**Sinclair Community College - Continuous Improvement Annual Update 2010-11**

**Program:** Hospitality Management

**Section I: Trend Data**

1. **Program Trend Data**

See last two pages of this document for data.

1. **Interpretation and Analysis of Trend Data** *Suggestions of questions that might be addressed in this section: 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 program or 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 trend data show a continued increase in student population and graduations over the past several years. The rise in student population is partly due to the startup of Culinary Arts Tech Prep programs in that Sinclair and the Hospitality Management & Tourism department piloted in 2007-08. The pilot began with six local career high schools and has expanded to twelve that have access to the MVCTC scholarships.

Also, the department continues to be a visible program in the community through participation by the faculty and students in numerous activities that demonstrate the exciting elements of the hospitality industry and the quality of the student’s education. (Turkey Trot, Annual Bake Sale, Second Street Market, local and state student competitions, faculty judging and faculty participation on accreditation site visit teams, to name a few).

The strategies that will be implemented include continuation and expansion of high school Tech Prep program students attending Sinclair and maintaining a high profile within the region by the students and faculty in the department.

Realizing that the current growth rate of the department is unlikely to continue at the current pace, it is essential that the college support the program through the transition to semesters. Also, the current laboratory kitchens are aging and well maintained but numerous pieces of costly equipment will need to be replaced within the next five years at most. Students will need industry appropriate equipment to be successful in their future careers.

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

1. What was the fiscal year of the most recent Program Review for this program? 2004-05
2. Briefly summarize the goals that were listed in Section IV part E of the most recent Program Review Self-Study (this section of the Self-Study asks “What are the department’s/program’s goals and rationale for expanding and improving student learning, including new courses, programs, delivery formats and locations”)?

In 2004 the program revised the curricula in both Hospitality management and the Culinary Arts Option to enable students to have greater opportunities for hands on dining and kitchen experiences. A Bakery & Pastry Arts program was to be completed. Several short term certificates were to be developed as were potential flex course being offered. No other off premise lab courses was expected to be taught.

1. Have these goals changed since your last Program Review Self-Study?  If so, please describe the changes.

Yes. The Hospitality Management department and the Travel and Tourism department were merged under the Hospitality Management & Tourism department which resulted in three concentrations being offered. They are Tourism, Hotel/Lodging and Meeting & Event Planning.

A course in Kitchen & Dining Orientation was offered as a prerequisite for all Culinary Arts Option students resulting in better prepared students beginning the food preparation labs.

A short Term Certificate in Baking is now offered and a proposal was sent to the Administration regarding the Courseview campus and future expansion to provide the opportunity for the Hospitality Management & Tourism department to run the foodservice and meeting room bookings as part of the expansion.

1. What progress has been made toward meeting any of the goals listed above in the past year?

All of the goals set forth in the previous program review have been accomplished with the exception of the bakery & pastry arts curriculum being completed.

1. What Recommendations for Action were made by the review team to the most recent Program Review? What progress has been made towards meeting these recommendations in the past year?
* Continue the collaboration with the Dietetics and Nutritional Management department. **The integration of DIT student and HMT students continues to benefit both programs resulting in increased cross registrations in both degrees.**
* Continue the development and improvement of the mentoring process or part-time faculty. **Through the Center of Teaching & Learning the development of adjunct faculty has been greatly improved.**
* Continue plans to increase assessment, including documentation of direct measures of student learning. **Due to the** **programmatic accreditation the assessment process has shown improvement. More needs to be accomplished in the future.**
* Incorporate student input into an ongoing reflection of departmental performance. **The use of end of the quarter student surveys for both full time and adjunct faculty should provide this input.**
* Continue to broaden the advisory committee to include graduates and students. **The advisory committee has a wide range of professional, graduates and current students attending the meetings.**
* Make use of the annual data set for ongoing critical reflection and analysis. **Because of the diversity of the department’s student population, this area still needs improvement.**
* Pursue industry support for equipment and other needed resources. **The department continues to seek out donations of equipment and has been successful on a number of occasions.**

**Section III: Assessment of Outcomes**

The Program Outcomes for this program are listed below. **At least one-third of your program outcomes must be assessed as part of this Annual Update, and across the next three years all of these program outcomes must be assessed at least once**.

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| **Hospitality Management** Program Outcomes | In which courses are these program outcomes addressed? | Which of these program outcomes were assessed during the last fiscal year?  | Assessment MethodsUsed |
| **1)** Demonstrate proficiency in basic culinary skills. | HMT 114/115 |  | * Direct Measures
 |
| **2)** Display a working knowledge of kitchen equipment and its efficient operation. | HMT 201 |  | * Direct Measures
 |
| **3)** Incorporate quantitative food techniques while ensuring proper nutrition. | HMT 209/239 |  | * Direct Measures
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| **4)** Utilize qualitative food techniques while ensuring proper nutrition. | HMT 215, 295 |  | * Direct Measures
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a) For the assessment methods listed in the table above, what were the results? What changes are planned as a result of the data? How will you determine whether those changes had an impact?

As of the 2006-07 review the HMT department has undergone curricular changes that caused these program outcomes to not be relevant, although data was still collected. Due to both the program re-alignment and the Q2S conversion processes over the past several years, data collected and assessment of that data has not happened.

b) What other changes have been made in past years as a result of assessment of program outcomes? What evidence is there that these changes have had an impact?

None

c) Describe general education changes/improvements in your program/department during this past academic year (09-10).

There have been no changes in the general education to the department.

**Section IV: Improvement Efforts for the Fiscal Year**

1. **FY 09-10:** What other improvement efforts did the department make in FY 09-10?  How successful were these efforts?  What further efforts need to be made? If your department didn’t make improvement efforts during the fiscal year, discuss the strengths and weaknesses of the department over the last year and how the department plans to address them in the coming year.

An obvious strength has been the continued growth of the department. Beginning in 2009, Tech Prep programs have constantly provided increased enrollment due in part to the advanced standing and scholarships provided by the Miami Valley Tech Prep Consortium. Also, increased enrollment has caused the department to add to its adjunct faculty pool.

Weaknesses of the department are the lack of quality assessment by the faculty that would help to improve student success and the continuing increased enrollment each term. Movement to the semester system will enable the department to better assess student success due in part to the curricular changes that have been made to the program. This will be accomplished by a well constructed assessment plan that includes all faculty in the data collection process.

1. **FY 10-11:** What improvement efforts does the department have planned for FY 10-11? How will you know whether you have been successful?

With the pending conversion to semesters, the department’s efforts have been geared to communication with existing and incoming student populations to ensure each student is ready for that conversion, whether it is completion of their academic program or smooth transition to semesters.

Questions regarding completion of the Annual Update? Please contact the Director of Curriculum and Assessment at 512-2789 to schedule a time to review the template and ask any questions.



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| **Subtotal: FSM.CRT−FOOD SERVICE MANAGEMENT CERTIFICATE** |

 | **4** | **3** | **40** | **25** | **34** |
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| **HMT.AAS−HOSPITALITY MANAGEMENT−AAS** |

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| **Expand Degree** | **Drill Down on Degree** | **Degree** |

 | [19](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [27](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [12](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [12](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [7](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  |
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| **Subtotal: HMT.AAS−HOSPITALITY MANAGEMENT−AAS** |

 | **19** | **27** | **12** | **12** | **7** |
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| **HMTT.AAS−HOSPITALITY MANGEMENT & TOURISM − AAS** |

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| **Expand Degree** | **Drill Down on Degree** | **Degree** |

 | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [2](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [1](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  |
|

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| **Subtotal: HMTT.AAS−HOSPITALITY MANGEMENT & TOURISM − AAS** |

 | **.** | **.** | **2** | **.** | **1** |
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| **HMTTL.AAS−HOSP MGMT & TOURISM/HOTEL LODGING CONCENTRATION −** |

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| **Expand Degree** | **Drill Down on Degree** | **Degree** |

 | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [2](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  |
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| **Subtotal: HMTTL.AAS−HOSP MGMT & TOURISM/HOTEL LODGING CONCENTRATION −** |

 | **.** | **.** | **.** | **.** | **2** |
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| **HMTTM.AAS−HOSP MGMT & TOURSIM/ MEET AND EVENT PLAN CONCENTRA** |

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| **Expand Degree** | **Drill Down on Degree** | **Degree** |

 | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [3](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [7](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  |
|

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| **Subtotal: HMTTM.AAS−HOSP MGMT & TOURSIM/ MEET AND EVENT PLAN CONCENTRA** |

 | **.** | **.** | **.** | **3** | **7** |
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| **HMTTT.AAS−HOSP MGMT & TOURISM/TOURISM CONCENTRATION − AAS** |

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| **Expand Degree** | **Drill Down on Degree** | **Degree** |

 | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [.](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [4](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  | [5](https://dawn.sinclair.edu:9443/SASWebReportStudio/)  |
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| **Subtotal: HMTTT.AAS−HOSP MGMT & TOURISM/TOURISM CONCENTRATION − AAS** |

 | **.** | **.** | **.** | **4** | **5** |
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| **Total** |

 | **47** | **64** | **66** | **72** | **85** |

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