**Department/Program Review Summary**

**2011-12**

**Department:** Hospitality Management and Tourism (HMT)

**Date of Review:** May 11, 2012

**Review Team Members and Titles:**

Helen Grove, Sr. Vice President and Provost

Jared Cutler, Director, Curriculum and Assessment

Judy Kronenberger, Professor, Medical Assistant Technology

Barb Lucente, Senior Budget Analyst, Budget and Analysis

Laura Mercer, Director, Research, Analytics & Reporting

Sharyn Morgan, Senior Academic Advisor, Academic Advising

Nick Reeder, Professor, Electronics Engineering Tech/Electrical & Electronics Repair

Rena Shuchat, Dean, Life and Health Sciences

George M. Sideras, Certified Executive Chef, Nestle Professional

Thomas Singer, Professor, Mechanical Engineering Technology

Tim Sweet, General Manager, Food Services

Boikai Twe, Chair, Psychology and African-American Studies

**Department Members Present:**

Sue Merrell-Daley, Dean, Business and Public Services

Steve Cornelius, Chair, Hospitality Management

Faculty:

Dawn Allen

Derek Allen

Michelle Bridges

Frank Leibold

**Commendations**:

* It was clear from both the self-study and the meeting with the review team that the efforts of this department are student-focused and that the faculty are very committed to their students. Moreover, the faculty in this department demonstrate a real passion for their profession, which contributes greatly to students’ learning.
* The department has some innovative proposals that demonstrate openness to new approaches, such as the garden project that was described in the self-study.
* The department has begun to ensure that students in different sections of a course are doing the same thing at the same time. This is advantageous to students, substantially increasing the likelihood that students in different sections of a course will experience the same content and outcomes. It is also advantageous to the department’s assessment efforts, in that measuring student learning across different sections of the same course is considerably easier if all sections are using the same exams and activities.
* The hospitality management industry is anticipating job growth in the future, and the department appears to be well aligned with emerging directions in the field.
* The department has a strong presence in the community and is involved in a large number of both campus and community activities. Many of these activities involve collaborations with other departments on campus, which serves as an excellent example of inter-departmental collaboration. Due to these collaborations, the department is well regarded on campus.
* The completion numbers for students in programs this department offers are substantial – 246 completions of certificates and degrees in the past five years.

**Recommendations for Action**:

* The academic program self-study development process should involve all full-time faculty members in the process. The department is encouraged to engage faculty in the creation of annual updates and future self-studies to ensure the analysis includes multiple perspectives in addition to input from adjunct faculty and advisory members where appropriate.
* One of the weaknesses mentioned in the self-study was aging facilities and equipment. An inventory of equipment with associated purchase dates and maintenance requirements would allow for ongoing review of possible needs and replacement on a systematic basis. 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 monitor its inventory and address needed upgrades in equipment through the Capital Request process.
* 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 and to use this information to enhance students’ learning opportunities.
* 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 and in management of department operations. Continued improvements in the level of standardization between different sections of courses is a important 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.
* With several required internships in the HMT programs, the department is strongly encouraged to use the data it gathers through employer site visits to identify and implement program-level improvements.
* The department is encouraged to continue tracking graduates to determine their employment outcomes and whether they are getting what they need in their education. The department is encouraged to work with Research, Analytics, and Reporting to get this information.
* The department is encouraged to continue the work that has been started on articulation agreements.
* The department is encouraged to incorporate elements of globalism and appreciation of diverse populations into program outcomes and the curriculum.
* The department is strongly encouraged to streamline its program curricula. Reducing the number of credit hours required in programs to enable full-time students to complete in two years (four semesters) should be the goal. Such a change would increase the number of students who complete a program.
* Concurrent to streamlining the various degree programs, the department should study the viability of the four different HMT concentrations to assess student and employment demand.

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

This department holds accreditation from three external accrediting agencies, important recognitions in the fields of hospitality management, culinary arts, and business. Additionally, this department produces a considerable number of graduates to meet the employment demand in the region and beyond. Especially noteworthy is the department’s high level of involvement with other departments on campus and the external community, involvement that has led to a considerable amount of appreciation on campus for the work of this department and its students.

A greater focus on assessment is needed in this department. While some results were provided in the self-study demonstrating student learning, assessment efforts need to be more comprehensive and systematic. The emerging level of standardization among sections of a course lends itself well to comprehensive and systematic assessment of student learning. The data need to be collected, analyzed, reported, and utilized in making curricular decisions.

**Institutional or Resource Barriers to the Department’s Ability to accomplish its Goals, if any**:

The department noted the need for updating equipment. The department is encouraged to inventory and monitor its equipment to anticipate needs. Importantly, the department should make its needs known through the annual Capital Request process.