**Sinclair Community College**

**Continuous Improvement Annual Update 2016-17**

**Please submit to your Division Assessment Coordinator / Learning Liaison for feedback no later than March 1, 2017**

**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, 2017**

**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.

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| **GOALS** | **Status** | **Progress or Rationale for No Longer Applicable** |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 | In progress  Completed  No longer applicable  Continuous Improvement | The department of Hospitality Management & Tourism utilized its faculty, advisory committee, and the college’s curriculum design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.   HMT improved on all of our goals from last year’s Annual Update which were HMT 1110, HMT 2118, HMT 2225, and HMT 2227.  Again, the department completed its goals of increasing the success rates in all courses listed above by revising the following course delivery methods to achieve its goals:   * Used flipped class approach * Restructured content delivery * Utilized MyLabs * Took advantage of e-Learn Test Statistics * Etc.   **(Year) SU 17 through SP 18 the HMT department will concentrate its success efforts towards online courses.**  **HMT 1105**  **15SU - Course Not Offered**  **15FA - 64% (14 / 22)**  **16SP - 42% (5 / 12)**  **HMT 1107**  **15SU - 71% (12 / 17)**  **15FA - 60% (15 / 25)**  **16SP - 61% (11 / 18)**  **The department will start by investing statistics from the CTL and RAR regarding online success rates. Secondly, the department will investigate best practices.** |
| 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  Continuous Improvement | The department of Hospitality Management & Tourism was approved to offer a degree option in Baking and Pastry Arts FY 13-14.  **According to the Dawn Portal 27 students received a short term certificate and 8 students obtained the BPAO.S.AAS degree in FY 14-15.**  **The BPAO.S.AAS degree was also accredited by the American Culinary Federation 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 | 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.  **Progress as of 01/28/2017:**  **The results from the previous findings are still the same.** |
| 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 an additional online course (HMT 1105) (Introduction to the Hospitality Industry) with the intention of offering it 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 along with advisory board members, it was 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.  **Progress as of 02/28/2017:**  **The department of Hospitality Management and Tourism aggressively pursued permission to develop the following online courses:**  **HMT 2215 – Hospitality Cost Controls**  **HMT 2225 – Hospitality Supervision**  **HMT 2227 – Marketing in the Hospitality Industry**  **HMT 2230 – Hospitality Risk and Prevention**  **HMT 2225 and HMT 2227 begin online course shell construction May 2017 – December 2017. The courses will be ready for student enrollment Spring semester 2018.**  **This will enable the department to offer these classes in a variety of delivery methods such as competency based, face-to-face, online, flipped, and/or hybrid.** |

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.  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.  **Progress as of 02/28/2017:**  **The department of Hospitality Management and Tourism replaced the following items through the Capital Request process FY 15-16:**  **The Capital Requests received for FY 15-16:**   * **3 well Henny Penny Fryer** * **6 burner Stove** * **Flat-Top and Grill Combo**   **The HMT department is also working with Woody Woodruff and facilities in generating a Useful Life and Replacement Plan that will assist in supplanting equipment well past its prime.** |
| 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.  **Progress as of 02/28/2017:**  **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, 2017 (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 45 graduates with a return of rate of 8. This equates to an 18% return rate to date.**  **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 02/28/2017:**  **All assessment instruments for the department of Hospitality Management & Tourism have been revised or replaced, and used to determine success, failure, and or improvement 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.  **Progress as of 02/28/2017:**  **The data collection processes in place were respectable enough to satisfy 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 02/28/17:**  **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 – In Progress**  **Ohio University – After the completion of the agreements in progress**  **Sullivan University – After the completion of the agreements in progress** |
| 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  **Progress as of 02/28/2017:**  **This is complete and began officially Fall 2015.** |
| 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.  **Progress as of 02/28/2017:**  **The number of hours to complete a degree option in culinary arts is 69 hours. However, the department of HMT has submitted approval for a revision of the curriculum to meet the goal of 65 credits to completion. The new degree program will be begin Fall 2017.** |

**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) |
| 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% |
| **NEXT YEAR:** | | | | |
| Computer Literacy | **2017-2018** | **NO COURSE PROVIDED** |  |  |

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| **Are changes planned as a result of the assessment of program outcomes? If so, what are those changes?** | There are no planned changes at this time. HMT uses a set of questions embedded in the Midterm Assessment and Final Assessment for employers during the Internship process. The embedded questions are tied specifically to program outcomes. |
| **How will you determine whether those changes had an impact?** | There are no planned changes. |

**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 SU16 and FA16 | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Teamwork and Ethics results | 17 | 14 | 3 |  |  | Yes |
| Technology results | 17 | 10 | 7 |  |  | Yes |
| Professionalism results | 17 | 16 | 1 |  |  | Yes |
| Customer Service results | 17 | 14 | 3 |  |  | Yes |
| Problem Solving results | 17 | 15 | 2 |  |  | 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 SU16 and FA16 | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Apply Culinary Fundamentals results | 10 | 8 | 2 |  |  | Yes |
| Beverage Knowledge & Skills results | 10 | 6 | 4 |  |  | Yes |
| Culinary Math results | 10 | 5 | 4 | 1 |  | Yes |
| Cooking Technique results | 10 | 9 | 1 |  |  | Yes |
| Use of Equipment results | 10 | 8 | 2 |  |  | Yes |
| Dining Room Service results | 10 | 3 | 2 | 5 |  | No |

**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

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| --- | --- | --- | --- | --- | --- | --- |
| Program Outcome | Total Number of Students SU16 and FA16 | Excellent | Competent | Needs Work | Unacceptable | Met department expectations  Yes or No |
| Apply Principals of Baking results | 4 | 2 | 2 |  |  | Yes |
| Apply Baking Fundamentals results | 4 | 1 | 1 |  |  | Yes |
| Coffee and Tea Parings results | 4 | 3 | 1 |  |  | Yes |
| Apply Pastry & Confectionary results | 4 | 3 | 1 |  |  | Yes |
| Baking and Pastry Math results | 4 | 2 | 2 |  |  | Yes |
| Properly Maintain Floor Sales results | 4 | 4 |  |  |  | Yes |
| Use of Equipment results | 4 | 4 |  |  |  | Yes |