**Continuous Improvement Plan**

**Date:** AY 2022 - 2023 **Name of Program/Unit:** Hospitality and Foodservice Management **–** Hotel / Restaurant Track

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcome(s)**  Results expected in this unit  (e.g., Authorization requests will be completed more quickly to Increase client satisfaction with our services) | **B. Measure(s)**  Instrument(s)/process(es) used to measure results  (e.g., survey results, exam questions, etc.)  Include Course Information and the Semester in which the assessment will occur | **C. Target(s)**  Level of success expected  (e.g., 80% approval rating, 10-day faster request turn-around time, etc.) |
| Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor’s evaluation | Supervisor evaluations from HAMG-1366,  HAMG-2380, and RSTO-1364. | 80% of supervisors will rate the student's performance at 80% or higher. |
| Demonstrate effective professional communication skills through presentations and business writing. | Assessment rubric/grade for the Career  Achievement Portfolio project. | The total average CAP binder assessment grade should be 85% or higher. |
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**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g., Students will learn how to compare/contrast conflict and structural-functional theories, increase student retention in the Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g., results of surveys, test item questions 6 and 7 from the final exam, end-of-term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g., 80% approval rating, 25 graduates per year, increase retention by 2%, etc.).

**D. Action Plan** -Based on the analysis, identify actions to be taken to accomplish the outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data have impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| **Outcome #1:** Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor’s evaluation. | |
| **Measure (Outcome #1):** Supervisor evaluations from HAMG-1366,  HAMG-2380, and RSTO-1364. | **Target (Outcome #1):** 80% of supervisors rate the student's performance at 80% or higher. |
| **Action Plan (Outcome #1):** Continue to survey the cooperative education supervisor for all students completing HAMG-1366, HAMG-2380,  And RSTO-1364. | |
| **Results Summary (Outcome #1)** Twelve students were registered in the Cooperative or Practicum Education Classes over the last two years. Ten of those students completed the class with an overall average rating of 83.92% | |
| **Findings (Outcome #1):** The findings showed that the students in HAMG consistently exceeded the threshold of 80%. Eight students were above the 80% level, and two students were below the average threshold. | |
| **Implementation of Findings:** The program will put additional focus on the classes leading up to the cooperative education class for the Meeting and Event Management program to ensure future students are meeting the 80% threshold. We will add two meeting and event professionals to the advisory board to ensure we meet the industry expectations in what we are teaching. | |

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| **Outcome #2:** Demonstrate effective professional communication skills through presentations and business writing. | |
| **Measure (Outcome #2):** Assessment rubric/grade for the Career  Achievement Portfolio project. | **Target (Outcome #2):** The total average CAP assessment grade is 85% or higher. |
| **Action Plan (Outcome #2):** During the Pandemic, the focus of the students completing the Career Achievement Portfolio (CAP) binder fell off, and the students needed to retain their major projects and add them to their binder. | |
| **Results Summary (Outcome #2):** Only 63.6% of the students completing HAMG-2305 submitted the CAP binder for grading, and 36.4% of the students opted to complete the alternative assignments. The average score for the HAMG students was 82.8% | |
| **Findings (Outcome #1):** The students stated that the CAP binder project needed to be clearly discussed at the beginning of the program, or some instructors had removed this assignment from their courses. | |
| **Implementation of Findings:** The program is reimplementing the CAP binder project in all classes starting with the Spring 2023 term. The CAP binder project was discussed in detail with all students taking HAMG-1321 during the spring semester. All HAMG classes that are running during the Spring 2023 term should have the CAP binder assignment clearly stated in their syllabus. In addition, each class added a summary of the CAP binder project to their classes to ensure the students are continually reminded of this assignment. | |