**Sinclair Community College**

**Continuous Improvement Annual Update 2013-14**

**Please submit to your dean and the Provost’s Office no later than Oct. 1, 2013**

**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 Hospitality Management/Tourism and Culinary Arts department has experienced a consistent trend of awarding Degrees, Certificates, and Short-term Certificates since FY 09-10.

However, FY 11-12 experienced a significant increase due to the quarter-to-semester conversion process.

The Hospitality Management/Tourism and Culinary Arts department plans to increase completion rates by offering new specialized Short-term Certificates and decreasing the number of semester hours required to complete a degree for all HMT Degree concentrations.

**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.

 We have examined our low success rate courses and moderate success rate courses. HMT's definition of a low success rate course is any course that has a rating of below 70%, and a moderate success rate course is any course that ranges between 70% and 75%.

Our low success rate courses only represent 5% of total HMT courses offered and moderate success rate courses only represent 17% of all courses taught in HMT.

HMT 1102 and HMT 1105 will be the focus this upcoming year because of their low success rates. HMT 1102 is Kitchen Chemistry. The standards for this course have increased dramatically by including more chemistry based course objectives and outcomes needed to fully understand how baking works. Prior to 2013 there were no prerequisites for this course. After analyzing the data shown, the department will add DEV 0022 and DEV 0044 as prerequisites for students prior to enrolling in this course.

HMT 1105 is Introduction to the Hospitality Industry. It too will be the focus for this upcoming year because of its low success rate. According to student survey data, lack of course interest was a huge factor in the low success rates. This course has been totally revised not only to capture student interest, but also shortened to A and B term formats.

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 department of Hospitality Management & Tourism / Culinary Arts has provided any and all additional data in the sections below.

**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.

|  |  |  |
| --- | --- | --- |
| **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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary Arts revised all of its degree programs in terms prerequisites, program outcomes, course outcomes, class offerings, and included A and B term options for students as well. Under new leadership, the department determined that a new system needed to be developed to capture data based on the significant changes made. We have examined our low success rate courses and moderate success rate courses. HMT's definition of a low success rate course, is any course that has a rating of below 70% and a moderate success rate course is any course that ranges between 70% and 75%. Our low success rate courses only represent 5% of total HMT courses offered and moderate success rate courses only represent 17% of all courses taught in HMT.HMT 1102 and HMT 1105 will be the focus this year. The department has completed total revision of the content, objectives, outcomes, teaching methodology, etc. for these courses based on student evaluations, the advisory committee, and instructor input. |
| 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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary Arts has submitted a degree request for Baking and Pastry. It has traveled through the Curriculum Management Tool (CMT) process and is now with the manager of curriculum awaiting approval.  |
| 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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management & Tourism / Culinary Arts has researched demand for courses in table games, slot management, and sports betting only to find that demand is relatively low. According to the Cleveland Plain Dealer extremely high turnover, especially in new casino markets leads to lack of employment interest. The article also mentioned late night and weekend hours as possible causes as well. I personally believe the market is unaware of the opportunities in this area. The department has also researched colleges in Ohio for course offerings in casino and or gaming management and found zero offerings. There are training centers available, but no degree programs. The department will continue to explore this new and exciting opportunity.  |
| 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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management & Tourism / Culinary Arts has completed the goal of having of all courses becoming SMMART based. However, due to the change in outcomes the goal of hybrid courses by 2014 was a little over zealous on our part. The department revised over 26 courses and must teach these courses face-to-face for a number of terms in order to determine which ones would be the correct fit for 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.

|  |  |  |
| --- | --- | --- |
| **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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management & Tourism / Culinary Arts spent roughly 6,500.00 on maintenance FY 12-13. The department lab coordinator has scheduled several walk through and preventative maintenance dates with Building 13 maintenance personnel to determine future equipment needs.It has been difficult to locate useful life dates for each piece of major kitchen equipment due to the transition of leadership and administrative support with-in the department during FY 12-13. The HMT chairperson will have a complete inventory of needs identified in advance of the 2014-15 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. | In progress [x] Completed [ ] No longer applicable [ ]  | In FY 12-13 the department of Hospitality Management & Tourism / Culinary Arts conducted surveys from the advisory committee that focused on technical skills, soft skills, and professional etiquette. The department received 28 responses which were used in the revision of curriculum for all HMT degree programs.Spring 2013 the department conducted its first exit interviews of graduates which focused on program strengths and improvement areas. This information will be used to consistently improve the way courses are taught and the process degree pathways leading toward completion. There are other stakeholders that will benefit besides students such as Academic Advisors, Internship Supervisors, American Culinary Federation, Accreditation Commission on Programs of Hospiatlity Administration, etc.  |
| 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 and Tourism / Culinary Arts has submitted a degree request for Baking and Pastry. It has traveled through the Course Management Tool process and is now with the Manager of Curriculum awaiting approval.  |
| 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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary Arts has standardized syllabi, course objectives, and assessment of courses. Our next step is to track the pre and post test data along with success rate data to determine if further revisions are needed to increase student learning.  |
| 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 [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary conducted exit interviews Spring 2013 and gathered information such as email addresses, phone numbers, employment information, etc. Graduate information will be collected, stored, and monitored twice a year.  |
| The department is encouraged to continue the work that has been started on articulation agreements. | In progress [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary Arts had to temporarily place articulation agreement plans on hold. We revised so much in the past year, that the deaprtment felt it would be best to wait until all changes have been finalized and data captured before we begin this pursuit again. |
| The department is encouraged to incorporate elements of globalism and appreciation of diverse populations into their program outcomes. | In progress [x] Completed [ ] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary currently requires student to enroll in SOC 1145 (Cultural Anthropology) and encourages students to enroll in HUM 1115 (International Environments, Culture, and Business) for their Arts and Humanities elective.The department is alo exploring other options based on the revisions made to each degree program.  |
| 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 [x] No longer applicable [ ]  | The department of Hospitality Management and Tourism / Culinary has streamlined its curricula and reduced the number of credit hours to receive a degree in each of our programs.\*See Improvement Efforts section for a list of completed items  |

**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**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **General Education Outcomes** | To which degree(s) is this program outcome related? | Year assessed or to be assessed. | Assessment MethodsUsed | What were the assessment results? (Please provide brief summary data) |
| Critical Thinking/Problem Solving | All programs | **2012-2013** |         | The department of Hospitality Management & Tourism / Culinary Arts revised program outcomes, course objectives, and course outcomes. Upon completion of this task, we identified which courses will be linked to measure General Education Outcomes designed by Sinclair Community College. Therefore, we have constructed a list of courses and responsibilities to ensure we are capturing the correct data.Computer Literacy – HMT 1137 will capture this data. A twenty question multiple choice pre-test and post-test will be created for this course. The department will determine an additional course Fall 2013 to capture Computer Literacy data as well.Critical Thinking & Problem Solving – HMT 1107 and HMT 2215 will capture the data needed. HMT 1107 pre-test and post-tests have been created to capture the data needed. A pre-test and post-test for HMT 2215 will be created to capture the data needed.Information Literacy – HMT 1125 and HMT 2226 will capture the data needed. A rubric has been developed and assignments will be identified Fall 2013.Oral Communication Skill – HMT 1110 and HMT 2209 will capture the data needed. A rubric has been developed and assignments will be identified Fall 2013.Values Citizenship and Community – HMT 1110 and HMT 2226 will capture the data needed. A rubric has been developed and assignments will be identified Fall 2013.Written Communication – HMT 2230 and HMT 2295 will capture the data needed. A rubric has been developed and assignments will be identified Fall 2013.Skills based pre-test and post-tests will be developed for the following courses during the 2013 - 2014 school year: HMT 1101HMT 1126HMT 1150 HMT 2128HMT 1112 HMT 2206HMT 2218  |
| Values/Citizenship/Community | All programs | **2013-2014** |  |  |
| Computer Literacy | All programs | **2014-2015** |  |  |
| Information Literacy | All programs | **2015-2016** |  |  |
| Oral Communication | All programs | **2016-2017** |  |  |
| Written Communication | All programs | **2016-2017** |  |  |
|  |  |  |  |  |
| **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.  |

**General Education Outcomes**

1. Are changes planned as a result of the assessment of general education outcomes? If so, what are those changes?

Changes are planned as a result of the assessment of general education outcomes. The department of Hospitality Management & Tourism / Culinary Arts plans to assign two courses per general education outcome FALL 2013 in order to measure if the department meeting goals of the college.

1. How will you determine whether those changes had an impact?

The department of Hospitality Management & Tourism / Culinary Arts will be able to determine if an impact was made by the rubric data from the assessments developed. The goal is 70% achievement per general education outcome.

**Program Outcomes**

1. Are changes planned as a result of the assessment of program outcomes? If so, what are those changes?

Program Outcomes have been revised starting Fall 2013 for each of the following degree programs:

Hospitality Management & Tourism/Culinary Arts Option

Hospitality Management & Tourism/Concentration Lodging

Hospitality Management & Tourism/Concentration Meeting and Event Planning

Hospitality Management & Tourism/Concentration Tourism

Hospitality Management & Tourism/Concentration Hospitality Management

1. How will you determine whether those changes had an impact?

The department of Hospitality Management & Tourism / Culinary Arts will determine if the changes had an impact by increases in courses success rates, an increase in both graduation and certificate completion, and finally, job placement.

**Improvement Efforts**

1. What were the results of changes that were planned in the last Annual Update? Are further changes needed based on these results?

The department of Hospitality Management & Tourism / Culinary Arts revised the following items from the last Annual Update:

-Completed program outcome revisions for all HMT degree concentrations

-Completed revisions of 26 HMT courses including descriptions, objectives, and outcomes

-Completed completion by design pathways for all HMT degree concentrations

Completed new Short-term Certificate "Hospitality Reception and Service Specialist"

-Completed exit interviews and graduate survey sessions

-Completed credit hour reduction for degree completion for all HMT degree concentrations

-Completed revision of Short-Term Baking certificate

-Completed/(In-Progress) Baking and Pastry degree program is in Curriculum Management Tool (CMT) but awaiting approval

-(In-Progress) General Education Outcome assessments could not be developed until program and course revisions were complete and approved

-(In-Progress) Articulation agreements could not be developed until the program changes take effect and data captured. Work will begin Fall 2013.

1. Are there any other improvement efforts that have not been discussed in this Annual Update submission?

The department of Hospitality Management & Tourism / Culinary Arts believes it has discussed all improvement efforts within this document.

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

**Degree and Certificate Completion**

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

**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** |
| 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% |
| 0472 | Hospitality Administration | HMT-1102 | . | . | . | . | . | 66.7% |
| 0472 | Hospitality Administration | HMT-1105 | . | . | . | . | . | 65.3% |
| 0472 | Hospitality Administration | HMT-1107 | . | . | . | . | . | 70.8% |
| 0472 | Hospitality Administration | HMT-1108 | . | . | . | . | . | 82.0% |
| 0472 | Hospitality Administration | HMT-1110 | . | . | . | . | . | 80.8% |
| 0472 | Hospitality Administration | HMT-1112 | . | . | . | . | . | 79.8% |
| 0472 | Hospitality Administration | HMT-112 | 91.4% | 93.7% | 83.0% | 88.4% | 90.2% | 92.3% |
| 0472 | Hospitality Administration | HMT-1125 | . | . | . | . | . | 74.1% |
| 0472 | Hospitality Administration | HMT-1126 | . | . | . | . | . | 85.7% |
| 0472 | Hospitality Administration | HMT-113 | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-1136 | . | . | . | . | . | 81.8% |
| 0472 | Hospitality Administration | HMT-1137 | . | . | . | . | . | 93.8% |
| 0472 | Hospitality Administration | HMT-114 | 95.5% | 94.2% | 90.4% | 84.9% | 88.1% | 100.0% |
| 0472 | Hospitality Administration | HMT-1141 | . | . | . | . | . | 91.2% |
| 0472 | Hospitality Administration | HMT-1143 | . | . | . | . | . | 87.5% |
| 0472 | Hospitality Administration | HMT-115 | . | . | . | . | . | . |
| 0472 | Hospitality Administration | HMT-1150 | . | . | . | . | . | 75.9% |
| 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% |
| 0472 | Hospitality Administration | HMT-2128 | . | . | . | . | . | 86.7% |
| 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% |
| 0472 | Hospitality Administration | HMT-2206 | . | . | . | . | . | 89.8% |
| 0472 | Hospitality Administration | HMT-2209 | . | . | . | . | . | 80.0% |
| 0472 | Hospitality Administration | HMT-2215 | . | . | . | . | . | 85.7% |
| 0472 | Hospitality Administration | HMT-2218 | . | . | . | . | . | 76.9% |
| 0472 | Hospitality Administration | HMT-2225 | . | . | . | . | . | 86.2% |
| 0472 | Hospitality Administration | HMT-2226 | . | . | . | . | . | 70.4% |
| 0472 | Hospitality Administration | HMT-2227 | . | . | . | . | . | 82.1% |
| 0472 | Hospitality Administration | HMT-223 | . | 90.5% | 100.0% | 91.7% | 96.8% | . |
| 0472 | Hospitality Administration | HMT-2230 | . | . | . | . | . | 56.8% |
| 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% |
| 0472 | Hospitality Administration | HMT-2292 | . | . | . | . | . | 93.3% |
| 0472 | Hospitality Administration | HMT-2295 | . | . | . | . | . | 88.9% |
| 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% |