107 pre and post tests have been created to capture the data needed.  HMT 2215 created assignments based on the butchers test and breakeven analysis which will measure student’s problem solving and critical thinking ability.  Information Literacy – HMT 1125 (Bar & Beverage Management) and HMT 2226 (Purchasing & Negotiations) will capture the data needed. HMT 1125 will use the Glazers wine, spirits, and beer test to capture the data needed and HMT 2226 will use an information project to capture the data needed.  Oral Communication Skill – HMT 1110 (Menu Planning) and HMT 2209 (Advanced Culinary Skills) will capture the data needed. Both classes will capture data from the dining room customer service evaluation. Values Citizenship and Community – HMT 1110 and HMT 2226 will capture the data needed. Both classes have designed projects and service components to capture the data needed. Written Communication – HMT 2230 (Risk & Prevention Management) and HMT 2295 (Hospitality Management & Tourism Seminary) will capture the data needed.    HMT 2230 will capture the data needed from a case analysis project and HMT 2295 will capture the data needed from the business blue print project.Program Outcomes for Hospitality Management students – The internship mid-term and final assessments have embedded program outcome questions to capture the data needed. Program Outcomes for Culinary Students – The internship mid-term and final assessments have embedded program outcome questions to capture the data needed. |
| 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 conducts exit interviews with as many graduates as possible. We collect employment information, email addresses, phone numbers, etc. We ask graduates to update their employment information twice a year and yield very low results. The goal of the department is to work with Research, Analytics, and Reporting to develop a system that will provide the data needed by the department and accreditors.The goal is to have a system implemented with the assistance of RAR by December 31, 2015. |
| 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 developed an articulation agreement with Miami University (Middletown). HMT graduates can transfer their credits towards a bachelor’s degree in Integrated Studies.Currently, the department is working with The Ohio State University for its second articulation agreement. |
| 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 requires all students to take SOC 1145 (Cultural Anthropology). This course is an examination of what is meant by culture and a review of the various theories and methods of in Cultural Anthropology. It includes a comparison of the similarities and differences among world cultures as well as comparative analysis of family organization, religious beliefs, educational systems, economics and government systems.Students are also required to take an OTM Humanities elective. They have the following choices:HUM 1131 – The Search for UtopiaHUM 1135 – Environmental EthicsHMU 1141 – Appalachian History and CultureHUM 1142 – Native American HistoryHUM 1195 – Leadership and Development |
| 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 department of Hospitality Management & Tourism has streamlined its curricula and reduced the number of credit hours to receive a degree in each of its programs. Therefore, this section was marked Completed.Recently, the department has been asked to reduce the number of credit hours for each degree to 60-65 hours. The culinary arts degree option remains above 65 hours and because of this, the section has been changed to In Progress.The number of hours to complete a degree option in culinary arts is 69 hours. The goal of the department is for this degree option to be reduced to 60-65 by December 31, 2015. |

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| Please respond to the following items regarding external program accreditation. |
| **Date of Most Recent Program Accreditation Review** | Date of most recent accreditation review: Accreditation Commission of Programs in Hospitality Administration **(ACPHA)** – Most recent review date was October 6-8, 2014American Culinary Federation **(ACF)** – Most recent review date was May 2-4, 2012  |
| **Please describe any issues or recommendations from your last accreditation review (if applicable)** | ACPHA – 1 The mission statement and program outcomes are not publicly available in printed or electronic domains. Though the mission statement is actually on the website and the program outcomes are on the department bulletin board, they are not easily available to the public.ACPHA – 2 There is no evidence showing how the results of the assessment plan are being used for the systematic improvement of student learning and decisions on curricular changes that support graduates in achieving the Program Learning Outcomes.ACPHA – 3 The site visiting team believes that all FT faculty members are overwhelmed with their responsibilities and may not be able to perform to the best of their ability if this trend continues. On May 2-4, 2012, the American Culinary Federation Education Foundation AccreditingCommission (ACFEFAC) conducted a site visit at your institution to review the AAS in Hospitality Management: Culinary Arts Option program.Based on the review, the team site visit report indicates the following area of noncompliance:**Standard 6.3** – *The kitchen/laboratory facilities reflect safe and sanitary conditions.*The team made suggestions as peer evaluators of how to correct the noted area of noncompliance. This area is the only area that you must respond to in writing.***Suggestion to comply with standard 6.3*** – *Provide evidence that the walk-in refrigerator and the attached walk-in freezer are thoroughly cleaned, with food items properly wrapped and stored in an organized manner, and develop a system to ensure that sanitation in the units is regularly maintained.*The ACFEFAC will meet in July 2012 to review your program self-study, the team report and programmatic response to the team report to make a determination of re-accreditation for the above listed program. **Your programmatic response is due in the ACF national office by June 15, 2012.**The team report makes several suggestions about the programs as a whole. These suggestions do not require a written response.1. Consider reducing the size of the current Advisory board to a more manageable level of 10 or 12 members. Have a board that provides a good representation of the hospitality industry, that is dynamic, hardworking and productive, that will attend the bi-annually held meetings, to support the curriculum and activities of the program.
2. Encourage significantly more instructor participation in technical conferences and workshops as a means for enhancing technical (practical) skills.
3. It is important to continually introduce new and fresh ideas into your program and delivery model. When you are seeking to add faculty to teach, consider seeking candidates that come from differing academic as well as experiential backgrounds. This will allow for the faculty to share their unique skills and talents, and to mesh their different styles to best meet the needs of all your students.
4. Standardize the course Syllabi (template), to make it easier for the students to quickly identify the grading criteria, lesson plans, requirements, etc., from course to course.
5. The Servsafe (Managers) Certification is fast becoming an industry standard and also a requirement for hire, and I ads further credibility to the program within the hospitality community. The team commends the program on making this a requirement for all students to pass this certification, prior to being allowed to enter any culinary laboratories. Implement a check-and-balance practice to verify that this has taken place – not to allow any students to fall through the cracks. Ask the students to provide the certificate of completion to their classroom instructor on the first week of the lab course.
6. All MSDS files should be conveniently mounted on the wall, with a clear access to all students and faculty.
7. Limit the growth of beards and moustaches among students and faculty to an industry-acceptable length of ¼ inch, or enforce a policy of the use of beard nets (aka: snoods) when working in the technical aspect of the program.
8. Develop and use an equipment safety check sheet for each new course, to include equipment that is specific to the respective course.
9. Offer a Culinary Accounting course to replace the accounting course that is currently being conducted by accounting instructors. All students who were interviewed felt that the accounting instructors are insensitive to the unique accounting knowledge needs of culinary students.
10. Consider utilizing a new, integrated ordering/inventory system to provide a better stock control, save on labor costs and provide cost savings for your program.
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| **Please describe progress made on any issues or recommendations from your last accreditation review (if applicable)** | ACPHA items 1 and 2 are complete, and ACPHA item 3 is in progress depending upon budget approval.All ACF items are complete. |

**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**.

**PLEASE NOTE – FOR THE NEXT TWO YEARS, GENERAL EDUCATION OUTCOME ASSESSMENT WILL BE TEMPORARILY POSTPONED. WE WOULD ASK THAT IN THIS ANNUAL UPDATE YOU IDENTIFY AT LEAST ONE COURSE IN YOUR DEGREE PROGRAM(S) WHERE ASSESSEMENT AT THE MASTERY LEVEL WILL OCCUR FOR THE FOLLOWING THREE GENERAL EDUCATION OUTCOMES:**

* **CRITICAL THINKING/PROBLEM SOLVING**
* **INFORMATION LITERACY**
* **COMPUTER LITERACY**

**NOTE THAT THERE WILL NEED TO BE AT LEAST ONE EXAM / ASSIGNMENT / ACTIVITY IN THIS COURSE THAT CAN BE USED TO ASSESS MASTERY OF THE COMPETENCY.**

**YOU MAY ALSO SUBMIT ASSESSMENT RESULTS FOR THESE GENERAL EDUCATION COMPETENCIES IF YOU HAVE THEM, BUT IT WILL BE CONSIDERED OPTIONAL**.

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| **General Education Outcomes** | To which degree(s) is this program outcome related? | Year courses identified where mastery of general education competency will be assessed. | PLEASE INDICATE AT LEAST ONE COURSE WHERE MASTERY OF THE COMPETENCY WILL BE ASSESSED FOR EACH OF YOUR DEGREE PROGRAMS | What were the assessment results for this General Education competency? (Please provide brief summary data)**NOTE: - THIS IS OPTIONAL FOR THE FY 2014-15 AND FY 2015-16 ANNUAL UPDATES** |
| Critical Thinking/Problem Solving | All programs | **2014-2015** |  |  |
| Information Literacy | All programs | **2014-2015** |  |  |
| Computer Literacy | All programs | **2014-2015** |  |  |
| Values/Citizenship/Community | All programs | **2015-2016** | Due in FY 2015-16 |  |
| Oral Communication | All programs | **N/A** | COM 2206/2211 |  |
| Written Communication | All programs | **N/A** | ENG 1101 |  |
| Are changes planned as a result of the assessment of general education outcomes? If so, what are those changes | **OPTIONAL FOR FY 2014-15** |
| How will you determine whether those changes had an impact?  | **OPTIONAL FOR FY 2014-15** |

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| **Program Outcomes** | To which course(s) is this program outcome related? | Year assessed or to be assessed. | Assessment MethodsUsed | 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 |       | The assessment measures of all new program outcomes will be determined during Faculty Development Learning Day 11/27/2013  | The program outcomes in the far left quadrant are no longer relevant due to HMT program revisions. Please see the list below for current program outcomes (as of 08/19/2013):  |
| 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 |       |       | Hospitality Management & Tourism/Tourism Concentration1) Customer ServiceDemonstrate ability to practice concepts of customer service in tourism operations.2) Decision MakingMake decisions based on integrating knowledge of functional areas for managing tourism operations.3) TechnologyUse technology to achieve operational efficiency and productivity in tourism operations.4) ProfessionalismDemonstrate appropriate professional written and oral communiction skills along with professional dress and grooming standards.5) Team Work and EthicsDemonstrate an ability to work effectively as a member of a team and perform tourism responsibilities in an ethical manner. |
| 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 |       |       | Hospitality Management & Tourism/Meeting & Event Planning Concentration1) Customer ServiceDemonstrate ability to practice concepts of customer service in meeting and event planning operations.2) Decision MakingMake decisions based on integrating knowledge of functional areas for managing meeting and event planning operations.3) TechnologyUse technology to achieve operational efficiency and productivity in meeting and event planning operations.4) ProfessionalismDemonstrate appropriate professional written and oral communiction skills along with professional dress and grooming standards.5) Team Work and EthicsDemonstrate an ability to work effectively as a member of a team and perform meeting and event planning responsibilities in an ethical manner.  |
| 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,  |       |       |  Hospitality Management & Tourism/Lodging Concentration1) Customer ServiceDemonstrate ability to practice concepts of customer service in lodging operations.2) Decision MakingMake decisions based on integrating knowledge of functional areas for managing lodging operations.3) TechnologyUse technology to achieve operational efficiency and productivity in lodging operations.4) ProfessionalismDemonstrate appropriate professional written and oral communiction skills along with professional dress and grooming standards.5) Team Work and EthicsDemonstrate an ability to work effectively as a member of a team and perform lodging responsibilities in an ethical manner.  |
| 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 1270Natural & Physical Science Elective |       |       | Hospitality Management & Tourism Concentration1) Customer ServiceDemonstrate ability to practice concepts of customer service in hospitality management and tourism operations.2) Decision MakingMake decisions based on integrating knowledge of functional areas for managing hospitality management and tourism operations.3) TechnologyUse technology to achieve operational efficiency and productivity in hospitality management and tourism operations.4) ProfessionalismDemonstrate appropriate professional written and oral communiction skills along with professional dress and grooming standards.5) Team Work and EthicsDemonstrate an ability to work effectively as a member of a team and perform hospitality management and tourism responsibilities in an ethical manner.  |
| 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 |       |       | Hospitality Management & Tourism/Culinary Arts Concentration1) BakingApply fundamentals of baking science to the preparation of products.2) BeveragesBecome familiar with varieties of alcoholic and non-alcoholic beverages and explain laws related to responsible alcohol service.3) Math CalculationsPerform mathematical functions related to food. 4) Cooking TechniquesApply principles of preparation and cooking techniques to produce a variety of hot and cold food products. 5) Knives and EquipmentDevelop knife skills to produce a variety of cuts and demonstrate the operation of kitchen equipment safely and correctly.6) Dining Room ServicePerform dining room duties using a variety of styles and demonstrate an understanding of quality customer service.  |
| 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 1270Natural & Physical Science Elective |       |       | This outcome is no longer relevant due to HMT program revisions.  |
| 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 |       |       | This outcome is no longer relevant due to HMT program revisions.  |
| 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 |       |       | This outcome is no longer relevant due to HMT program revisions.  |

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| **Are changes planned as a result of the assessment of program outcomes? If so, what are those changes?**  |  |
| **How will you determine whether those changes had an impact?**  |  |

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

**Degree and Certificate Completion**

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| Division | Department | Department Name | Program | FY 07-08 | FY 08-09 | FY 09-10 | FY 10-11 | FY 11-12 | FY 12-13 | FY 13-14 |
| BPS | 0472 | Hospitality Administration | BPAO.S.AAS | . | . | . | . | . | . | 2 |
| BPS | 0472 | Hospitality Administration | BPSE.S.STC | . | . | . | . | . | . | 9 |
| BPS | 0472 | Hospitality Administration | BPSE.STC | . | . | . | 2 | 6 | 10 | 2 |
| BPS | 0472 | Hospitality Administration | CAO.AAS | 17 | 23 | 32 | 32 | 44 | 22 | 5 |
| BPS | 0472 | Hospitality Administration | CAO.S.AAS | . | . | . | . | . | 12 | 20 |
| BPS | 0472 | Hospitality Administration | FSM.CRT | 37 | 20 | 40 | 49 | 44 | 29 | 23 |
| BPS | 0472 | Hospitality Administration | FSM.S.CRT | . | . | . | . | . | 5 | 10 |
| BPS | 0472 | Hospitality Administration | HMT.AAS | 17 | 10 | 11 | 2 | 3 | 2 | . |
| BPS | 0472 | Hospitality Administration | HMTT.AAS | . | 2 | 1 | 2 | 5 | 3 | . |
| BPS | 0472 | Hospitality Administration | HMTT.S.AAS | . | . | . | . | . | . | 2 |
| BPS | 0472 | Hospitality Administration | HMTTL.AAS | . | . | 2 | 1 | 7 | 3 | 3 |
| BPS | 0472 | Hospitality Administration | HMTTL.S.AAS | . | . | . | . | . | . | 2 |
| BPS | 0472 | Hospitality Administration | HMTTM.AAS | . | 1 | 5 | 6 | 15 | 4 | 1 |
| BPS | 0472 | Hospitality Administration | HMTTM.S.AAS | . | . | . | . | . | 4 | 7 |
| BPS | 0472 | Hospitality Administration | HMTTT.AAS | . | . | 9 | 6 | 9 | 4 | 1 |
| BPS | 0472 | Hospitality Administration | HMTTT.S.AAS | . | . | . | . | . | 1 | 2 |
| BPS | 0472 | Hospitality Administration | HRSS.S.STC | . | . | . | . | . | . | 130 |

**Course Success Rates**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Department** | **Department Name** | **Course** |  | **FY 07-08** | **FY 08-09** | **FY 09-10** | **FY 10-11** | **FY 11-12** | **FY 12-13** | **FY 13-14** |
| 0472 | Hospitality Administration | HMT-101 |   | 82.5% | 81.7% | 85.3% | 84.9% | 84.0% | . | . |
| 0472 | Hospitality Administration | HMT-102 |  | 83.3% | 85.7% | 83.3% | 88.5% | 84.7% | . | . |
| 0472 | Hospitality Administration | HMT-105 |   | 75.0% | 74.3% | 73.7% | 70.0% | 64.5% | 53.8% | . |
| 0472 | Hospitality Administration | HMT-107 |  | 83.0% | 83.5% | 82.9% | 73.9% | 74.4% | 54.5% | . |
| 0472 | Hospitality Administration | HMT-110 |   | 89.6% | 77.6% | 62.9% | 74.3% | 69.4% | . | . |
| 0472 | Hospitality Administration | HMT-1101 |  | . | . | . | . | . | 75.3% | 78.7% |
| 0472 | Hospitality Administration | HMT-1102 |   | . | . | . | . | . | 66.7% | 72.2% |
| 0472 | Hospitality Administration | HMT-1105 |  | . | . | . | . | . | 65.3% | 79.5% |
| 0472 | Hospitality Administration | HMT-1107 |   | . | . | . | . | . | 70.8% | 72.1% |
| 0472 | Hospitality Administration | HMT-1108 |  | . | . | . | . | . | 82.0% | 80.9% |
| 0472 | Hospitality Administration | HMT-1110 |   | . | . | . | . | . | 80.8% | 74.1% |
| 0472 | Hospitality Administration | HMT-1112 |  | . | . | . | . | . | 79.8% | 80.8% |
| 0472 | Hospitality Administration | HMT-112 |   | 91.4% | 93.7% | 83.0% | 88.4% | 90.2% | 92.3% | . |
| 0472 | Hospitality Administration | HMT-1125 |  | . | . | . | . | . | 74.1% | 86.2% |
| 0472 | Hospitality Administration | HMT-1126 |   | . | . | . | . | . | 85.7% | 93.4% |
| 0472 | Hospitality Administration | HMT-113 |  | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-1136 |   | . | . | . | . | . | 81.8% | 100.0% |
| 0472 | Hospitality Administration | HMT-1137 |  | . | . | . | . | . | 93.8% | 83.3% |
| 0472 | Hospitality Administration | HMT-1138 |   | . | . | . | . | . | . | 100.0% |
| 0472 | Hospitality Administration | HMT-1139 |  | . | . | . | . | . | . | 100.0% |
| 0472 | Hospitality Administration | HMT-114 |   | 95.5% | 94.2% | 90.4% | 84.9% | 88.1% | 100.0% | . |
| 0472 | Hospitality Administration | HMT-1140 |  | . | . | . | . | . | . | 100.0% |
| 0472 | Hospitality Administration | HMT-1141 |   | . | . | . | . | . | 91.2% | 88.5% |
| 0472 | Hospitality Administration | HMT-1143 |  | . | . | . | . | . | 87.5% | 100.0% |
| 0472 | Hospitality Administration | HMT-1146 |   | . | . | . | . | . | . | 100.0% |
| 0472 | Hospitality Administration | HMT-115 |  | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-1150 |   | . | . | . | . | . | 75.9% | 88.2% |
| 0472 | Hospitality Administration | HMT-1151 |  | . | . | . | . | . | . | 81.8% |
| 0472 | Hospitality Administration | HMT-118 |   | 100.0% | 100.0% | 80.0% | 100.0% | 93.3% | . | . |
| 0472 | Hospitality Administration | HMT-125 |  | 72.9% | 81.6% | 79.1% | 82.8% | 84.3% | . | . |
| 0472 | Hospitality Administration | HMT-126 |   | . | . | . | 90.0% | 100.0% | . | . |
| 0472 | Hospitality Administration | HMT-127 |  | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-128 |   | 100.0% | 100.0% | 80.0% | 100.0% | 80.0% | . | . |
| 0472 | Hospitality Administration | HMT-136 |  | . | 100.0% | 100.0% | 100.0% | 66.7% | . | . |
| 0472 | Hospitality Administration | HMT-137 |   | . | . | 71.4% | 95.7% | 66.7% | . | . |
| 0472 | Hospitality Administration | HMT-138 |  | . | 100.0% | 100.0% | 66.7% | 83.3% | . | . |
| 0472 | Hospitality Administration | HMT-139 |   | . | . | 100.0% | 87.5% | 71.4% | . | . |
| 0472 | Hospitality Administration | HMT-140 |  | 100.0% | 88.5% | 88.9% | 95.8% | 80.0% | . | . |
| 0472 | Hospitality Administration | HMT-141 |   | 25.0% | 85.7% | 76.1% | 78.8% | 94.1% | . | . |
| 0472 | Hospitality Administration | HMT-142 |  | 87.5% | 95.7% | 89.5% | 95.1% | 91.4% | . | . |
| 0472 | Hospitality Administration | HMT-143 |   | 85.7% | 92.3% | 100.0% | 95.7% | 94.7% | . | . |
| 0472 | Hospitality Administration | HMT-144 |  | 91.7% | 83.3% | 100.0% | 100.0% | 80.0% | . | . |
| 0472 | Hospitality Administration | HMT-145 |   | 100.0% | 87.5% | 100.0% | 100.0% | 91.7% | . | . |
| 0472 | Hospitality Administration | HMT-146 |  | 90.9% | 80.0% | 100.0% | 100.0% | 100.0% | . | . |
| 0472 | Hospitality Administration | HMT-150 |   | 100.0% | 100.0% | 91.2% | 90.9% | 86.0% | . | . |
| 0472 | Hospitality Administration | HMT-151 |  | . | 100.0% | 92.3% | 90.0% | 90.9% | . | . |
| 0472 | Hospitality Administration | HMT-190 |   | 93.3% | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-192 |  | 91.7% | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-194 |   | 100.0% | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-195 |  | 100.0% | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-201 |   | 93.0% | 88.1% | 83.5% | 83.3% | 86.4% | 71.4% | . |
| 0472 | Hospitality Administration | HMT-206 |  | 85.3% | 88.6% | 86.7% | 90.9% | 91.8% | . | . |
| 0472 | Hospitality Administration | HMT-207 |   | 88.4% | 93.3% | 94.0% | 89.3% | 90.5% | 80.0% | . |
| 0472 | Hospitality Administration | HMT-208 |  | 81.8% | 95.8% | 89.6% | 94.7% | 92.4% | . | . |
| 0472 | Hospitality Administration | HMT-209 |   | 89.5% | 93.5% | 100.0% | 100.0% | 95.6% | . | . |
| 0472 | Hospitality Administration | HMT-2118 |  | . | . | . | . | . | 81.8% | 75.0% |
| 0472 | Hospitality Administration | HMT-2128 |   | . | . | . | . | . | 86.7% | 85.0% |
| 0472 | Hospitality Administration | HMT-215 |  | 84.2% | 87.5% | 83.0% | 79.1% | 81.1% | 87.5% | . |
| 0472 | Hospitality Administration | HMT-218 |   | 100.0% | 87.5% | . | . | 100.0% | . | . |
| 0472 | Hospitality Administration | HMT-2201 |  | . | . | . | . | . | 79.3% | 89.4% |
| 0472 | Hospitality Administration | HMT-2206 |   | . | . | . | . | . | 89.8% | 84.0% |
| 0472 | Hospitality Administration | HMT-2207 |  | . | . | . | . | . | . | 86.7% |
| 0472 | Hospitality Administration | HMT-2209 |   | . | . | . | . | . | 80.0% | 97.5% |
| 0472 | Hospitality Administration | HMT-2215 |  | . | . | . | . | . | 85.7% | 78.1% |
| 0472 | Hospitality Administration | HMT-2218 |   | . | . | . | . | . | 76.9% | 83.3% |
| 0472 | Hospitality Administration | HMT-2225 |  | . | . | . | . | . | 86.2% | 72.1% |
| 0472 | Hospitality Administration | HMT-2226 |   | . | . | . | . | . | 70.4% | 76.1% |
| 0472 | Hospitality Administration | HMT-2227 |  | . | . | . | . | . | 82.1% | 67.2% |
| 0472 | Hospitality Administration | HMT-223 |   | . | 90.5% | 100.0% | 91.7% | 96.8% | . | . |
| 0472 | Hospitality Administration | HMT-2230 |  | . | . | . | . | . | 56.8% | 91.2% |
| 0472 | Hospitality Administration | HMT-224 |   | . | 100.0% | 100.0% | 100.0% | 100.0% | 90.0% | . |
| 0472 | Hospitality Administration | HMT-225 |  | 81.8% | 86.9% | 83.9% | 86.3% | 89.9% | 100.0% | . |
| 0472 | Hospitality Administration | HMT-226 |   | 89.9% | 82.4% | 91.2% | 92.9% | 84.0% | 81.3% | . |
| 0472 | Hospitality Administration | HMT-227 |  | 100.0% | 80.8% | 96.6% | 87.6% | 90.5% | 84.6% | . |
| 0472 | Hospitality Administration | HMT-2291 |   | . | . | . | . | . | 90.0% | 100.0% |
| 0472 | Hospitality Administration | HMT-2292 |  | . | . | . | . | . | 93.3% | 85.0% |
| 0472 | Hospitality Administration | HMT-2295 |   | . | . | . | . | . | 88.9% | 87.5% |
| 0472 | Hospitality Administration | HMT-230 |  | . | 90.9% | 87.7% | 81.7% | 83.9% | 100.0% | . |
| 0472 | Hospitality Administration | HMT-236 |   | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-237 |  | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-238 |   | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-239 |  | . | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-291 |   | 92.3% | 92.3% | 93.5% | 86.3% | 84.1% | . | . |
| 0472 | Hospitality Administration | HMT-292 |  | 100.0% | 96.1% | 100.0% | 96.9% | 93.4% | . | . |
| 0472 | Hospitality Administration | HMT-293 |   | 95.7% | 100.0% | 93.1% | 87.0% | 98.0% | 77.8% | . |
| 0472 | Hospitality Administration | HMT-295 |  | 83.9% | 86.7% | 84.6% | 95.8% | 85.4% | 100.0% | . |
| 0472 | Hospitality Administration | HMT-297 |   | 100.0% | 100.0% | 100.0% | 100.0% | . | 66.7% | . |