**Sinclair Community College**

**Continuous Improvement Annual Update 2017-18**

**Please submit to your Division Assessment Coordinator / Learning Liaison for feedback no later than March 1, 2018**

**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, 2018**

**Department:** **BPS - 0472 - Hospitality Administration**

Year of Last Program Review: FY 2011-2012

Year of Next Program Review: FY 2018-2019

**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. Responses from the previous year’s Annual Update are included, if there have been no changes to report then no changes to the response are necessary.

|  |  |  |
| --- | --- | --- |
| **GOALS** | **Status** | **Progress or Rationale for No Longer Applicable** |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 | In progress  Completed  No longer applicable  Continuous Improvement | The department of Hospitality Management & Tourism utilized its faculty, advisory committee, and the college’s curriculum design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 of HMT concentrated its efforts on improving success rates for online sections of HMT 1105 and HMT 1107. We are not where we want to be and made improvements.**  **HMT 1105**  **15SU - Course Not Offered 16SU (5/7) 71.43%**  **15FA - 64% (14 / 22) 16FA (15/22) 68.18%**  **16SP - 42% (5 / 12) 17SP (10/15) 66.67%**  **HMT 1107**  **15SU - 71% (12 / 17) 16SU (16/17) 94.12%**  **15FA - 60% (15 / 25) 16FA (17/22) 77.27%**  **16SP - 61% (11 / 18) 17SP (14/17) 82.35%**  We will continue these efforts until we see 70% or above consistently. |
| 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.  **The American Culinary Federation accredited the BPAO.S.AAS degree in Fall 2016.** |
| 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 | **Progress as of 02/28/2018:**  It has been determined that the department of HMT will not be developing a certificate in casino gaming at this time. The two nearest casinos only offer slot machines and horse betting. After communicating with both casinos, their needs are in the Food and Beverage departments. |
| As the faculty are 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 eLearn which permits students to review materials outside of the classroom. | In progress  Completed  No longer applicable | The department of Hospitality Management & Tourism developed and currently offers the following courses as hybrid or online:   * HMT 1105 Introduction to the Hospitality Industry   Format – Face2Face, Hybrid, and Online   * HMT 1107 Sanitation and Safety   Format – Face2Face, Hybrid, and Online   * HMT 2215 Hospitality Cost Controls   Format – In-Progress for Hybrid and Online   * HMT 2225 Hospitality Supervision   Format – Face2Face and Online (Hybrid In-Progress)   * HMT 2227 Hospitality Marketing   Format – Face2Face and Online (Hybrid In-Progress)   * HMT 2230 Risk and Prevention   Format – In-Progress for Hybrid and Online  The department also offers a substantial amount of A-term and B-term 8 week courses. |
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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. Responses from the previous year’s Annual Update are included, if there have been no changes to report then no changes to the response are necessary.

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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.  **As of 02/28/2018:**  Variety of Baking Equipment/Small wares  Two Ovens  Possible new Donut Fryer  Three Mixers  Variety of Culinary Equipment/Small wares  The department will utilize the capital request process for January 2019. |
| 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 has been developed based on general education outcomes and program outcomes.  **Progress as of 02/28/2018:**  **The department of Hospitality Management and Tourism has collected information through its Exit Interview process from graduates, not only to improve the program, but also to obtain knowledge of their career upward mobility.**  **An email was sent on January 17, 2018 (and followed up by phone calls) to graduates asking for information on items such as career advancements, compensation rates, if the degree was instrumental in their success, etc.**  **It was sent to 64 graduates with a return of rate of 6.**  **We will continue to track our students through the department and with the help of the Research, Analytics, and Reporting (RAR) office as well.** |
| 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 was approved to offer a degree option in Baking and Pastry Arts FY 13-14.**  **The BPAO.S.AAS degree was also accredited by the American Culinary Federation in Fall 2016.** |
| 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.  **Progress as of 02/28/2018:**  The specific departments such as ENG, COM, etc. will collect General Education Outcome data. When this happens, the department of HMT will no longer collect some of the data in this quadrant. |
| 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.  **Progress as of 02/28/2018:**  **The data collection processes in place satisfied the American Culinary Federation as we received (EXEMPLARY STATUS) accreditation Fall 2016.** |
| The department is encouraged to continue the work that has been started on articulation agreements. | In progress  Completed  No longer applicable | **Progress as of 02/28/18:**  **The department of Hospitality Management & Tourism developed articulation agreements with the following institutions:**   * **Miami University - bachelor’s degree in Integrated Studies** * **Ohio State University - bachelor’s degree in Hospitality Management**   **The following articulation agreements are in progress below:**  **Central State University – In Progress**  **Kendall College – Was In-Progress (College is in the process of being sold)**  **Ohio University – After the completion of the agreements with Central State University**  **Sullivan University – Was In-Progress (College going through a huge re-organization structure)** |
| 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 Utopia  HUM 1135 – Environmental Ethics  HUM 1141 – Appalachian History and Culture  HUM 1142 – Native American History  HUM 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 of all degree programs to 60-65 hours. The last remaining program was the Culinary Arts option and **as of 02/28/2018:**  **The number of hours to complete a degree option in culinary arts is 65 hours.** |

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

For the FY 2016-17 Annual Update, departments are asked to provide assessment results for **Information Literacy**.

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| **General Education Outcomes** | Year assessed or to be assessed. | Course identified by the department where this outcome could be assessed | Assessment Methods  Used | What were the assessment results?  (Please provide brief summary data) |
| **THIS YEAR’S ASSESSMENT RESULTS** |  |  |  |  |
| Computer Literacy | **2017-2018** | **NO COURSE PROVIDED** | Computer Literacy – HMT 1137 will capture uses a twenty question multiple choice pre-test and post-test | The results were as follows:  **Summer 2017**  Course was not offered  **Fall 2017**  3 Students (Independent Study)  High 93%  Low 61% |
| **LAST YEAR’S ASSESSMENT RESULTS** |  |  |  |  |
| Information Literacy | **2016-2017** | **HMT 1125 – Bar and Beverage Management**  **HMT 2226 –**  **Purchasing for the Hospitality Industry** | Information Literacy – HMT 1125 uses the Glazers wine, spirits, and beer test to capture the data needed and HMT 2226 uses an information project to capture the data needed. | HMT 1125 used the Glazers Wine, Spirits, and Beer test to capture data needed for this general education outcome. Students were required to investigate, use library resources, watch videos, analyze and evaluate information, and place the correct information into one of three categories.  The results were as follows:  **Summer 2016**  16 Students  High 100%  Low 44%  **Fall 2016**  24 Students  High 100%  Low 58%  HMT 2226 used a project to capture data needed for this general education outcome. Students are given two different products and ingredient lists. The students are to investigate, use library resources, analyze and evaluate information and perform a cost analysis. The goal is for the student to defend which product and ingredients to use based on the information research.  **Summer 2016**  6 Students  High 92%  Low 73%  **Fall 2016**  24 Students  High 96%  Low 61% |

The Program Outcomes for the degrees are listed below. Responses from previous years are provided 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 that these are the current outcomes for your degree programs in CMT – if they are not correct, please make the required revisions in CMT so that the program outcomes in CMT are current.

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| **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) |
| **Demonstrate ability to work effectively as a member of a team and perform duties in an ethical manner.** | HMTT.S.AAS | 2017 | Internship  Final  Evaluation | See Charts Below |
| **Use technology to achieve operational efficiency and productivity in hospitality operations.** | HMTT.S.AAS | 2017 | Internship  Final  Evaluation | See Charts Below |
| **Demonstrate professional written and oral communication skills along with professional dress and grooming standards** | HMTT.S.AAS | 2017 | Internship  Final  Evaluation | See Charts Below |
| **Demonstrate ability to practice concepts of customer service in hospitality operations.** | HMTT.S.AAS | 2017 | Internship  Final  Evaluation | See Charts Below |
| **Make decisions based on integrating knowledge of functional areas for managing hospitality operations.** | HMTT.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Apply principles of preparation and baking techniques to produce a variety of hot and cold pastry/bakery/confectionery products.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Perform mathematical functions related to pastry/baking/confections.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Perform sales floor duties using a variety of marketing styles and demonstrate an understanding of quality customer service.** **Demonstrate the operation of pastry/baking/confection equipment safely and correctly.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate the operation of pastry/baking/confection equipment safely and correctly.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Apply fundamentals of baking and pastry science to the preparation of products.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Pair gourmet coffee and tea with a variety of baked goods.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Apply fundamentals of confectionery science to the preparation of products.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Apply fundamentals of baking science to the preparation of products.** | BPAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Become familiar with varieties of alcoholic and non-alcoholic beverages and explain laws related to responsible alcohol service.** | CAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Perform mathematical functions related to food.** | CAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Apply principles of preparation and cooking techniques to produce a variety of hot and cold food products.** | CAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Develop knife skills to produce a variety of cuts, and demonstrate the operation of kitchen equipment safely and correctly.** | CAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Perform dining room duties using a variety of styles and demonstrate an understanding of quality customer service.** | CAO.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate ability to practice concepts of customer service in lodging / tourism operations.** | HMTTL.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Use technology to achieve operational efficiency and productivity in lodging operations.** | HMTTL.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate appropriate professional written and oral communication skills along with professional dress and grooming standards.** | HMTTL.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate an ability to work effectively as a member of a team, and perform lodging responsibilities in an ethical manner.** | HMTTL.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Make decisions based on integrating knowledge of functional areas for managing lodging operations.** | HMTTL.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate ability to practice concepts of customer service in meeting and events operations / .** | HMTTM.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Use technology to achieve operational efficiency and productivity in meeting and event / tourism operations.** | HMTTM.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate appropriate professional written and oral communication skills along with professional dress and grooming standards.** | HMTTM.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Demonstrate an ability to work effectively as a member of a team, and perform meeting and event responsibilities / tourism responsibilities in an ethical manner.** | HMTTM.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |
| **Make decisions based on integrating knowledge of functional areas for managing meetings and events.** | HMTTM.S.AAS | 2017 | Internship  Final  Assessment | See Charts Below |

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| **Are changes planned as a result of the assessment of program outcomes? If so, what are those changes?** | I met with the Assistant Dean, Jaclynn Myers and it was determined that some of the Program Outcomes could be combined. The next stage is to present the changes to the advisory committee for final approval. |
| **How will you determine whether those changes had an impact?** | These changes will not have any impact. We are using the same language. It will help HMT with better data results. |

**OPTIONAL:**

Please use the space below to keep track of any annual data that your department wishes to maintain. This section is completely optional and will not be reviewed by the Division Assessment Coordinators.

Program Assessment Results

HMT 2291 Hospitality Management Internships (Hospitality Management degree, Meeting & Event Planning degree, Lodging/Tourism degree)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Program Outcome | Total Number of Students  FALL 2017  7 students | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Teamwork and Ethics results |  | 6 | 8 |  |  | Yes |
| Technology results |  | 6 | 8 |  |  | Yes |
| Professionalism results |  | 8 | 6 |  |  | Yes |
| Customer Service results |  | 6 | 8 |  |  | Yes |
| Problem Solving results |  | 7 | 7 |  |  | Yes |

**OPTIONAL:**

Please use the space below to keep track of any annual data that your department wishes to maintain. This section is completely optional and will not be reviewed by the Division Assessment Coordinators.

Program Assessment Results

HMT 2292 Hospitality Management Culinary Arts degree option

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| --- | --- | --- | --- | --- | --- | --- |
| Program Outcome | Total Number of Students  FALL 2017  5 Students | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Apply Culinary Fundamentals results |  | 7 | 3 |  |  | Yes |
| Beverage Knowledge & Skills results |  | 5 | 5 |  |  | Yes |
| Culinary Math results |  | 5 | 5 |  |  | Yes |
| Cooking Technique results |  | 10 |  |  |  | Yes |
| Use of Equipment results |  | 5 | 5 |  |  | Yes |
| Dining Room Service results |  | 4 | 6 |  |  | Yes |

**OPTIONAL:** Please use the space below to keep track of any annual data that your department wishes to maintain. This section is completely optional and will not be reviewed by the Division Assessment Coordinators.

Program Assessment Results

HMT 2293 Hospitality Management Baking & Pastry degree option

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Program Outcome | Total Number of Students  FALL 2017  2 Students | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Apply Principals of Baking results |  | 3 | 1 |  |  | Yes |
| Apply Baking Fundamentals results |  | 2 | 2 |  |  | Yes |
| Coffee and Tea Parings results |  |  |  |  |  |  |
| Apply Pastry & Confectionary results |  | 1 | 3 |  |  | Yes |
| Baking and Pastry Math results |  | 3 | 1 |  |  | Yes |
| Properly Maintain Floor Sales results |  | 3 | 1 |  |  | Yes |
| Use of Equipment results |  | 1 | 3 |  |  | Yes |

Comparative Program Assessment Fall 2016 and Fall 2017 Hospitality Degrees

The Hospitality Management and Tourism department has chosen to track data from Fall terms only and simply tracking the excellent category. Due to the department only having two data points, it is hard to determine significant fluctuations in Program Outcomes. Please keep in mind that the correct program outcomes were not placed into the Annual Update until two years ago.

Number of Students HMT 2291 Fall 2016 = 4 students

Number of Students HMT 2291 Fall 2017 = 7 students

Comparative Program Assessment Fall 2016 and Fall 2017 Culinary Degrees

Number of Students HMT 2292 Fall 2016 = 3 students

Number of Students HMT 2292 Fall 2017 = 5 students

The Hospitality Management and Tourism department has chosen to track data from Fall terms only and simply tracking the excellent category. Due to the department only having two data points, it is hard to determine significant fluctuations in Program Outcomes. Please keep in mind that the correct program outcomes were not placed into the Annual Update until two years ago.

Comparative Program Assessment Fall 2016 and Fall 2017 Baking and Pastry Degrees

Number of Students HMT 2293 Fall 2016 = 1 student

Number of Students HMT 2293 Fall 2017 = 2 students

The Hospitality Management and Tourism department has chosen to track data from Fall terms only and simply tracking the excellent category. Due to the department only having two data points, it is hard to determine significant fluctuations in Program Outcomes. Please keep in mind that the correct program outcomes were not placed into the Annual Update until two years ago.