#### **Insert Academic Degree Name Here**

#### **Annual Program Report Template**

Year:	2021-2022
Program:	Hospitality Administration/Culinary Arts
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### **Summary of Continuous Improvement Efforts since Last Report**

Provide a brief description of how assessment results have been used for program improvement. Point to a specific example of how an assessment provided the program with data it could use for improvement and what that improvement was, if possible, also show evidence of the improvement. You may look at data from the two previous academic years to support this case.

## Respond here:

The data demonstrates students understand and value professional ethics within supervised practice setting. Strategies to maintain and increase achievement targets will be implemented for the AY 22-23. Due to nature of professional ethics within the field, all students are expected to meet the target. Data will be gathered in the 22-23 cycle to determine if students are continuing to understand professional ethics with above average achievement of the target. Strategies for continuous improvement to ensure students continue to demonstrate understandings includes the integration of course discussions to encourage peer discussion and engagement on the ethical dilemmas. This strategy helps strengthen all students understanding of each of the ethical dilemmas presented. The data also demonstrates students are able to apply the information learned as a team into a finished group project. Students scored on average 89.25% on the project rubric indicating an above average achievement of the target measure. The target measure will be increased to 90% for the 22-23 program year to ensure continuous program improvement. The data demonstrates overall students are able to apply the information learned into a professional field experience. strategies for improvement in the HOSP courses aimed at the areas the student was rated below average in will be initiated to ensure the target is achieved. Additionally, the data demonstrates students are able to translate information learned in the course and apply in a written and oral presentation of the case study simulation. All students scored 80% or higher on the rubric indicating an above average achievement of the target measure. The target measure will be increased to 90% for the 22-23 program year to ensure continuous program improvement. The data demonstrates students are able to apply information learned in the course into a completed marketing plan. The target measure will be increased to 80% of all students will achieve 80% for the 22-23 program year to ensure continuous p

# The program goals are:

- 1. Critically examine, discuss, and demonstrate ethical decision-making that addresses stakeholder and organization needs., 2. Demonstrate a high level of success in applying effective group work strategies by identifying the talents and skills of individuals to deliver the best product and service to targeted customers.,
- 3. Demonstrate proficiency in analyzing hospitality market situations and financial positions and to develop proactive business plans., 4. Evaluate market conditions, customer needs, and the financial constraints and goals of a business situation in order to successfully position products and services in the market., 5. Integrate practical and content knowledge and professional work attitudes in their applied field of practice., 6. Apply general hospitality standard such as great service at a reasonable price in a designated period of time in any hospitality context., 7. Mindfulness of using relevant and sensitive principle.

Program progress has been made through the implementation of additional materials regarding the field experience packet for the preceptor/supervisor. Additionally, peer discussion will be implemented for in the 2022-2023 academic year in the ethical dilemma assignment. Other targets have been increased for the 22-23 program year after successful achievement of the targets for two consecutive years.

# **Program Highlights Since Last Report**

Identify and briefly discuss any programmatic curriculum changes made since the last report (e.g. new courses, course changes, SLO changes, course deletions).

Respond here: Curriculum changes have not been made within the courses for the 21-22 program year. For the 22-23 program year, changes will be made to the Commercial Food Production, Senior Seminar and Field Experience courses to include monitoring and assessment regarding program achievement measures.

Table 1. Assessment Results and Analyses for Current Cycle.

STAGE 1: PLAN			STAGE 2: DO		STAGE 3: STUDY	
Departmental	Program Student	Assessment	Assessment	Benchmark	Data Results	Actions/Goals Based on Data
Student Learning	Learning Outcome		Method/Locati	Expectations		Results* What do the data tell
Goal			on			you? How will you use this
						data? How were data from the
						last cycle used to make changes
						during this cycle, and What
						were the results of those
						changes?
Leadership and	Leadership & Ethical	"Measure 1-	Data for this	75% of	100.0% (4/4)	The data demonstrates
Ethical Decision-	Decision-making SLO	Leadership &	outcome will	hospitality	students scored	students understand
making	Hospitality students	Ethical Decision	be collected	students will	80% or above	professional ethic dilemmas
	will critically examine,	Making	following	score at least	on the ethical	through the achievement of the
	discuss, and	Hospitality	completion of	80% on the	dilemma	target with an average grade of
	demonstrate ethical	students in FCSC	the Spring	Individual Ethical	assignment. The	85.5. Due to nature of
	decision-making.	4301, Senior	semester. An	Dilemma	average grade	professional ethics within the
	Rationale: Both an	Seminar, will	assignment	written/oral	on the	field, all students are expected
	understanding of the	complete a	rubric will be	assignment.	assignment was	to meet the target. Data will be
	importance of	critical analysis	utilized to	Rationale:	85.5	gathered in the 22-23 cycle to
	professional ethical	of an ethical	collect the data	Program faculty		determine if students are
	standards as well as	dilemma. Each	on written	believe 75% of		continuing to understand
	understanding of how	student will	communication	students scoring		professional ethics with above
	to come to a well-	critically analyze	skills. The	at least 80% on		average achievement of the
	thought-out solution	an ethical	Program	the Individual		target. Strategies for
	that works for various	dilemma using a	Coordinator	Ethical Dilemma		continuous improvement to
	stakeholders is key to	structured	will review	is a rigorous		ensure students continue to
	leadership (and	philosophical	rubrics to	standard for our		demonstrate understandings
	personal) success in	approach and	determine if	student		includes the integration of
	the industry.	justify his/her	minimum			course discussions to
		reasoning and	standards are			encourage peer discussion and
		optimal solution	maintained as			engagement on the ethical
		in both written	part of ongoing			dilemmas. This strategy helps
		and verbal	program			strengthen all students
		format.	improvement			understanding of each of the
			processes.			ethical dilemmas presented.
Teamwork and	Teamwork	"Measure 1-			Teamwork and	Teamwork Contribution SLO
Initiative	Contribution SLO	Teamwork and			Initiative	Hospitality students will
	Hospitality students	Initiative				demonstrate success in

	will demonstrate success in identifying and contributing to group work efforts. Rationale: Students should be able to both assist in and coordinate the talents of individuals in order to construct and deliver the best product and service to targeted customers. Students must learn to work together effectively.	Hospitality students in HOSP 3360, Quantity Foods, will complete two group projects. Teamwork contributions will be measured using the average grade performance on the two group projects (2.1.1) and team contributions in work as an intern.				identifying and contributing to group work efforts. Rationale: Students should be able to both assist in and coordinate the talents of individuals in order to construct and deliver the best product and service to targeted customers. Students must learn to work together effectively.
Teamwork and Initiative	Teamwork Contribution SLO	"Measure 1- Teamwork and	Data for this outcome will	80% of hospitality	100.0% (6/6) of hospitality	The data demonstrates students are able to apply the
initiative	Hospitality students	Initiative	be collected	management	students scored	information learned as a team
	will demonstrate	Hospitality	following	students will	an average of	into a finished group project.
	success in identifying	students in	completion of	score at least	80% (actual	Students scored on average
	and contributing to	HOSP 3360,	the Spring	75% on two	89.25%) on two	89.25% on the project rubric
	group work efforts.	Quantity Foods,	semester. An	group projects	group projects	indicating an above average
	Rationale: Students	will complete	assignment	taught in HOSP	in HOPS 3360	achievement of the target
	should be able to both assist in and	two group	rubric will be utilized to	3360 Quantity Foods		measure. The target measure will be increased to 90% for the
	coordinate the talents	projects. Teamwork	collect the data	Management.		22-23 program year to ensure
	of individuals in order	contributions	on teamwork	Rationale:		continuous program
	to construct and	will be	projects and	Program faculty		improvement.
	deliver the best	measured using	teamwork	believe 89% of		
	product and service to	the average	contribution.	students scoring		
	targeted customers.	grade	The Program	at least 75% on		
	Students must learn to	performance on	Coordinator	the team project		
	work together	the two group	will review	is a rigorous		
	effectively.	projects (2.1.1)	rubrics to	target.		
		and team	determine if			

contributions in	minimum			
contributions in	minimum			
work as an	standards are			
intern.	maintained as			
	part of ongoing			
	program			
	improvement			
	processes.			
"Measure 2-	Data for this	100% of students	Six students	The data demonstrates overall
Teamwork and	outcome will	will score at least	were assessed	students are able to apply the
Initiative	be collected	5.6 out of a	for this target	information learned into a
Hospitality	following	possible 7.0	and 6/7 (83%)	professional field experience.
students will, in	completion of	(80%) on the	met the goal of	Six out of 7 (83%) of the
the opinion of	the Spring	performance	an internship	students scored 80 or better %
their industry	semester. An	evaluation	evaluation score	on the preceptor performance
preceptor(s),	assignment	completed by	above 80%.	evaluation indicating an above
successfully	rubric using	the internship	However, one	average achievement of the
practice learned	Likert scale	preceptor at the	student	target measure. However, one
skills,	assessments	end of the	received a	of the 7 students was evaluated
techniques, and	will be utilized	internship	preceptor	below the target of 80%. The
knowledge	to collect the	experience (FCSC	evaluation	target measure will remain at
during their	data. The	4367). Rationale:	below the target	80% for the 22-23 program
internship	Program	Program faculty	of 80%.	year to ensure continuous
experience. The	Coordinator	believe this is a	Therefore, the	program improvement.
performance	will review	rigorous target.	goal was only	Additionally, strategies for
evaluation (see	rubrics to		Partially Met.	improvement in the HOSP
attached)	determine if		,	courses aimed at the areas the
provides	minimum			student was rated below
assessment of	standards are			average in will be initiated to
individual	maintained as			ensure the target is achieved.
performance	part of ongoing			and the sample of the same same
and content	program			
knowledge	improvement			
areas (Likert	processes			
scale of 0-7). A	processes			
derived score				
will be				
calculated from				
these				
assessments to				
provide an				

		overall				
		performance				
		assessment by				
		the preceptor.				
Critical Analysis and	Critical Analysis &	"Measure 1-	Data for this	66.7% of	100% (6 of 6)	The data demonstrates
Evaluataion	Contribution SLO	Critical Analysis	outcome will	students will	hospitality	students are able to translate
	Hospitality students	& Contribution	be collected	score 80% or	students scored	information learned in the
	will demonstrate	Hospitality	following	above on the	80% or or above	course and apply in a written
	proficiency in critically	students will	completion of	written and oral	on the	and oral presentation of the
	analyzing hospitality	demonstrate	the Spring	presentation of	simulation	case study simulation. All
	market situations and	proficiency in	semester. An	the simulation	written/oral	students scored 80% or higher
	financial positions in	critically	assignment	case study using	presentation.	on the rubric indicating an
	order to develop	analyzing	rubric (Rubric	the study's	Therefore the	above average achievement of
	proactive business	hospitality	for Plan and	rubric. Rationale:	target was met	the target measure. The target
	plans. Rationale:	market	Actual Business	Program faculty		measure will be increased to
	Successful industry	situations and	Simulation) will	believe this		90% for the 22-23 program
	professionals must be	financial	be utilized to	target is a		year to ensure continuous
	able to evaluate	positions in	collect the	rigorous target		program improvement.
	market conditions,	order to	data. The	for the final		
	customer needs, and	develop	Program	submission of		
	the financial	proactive	Coordinator	the simulation		
	constraints and goals	business plans.	will review	analysis.		
	of a business situation	Successful	rubrics to			
	in order to construct	industry	determine if			
	and implement an	professionals	minimum			
	effective and efficient	must be able to	standards are			
	business plan.	evaluate market	maintained as			
		conditions,	part of ongoing			
		customer needs,	program			
		and the financial	improvement			
		constraints and	processes			
		goals of a				
		business				
		situation in				
		order to				
		construct and				
		implement an				
		effective and				
		efficient				
		business plan.				

"Measure 2-	Data for this	50% of	100% (4 of 4)	The data demonstrates
	outcome will		students scored	
Critical Analysis		hospitality		students are able to apply
& Contribution	be collected	students will	70% or above	information learned in the
Hospitality	following	score 70% or	on a	course into a completed
students will	completion of	above on a	comprehensive	marketing plan. Students
demonstrate	the Spring	comprehensive	marketing plan	scored 70% or higher on the
critical	semester. An	marketing plan		rubric indicating an average
knowledge	assignment	for a hospitality		achievement of the target
about service	rubric	company		measure. The target measure
quality:	(Marketing	completed in the		will be increased to 80% of all
including ways	Plan) will be	HOSP 4314		students will achieve 80% for
in which	utilized to	Hospitality		the 22-23 program year to
customer	collect the	Marketing class.		ensure continuous program
satisfaction and	data. The	Rationale:		improvement.
relationships,	Program	Program faculty		
service recovery	Coordinator	believe this is a		
and standards,	will review	rigorous target.		
and the	rubrics to			
Servicescape	determine if			
impact service	minimum			
quality.	standards are			
, ,	maintained as			
	part of ongoing			
	program			
	improvement			
	processes.			
"Measure 2-	Data for this	50% of	The Hospitality	The Hospitality Technology
Financial	outcome will	hospitality	Technology	course was not taught in the
Assessment	be collected	students will	course was not	21-22 academic year.
	following	score 70 % or	taught in the 21-	Therefore, the achievement
Hospitality students will	completion of	greater on a final	22 academic	target was not measured. The
		Excel project		
demonstrate	the Spring		year. Therefore,	22-23 plan will be revised to
their skills and	semester. An	required in the	the	remove this assessment from
understanding	assignment	Hospitality	achievement	the plan.
through the use	rubrics will be	Technology	target was not	
of Excel to	utilized to	Management	measured. The	
evaluate and	collect the	(HOSP 4321)	22-23 plan will	
analyze	data. The	course.	be revised to	
problems and	Program	Rationale:	remove this	
make decisions.	Coordinator	Program faculty		

Among I	key will review the	believe this is a	assessment	
indicato	ors assignment	rigorous target.	from the plan.	
addresse	ed will rubrics to			
be basic	determine if			
invoicing	g, minimum			
average	check, standards are			
food cos	st, and maintained as			
occupan	ncy. part of ongoing	3		
	program			
	improvement			
	processes.			

**Table 2. Continuous Improvement Results Since Last Report** 

Stage 4: ACT		
Actions/Goals Based on Data Results	Status	Discussion of Status
*Copy last cycle's actions/goals and report on	C=Complete	If C, describe efforts that led to accomplishment of
progress toward continuous improvement on those	P=Progressing	actions/goals.
here.	N=No Action Taken	If P, provide update on progress made toward accomplishing actions/goals and what tasks remain  If N, discuss why action toward accomplishing actions/goals has been delayed and what work will be initiated toward accomplishment.
Program goals are provided. Graduates will be able	P	Program progress has been made through the
to: 1. Critically examine, discuss, and demonstrate	•	implementation of strategies for continuous
ethical decision-making that addresses stakeholder		improvement to ensure students continue to
and organization needs., 2. Demonstrate a high		demonstrate understanding professional ethics.
level of success in applying effective group work		This has included the integration of course
strategies by identifying the talents and skills of		discussions to encourage peer discussion and
individuals to deliver the best product and service		engagement on the ethical dilemmas. This strategy
to targeted customers., 3. Demonstrate proficiency		helps strengthen all students understanding of
in analyzing hospitality market situations and		each of the ethical dilemmas presented in the
financial positions and to develop proactive		2022-2023 academic year.
business plans., 4. Evaluate market conditions,		·
customer needs, and the financial constraints and		
goals of a business situation in order to		
successfully position products and services in the		
market., 5. Integrate practical and content		
knowledge and professional work attitudes in their		
applied field of practice., 6. Apply general		
hospitality standard such as great service at a		
reasonable price in a designated period of time in		
any hospitality context., 7. Mindfulness of using		
relevant and sensitive principle. Data supports		
students are able to apply knowledge learned into		
an ethical dilemma case study. There were no SLO		
action plans for the 20-21 program year.		
Program goals are provided. Graduates will be able	P	Program progress has been made with the 2022-
to: 1. Critically examine, discuss, and demonstrate		2023 academic year implementation of an
ethical decision-making that addresses stakeholder		increased score on the achievement measure.
and organization needs., 2. Demonstrate a high		Monitoring and assessment has begun.

level of success in applying effective group work strategies by identifying the talents and skills of individuals to deliver the best product and service to targeted customers., 3. Demonstrate proficiency in analyzing hospitality market situations and financial positions and to develop proactive business plans., 4. Evaluate market conditions, customer needs, and the financial constraints and goals of a business situation in order to successfully position products and services in the market., 5. Integrate practical and content knowledge and professional work attitudes in their applied field of practice., 6. Apply general hospitality standard such as great service at a reasonable price in a designated period of time in any hospitality context., 7. Mindfulness of using relevant and sensitive principle. Data supports students are able to apply information and work collaboratively as a team in a group project. There were no SLO action plans for the 20-21 program year. Program goals are provided. Graduates will be able

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to: 1. Critically examine, discuss, and demonstrate ethical decision-making that addresses stakeholder and organization needs., 2. Demonstrate a high level of success in applying effective group work strategies by identifying the talents and skills of individuals to deliver the best product and service to targeted customers., 3. Demonstrate proficiency in analyzing hospitality market situations and financial positions and to develop proactive business plans., 4. Evaluate market conditions, customer needs, and the financial constraints and goals of a business situation in order to successfully position products and services in the market., 5. Integrate practical and content knowledge and professional work attitudes in their applied field of practice., 6. Apply general hospitality standard such as great service at a reasonable price in a designated period of time in

Program progress has been made with the 2022-2023 academic year with implementation of a cover document being developed that will accompany the internship materials packet.

Currently, the packet contains 3 documents that must be signed and returned by the internship preceptor before the beginning of the internship. The cover letter will be added to that group of 3 documents, requiring that internship preceptors read and sign the cover letter as well. The goal will be to ensure the preceptors understand the value of appropriate and reflective evaluation during the field experience.

any hospitality context., 7. Mindfulness of using		
relevant and sensitive principle. Data		
demonstrates additional information needs to be		
included in the field experience packet for the		
preceptor/supervisor. Progress has been made		
with the 2022-2023 academic year with		
implementation of a cover document being		
developed that will accompany the internship		
materials packet. There were no SLO action plans		
for the 20-21 program year.		
Program goals are provided. Graduates will be able	P	Program progress has been made with an
to: 1. Critically examine, discuss, and demonstrate		increased target measure for the 22-23 program
ethical decision-making that addresses stakeholder		year. The target measure will be increased to 80%
and organization needs., 2. Demonstrate a high		of all students will achieve 80% to ensure
level of success in applying effective group work		continuous program improvement.
strategies by identifying the talents and skills of		
individuals to deliver the best product and service		
to targeted customers., 3. Demonstrate proficiency		
in analyzing hospitality market situations and		
financial positions and to develop proactive		
business plans., 4. Evaluate market conditions,		
customer needs, and the financial constraints and		
goals of a business situation in order to		
successfully position products and services in the		
market., 5. Integrate practical and content		
knowledge and professional work attitudes in their		
applied field of practice., 6. Apply general		
hospitality standard such as great service at a		
reasonable price in a designated period of time in		
any hospitality context., 7. Mindfulness of using		
relevant and sensitive principle. Data supports the		
need for increased target measure for		
achievement for the 22-23 program year. There		
were no SLO action plans for the 20-21 program		
year.		
Program goals are provided. Graduates will be able	P	Program process has been made with the revision
to: 1. Critically examine, discuss, and demonstrate		in the 22-23 program plan to include a revised
ethical decision-making that addresses stakeholder		assessment measure and target based on a
and organization needs., 2. Demonstrate a high		different course.
level of success in applying effective group work		anner ente course.
icver or success in applying circulate group work		

strategies by identifying the talents and skills of		
individuals to deliver the best product and service		
to targeted customers., 3. Demonstrate proficiency		
in analyzing hospitality market situations and		
financial positions and to develop proactive		
business plans., 4. Evaluate market conditions,		
customer needs, and the financial constraints and		
goals of a business situation in order to		
successfully position products and services in the		
market., 5. Integrate practical and content		
knowledge and professional work attitudes in their		
applied field of practice., 6. Apply general		
hospitality standard such as great service at a		
reasonable price in a designated period of time in		
any hospitality context., 7. Mindfulness of using		
relevant and sensitive principle. Data was not		
collected for this course due to the course not		
being offered in the 21-22 year. There were no SLO		
action plans for the 20-21 program year.		
Achievement measure to be removed from the 22-	С	Program process has been made with the revision
23 plan. There were no SLO action plans for the		in the 22-23 program plan to remove this
20-21 program year.		assessment measure.