

Continuous Improvement Plan Report to be Completed in Years 2/4 of Program Review Cycle

Date: AY 2024 – 2025 Name of Program: Hospitality and Foodservice Management – Hotel / Restaurant Track

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**Table 1: CIP Student/Program Level Learning Outcomes Targeted for Improvement, Description of Assessment Measure(s) and Targets Levels of Success Table (focus on at least one student/program level outcome for the next two years)**

**Description of Fields in CIP Table 1:**

**A. Student Learning Outcome(s)** - Results expected in this program (e.g., students will be able to compare/contrast conflict and structural functional theories). Outcomes must be quantifiable and measurable.

**B. Assessment Measure(s)** – Assessment instrument(s)/process(es) used to measure results (e.g., embedded test questions 6 & 7 from final exam)

**C. Targeted Level(s) of Success** - Level of success expected (e.g., X% of students will score at least Y on the indicated assessment)

<b>A. Student/Program Level Learning Outcome(s) Targeted for Improvement</b> (e.g., “Students will be able to...”) 	<b>B. Description of Assessment Measure(s)</b> (Assessment instrument(s)/process(es) used to measure results - Include course in which assessment will be given) 	<b>C. Targeted Level(s) of Success</b> (e.g., X% of students will score at least Y on the indicated assessment.) 
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.

**Table 2. CIP Student Learning Outcomes 1–3 (focus on at least one for the next two years)**

**Description of Fields in CIP Table 2:**

- A. Student/Program Level Learning Outcome(s) Targeted for Improvement** - Results expected in this program (e.g., Students will be able to compare/contrast conflict and structural functional theories). Outcomes must be quantifiable and measurable.
- B. Assessment Measure(s) – Assessment Instrument(s)/process(es)** used to measure results (e.g., embedded test questions 6 & 7 from final exam)
- C. Targeted Level(s) of Success** - Level of success expected (e.g., X% of students will earn a score of Y or greater on the embedded test questions)
- D. Description of Action Plan to Improve Learning** - Describe action(s) to be taken to improve student attainment of the indicated student/program level outcome. What will you do?
- E. Summary of Results/Data** - Summarize the information and data collected in year 1/3 when action plan was implemented.
- F. Findings** - Explain how the information and data has impacted the expected student learning outcome.
- G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Student/Program Level Learning Outcome Targeted for Improvement #1**

<p><b>A. Student/Program Level Learning Outcome Targeted for Improvement #1:</b> Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor’s evaluation.</p>	
<p><b>B. Assessment Measure(s):</b> Supervisor evaluations from HAMG-1366, HAMG-2380, and RSTO-1364.</p>	<p><b>C. Targeted Level(s) of Success:</b> 80% of supervisors rate the student's performance at 80% or higher.</p>
<p><b>D. Description of Action Plan to Improve Learning:</b> Continue to survey the cooperative education supervisor for all students completing HAMG-1366, HAMG-2380, And RSTO-1364.</p>	
<p><b>E. Summary of Results/Data:</b> Ten students were registered in the Cooperative or Practicum Education Classes over the last academic year. All the students completed the class with an overall average rating of 83.63%</p>	
<p><b>F. Findings:</b> The findings showed that the students in HAMG consistently exceeded the threshold of 80%. Seven students were above the 80% level, and three students were below the average threshold.</p>	
<p><b>G. Implementation of Findings:</b> The program focused on the classes leading up to the cooperative education class for the Hotel and Restaurant track program to ensure future students are meeting the 80% threshold. We plan to add two hotel and restaurant professionals to the advisory board to ensure we meet the industry expectations in what we are teaching.</p>	

**Student/Program Level Learning Outcome Targeted for Improvement #2**

<p><b>A. Student/Program Level Learning Outcome Targeted for Improvement #2:</b> Demonstrate effective professional communication skills through presentations and business writing.</p>	
<p><b>B. Assessment Measure(s):</b> Assessment grade for the Career Achievement Portfolio project or alternate book report which is submitted in HAMG 2305 – Hospitality Management and Leadership class.</p>	<p><b>C. Targeted Level(s) of Success:</b> The total average CAP assessment grade is 85% or higher.</p>
<p><b>D. Description of Action Plan to Improve Learning:</b> 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.</p>	
<p><b>E. Summary of Results/Data:</b> Only three of the six students completing HAMG-2305 submitted the CAP binder for grading, and the other students opted to complete the alternative book report assignment. The average score for the HAMG students who submitted the CAP was 82.78%. The average score for the three students who submitted the alternate book report assignment was 87.56%. The combined score on the CAP assignment and book report was 84.37%.</p>	
<p><b>F. Findings:</b> The students stated that the faculty is still not discussing the CAP binder project in all the classes. The faculty will develop a tool that will be added to the classes for the students to sign, stating that they understand the requirements for the CAP binder for that class.</p>	
<p><b>G. Implementation of Findings:</b> The program 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. We need to ensure that all HAMG classes have clearly identified the assignments that should be in the CAP binder. The program will be submitting a request to the Curriculum Advisory Board to permanently add the CAP binder assignment to the syllabi for all classes in the major, effective with the 2025 - 2026 academic year.</p>	

## Program Assessment Data Report

**Program: Hospitality and Foodservice Management – Hotel / Restaurant Track**

**Terms Data Collected: Fall 2023, Spring 2024, Summer 2024**

Program-Level Learning Outcome- (From Assessment Plan)	Assessment Measure(s) and Where Implemented in Curriculum – (From Assessment Plan)	Target Outcome(s)- Level of Success Expected – (From Assessment Plan)	Assessment Results – (Provide data in a form related to targeted levels of success to left. Indicate if targeted level of success was met, partially met, or not met.)
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-1364.9	80% of supervisors will rate the student's performance at 80% or higher.	Ten students were registered in the Cooperative or Practicum Education Classes over the last academic year. All the students completed the class with an overall average rating of 83.63%. The individual student average performance scores were 83.4%, 84.3%, 86.3%, 90.6%, 82.7%, 78.9%, 84.8%, 81.4%, 80.4%, 83.5%.
Demonstrate effective professional communication skills through presentations and business writing.	Assessment grade for the Career Achievement Portfolio project or alternate book report which is submitted in HAMG 2305 – Hospitality Management and Leadership class.	The total average CAP assessment grade is 85% or higher.	Only three of the six students completing HAMG-2305 submitted the CAP binder for grading, and the other students opted to complete the alternative book report assignment. The average score for the HAMG students who submitted the CAP was 82.78%. The average score for the three students who submitted the alternate book report assignment was 87.56%. The combined score on the CAP assignment and book report was 84.37%. The final percentage for the three students who submitted the CAP assignment were 81.67%, 84.0%, and 82.67%. The final percentage for the three students who submitted the book report were 91.33%, 84.67%, and 86.67%.

